



AUSTRALIAN
**GEOGRAPHY
COMPETITION**



Janison.

**Australian
Geography
Competition.**

Teacher guide
troubleshooting

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1. How to see the Competition Event progress

To access the Home Page, go to <https://agc.au.insights.janison.com/> and login using your username (email address) and password.

On the Home Page you can:

1. Create a New Competition Session. (There is a separate Guide detailing this.)

The screenshot shows the user interface for the Australian Geography Competition. At the top, there is a search bar and a user profile for 'Testing ContactTeacher1'. The main dashboard area displays a welcome message and summary statistics for 'Today 28/03/2024 only' and 'All active'. The 'All active' section shows 1 Active session and 0 Candidates in Progress. Below this is a table of 'Competition Sessions' with columns for Session Code, Session Name, Competition Event, Students, Status, Teacher, and Created. A 'Create New Competition Session' button is also visible.

Session Code	Session Name	Competition Event	Students	Status	Teacher	Created
BTJ-GD-DYY			7	Started		11:46, 22 Mar

2. View the Competition Events of your school.

The screenshot shows the 'Competition Events' page with a table of active events. The table has columns for Start - End Date, Days Left, Start Date and Time, Competition Event, and Students. A status filter is set to 'In Progress'.

Start - End Date	Days Left	Start Date and Time	Competition Event	Students
22 Mar 2024 - 5 Apr 2024	8	Today at 00:00	year-7-agc-2024- uat	9

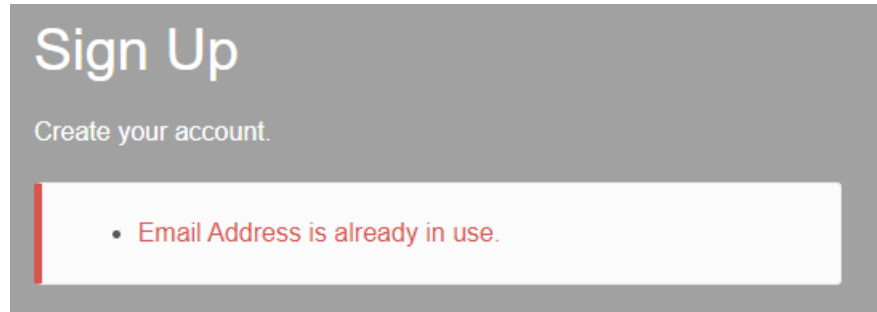
3. View the students list along with their Student Code. Use the status filter option to filter and view students based on the status.

The screenshot shows the 'Students' list page. It features a search bar and a status filter set to 'Not Started Attempts'. Below is a table with columns for Name, Username, Competition Event, Student Code, Status, Progress, Session Code, Session, Delivery Mode, Reconciled, PNP's, and Actions. A pagination bar at the bottom shows 1 of 1 items.

Name	Username	Competition Event	Student Code	Status	Progress	Session Code	Session	Delivery Mode	Reconciled	PNP's	Actions
Sue Sample 01	sv1@janison.com.au	Janison Testing Internal Event 12	VQ-SN-HZ-RC	Not started							Actions

2. What to do if 'Email address already in use' appears as a student registers

If a student enters their personal information when registering and the error 'Email address already in use' appears (as per the below screenshot), there are two options to rectify this.



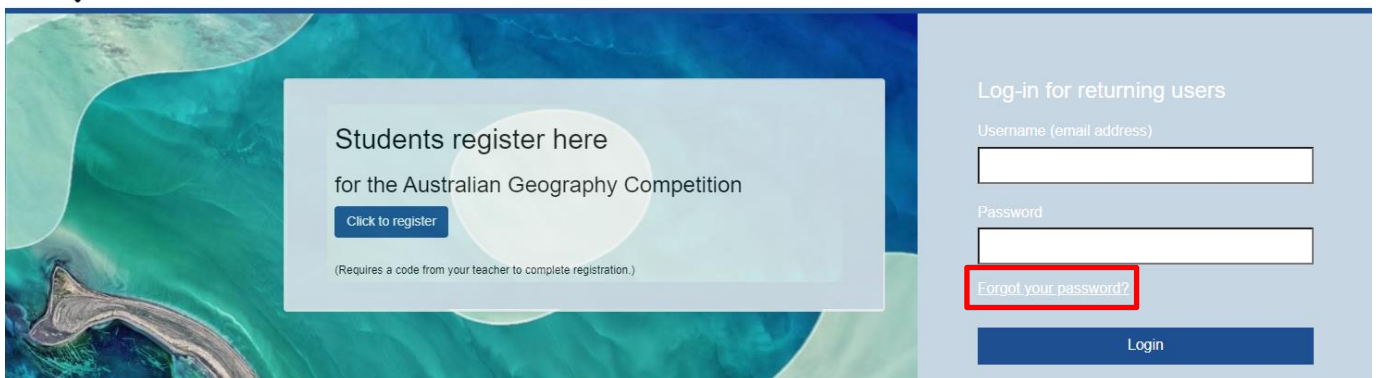
Note: this can occur even when a student hasn't accessed the platform, but they accidentally double click on the **Sign Up** button.

Option 1 – student resets password

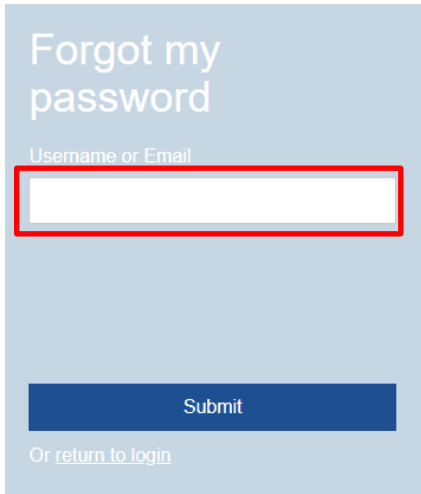
Option 2 – teacher changes password

2.1 Student resets password

1. The student will need to go back to the initial website <https://agc.au.insights.janison.com/>
2. Student clicks on **Forgot your password?**.



- Student enters their email address and clicks **Submit**.



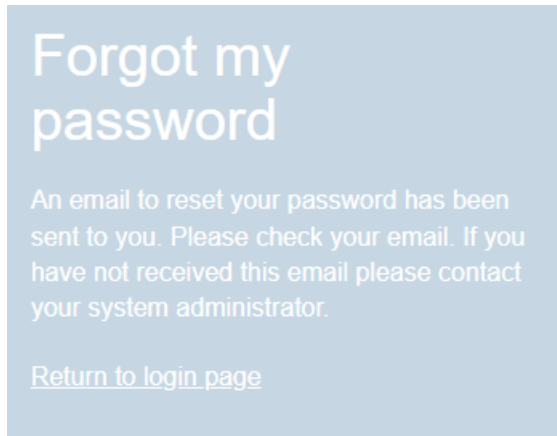
Forgot my password

Username or Email

Submit

[Or return to login](#)

- The following message will appear and the student will receive a password reset email.

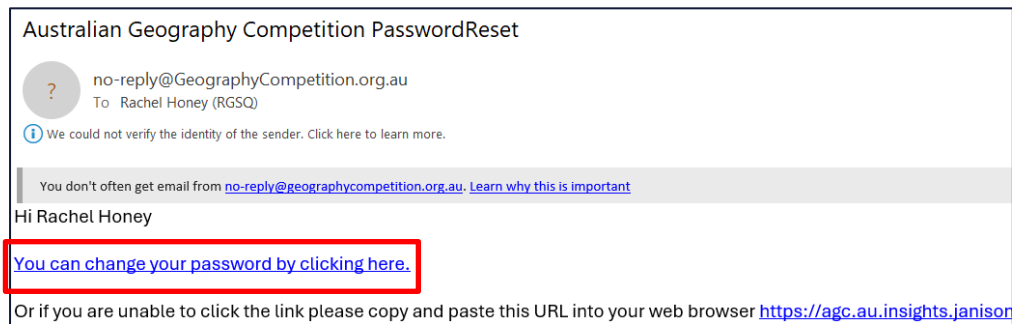


Forgot my password


An email to reset your password has been sent to you. Please check your email. If you have not received this email please contact your system administrator.


[Return to login page](#)

- Student access their email and clicks on the link in the password reset email.



Australian Geography Competition PasswordReset

 no-reply@GeographyCompetition.org.au
To Rachel Honey (RGSQ)

 We could not verify the identity of the sender. [Click here to learn more.](#)

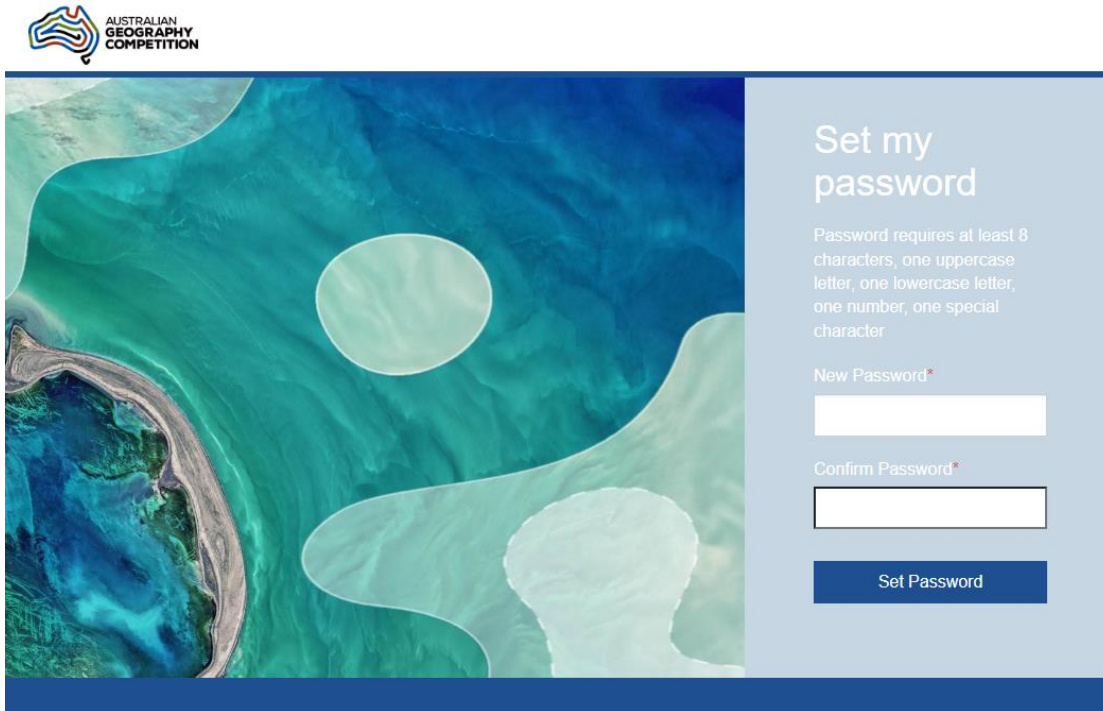
You don't often get email from no-reply@geographycompetition.org.au. [Learn why this is important](#)

Hi Rachel Honey

[You can change your password by clicking here.](#)

Or if you are unable to click the link please copy and paste this URL into your web browser <https://agc.au.insights.janison>

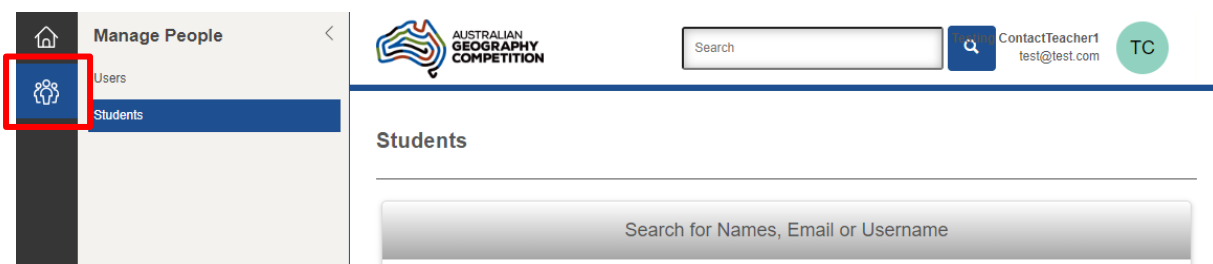
6. Student types in a new password and confirms password. Then clicks on the **Set Password** button.



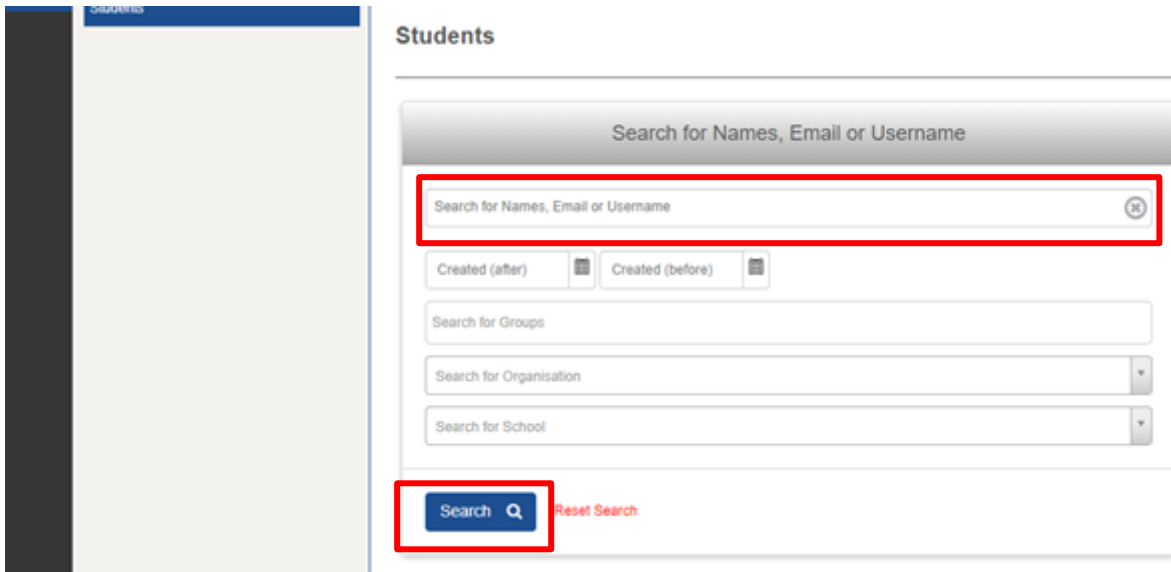
7. The student should now see their home page, and the student can proceed from step 7 in the 'Registration by students' guide.

2.2 Teacher changes password

Click on the Manage People icon on the top left corner of the screen. Invigilators will see a list of students who have registered for your school. Contact Teachers should select **Students** to see the list of students.



1. Click on the **Search for Names, Email or Username** button. In the drop-down form, fill in the student's name (can be just the beginning of the first name or last name). Click **Search**. You should now see a list of students meeting your search criteria.



2. Click on the student's name to go to the student's profile.

The screenshot shows the 'Students' page in the Australian Geography Competition system. The page header includes the Australian Geography Competition logo and the user's name 'Rachel Honey' with the email 'agccordinator@rgsq.org.au'. The page title is 'Students' and there is an 'Import Students' button. The search interface is visible, and below it, there are tabs for 'Active (12)' and 'Inactive (52269)'. A table lists the students, with the first entry highlighted by a red box:

<input type="checkbox"/>	Name	Username	Email	Created ▲
<input type="checkbox"/>	Sue Sample 01 from Sample School 2	sv1@janison.com.au	sv1@janison.com.au	22 Nov 2023

3. Select **Actions** on the right and then select **Change Password** from the dropdown.

The screenshot shows the top navigation bar with the Australian Geography Competition logo, a search bar, and the user name 'Rachel Honey' with the email 'agccoordinator@rgsq.org.au' and initials 'RH'. Below the navigation bar, the student profile for 'Sue Sample 01 [sv1@janison.com.au]' is displayed. The profile includes fields for First Name, Last Name, School, Username, Gender, Email, and Class Code. On the right side, an 'Actions' dropdown menu is open, with 'Change Password' selected and highlighted by a red box.

4. Create a new password for the student and click **Save Password**.



Change Password: Sue Sample 01 [sv1@janison.com.au]

In Australian Geography Competition

Note: Password requires at least 8 characters, one uppercase letter, one lowercase letter, one number, one special character ?

New Password*

Confirm Password*

Save Password or Cancel

5. The student will need to refresh their browser and return to the initial website <https://agc.au.insights.janison.com/> and complete the 'Log-in for returning users' with the new password.



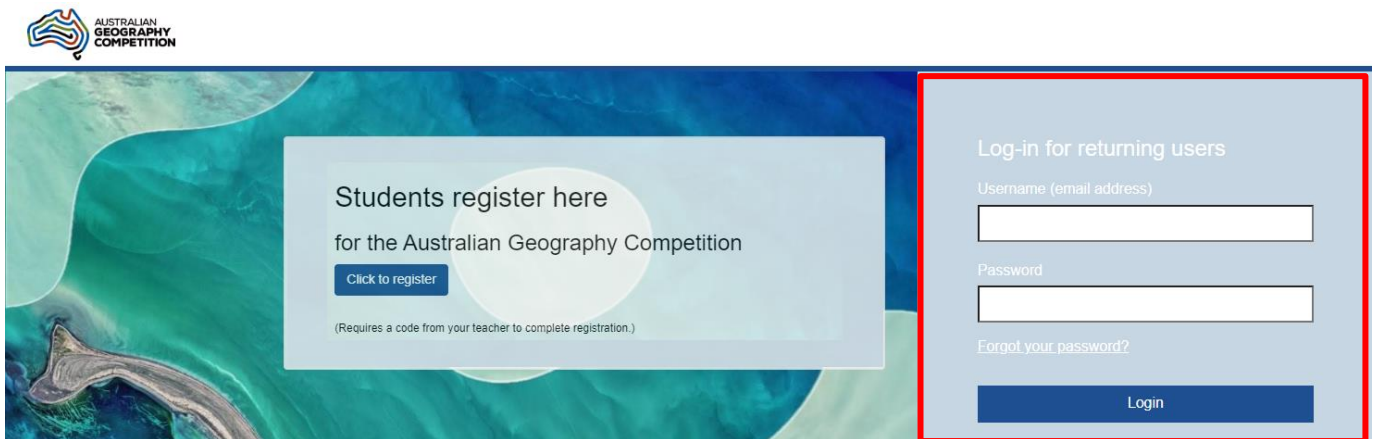
The screenshot shows the login page with a background image of a coastline. On the left, there is a registration prompt: 'Students register here for the Australian Geography Competition' with a 'Click to register' button and a note '(Requires a code from your teacher to complete registration.)'. On the right, the 'Log-in for returning users' section is highlighted with a red box. It contains a 'Username (email address)' field, a 'Password' field, a 'Forgot your password?' link, and a 'Login' button.

3. How does a student return to the Competition if they exit before finishing

If a student logs off or moves away from the Competition URL, they will need to log in again. (Note: if the student needs to stop and restart the Competition, please see the guide 'Pause and Resume Test Session or Student'.)

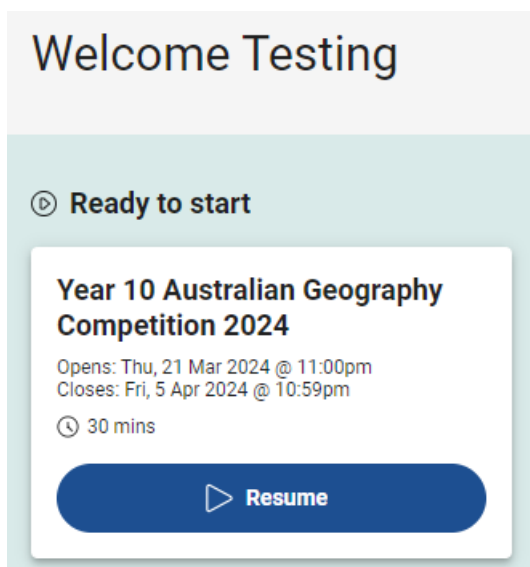
Step 1. Award student 10 minutes extra time before commencing the next steps. See guide 'Award More Time to a Student'.

Step 2. Student returns to <https://agc.au.insights.janison.com/>



Step 3. Student logs in as a returning user, using their email address and password. If required, they can reset password by selecting **Forgot Password** from the login screen, which will send a password to their email. (Alternatively, the password can be reset by the teacher via the Manage People screen - see Section 2.) If the student has forgotten the email address they used for their username, see Step 8.

Step 4. Student selects **Resume**.



Step 5. As when they first accessed the Competition, student types in the the **Session Code** written on the board and clicks **Next**.

Step 6. As before, the **Student Code** should already be filled in. Student DOES NOT CHANGE, clicks **Next** to continue. If the student code is not already filled in, see Step 9.

Step 7. Student confirms test year and student name, and clicks **Yes** to start the test.

Step 8. The student can find the question where they were up to by clicking the tiles button and then clicking the last question answered.



Step 9. If the Student Code is blank (or if a student has forgotten the email address they used), this information is available on the teacher's home page.

Step 10. Scroll down to Students list. You can scan the list or the student by name and will be able to find the relevant Student Code to give to the student.

Students Status: Not Started Attempts

Search Students

<input type="checkbox"/>	Name	Username	Competition Event	Student Code	Status	Progress	Session Code	Session	Delivery Mode	Reconciled	PNP's	Actions
<input type="checkbox"/>	Sue Sample 01	sv1@janison.com.au	Janison Testing Internal Event 12	VQ-SN-HZ-RC	Not started							Actions

1 - 1 of 1 items

4. What to do if a student selects the wrong Year level

If the student selects the incorrect Year the teacher can go to the Manage People screen, search for the student's name, and click on the student's name to go to the student's profile.

The screenshot shows the 'Students' management interface. The sidebar on the left contains navigation icons, with the 'Manage People' icon (a group of people) highlighted in a red box. The main content area is titled 'Students' and includes an 'Import Students' button. A search bar is present with the placeholder text 'Search for Names, Email or Username'. Below the search bar are filters for 'Created (after)', 'Created (before)', 'Search for Groups', 'Search for Organisation', and 'Search for School'. A 'Search' button and a 'Reset Search' link are at the bottom of the search area. Below the search area, there are tabs for 'Active (12)' and 'Inactive (52269)'. A table lists student records with columns for Name, Username, Email, and Created. The first row, 'Sue Sample 01 from Sample School 2', is highlighted with a red box.

<input type="checkbox"/>	Name	Username	Email	Created
<input type="checkbox"/>	Sue Sample 01 from Sample School 2	sv1@janison.com.au	sv1@janison.com.au	22 Nov 2023

Select **Actions** on the right and then select **Edit Student** from the dropdown.

The screenshot shows the student profile page for 'Sue Sample 01 [sv1@janison.com.au]'. The page title is 'Student: Sue Sample 01 [sv1@janison.com.au]' and it indicates the student is 'In Australian Geography Competition'. The profile details are listed below: First Name: Sue, Last Name: Sample 01, School: Sample School 2 [sample-school-2], Username: sv1@janison.com.au, Gender: Female, Email: sv1@janison.com.au, and Class Code: A. On the right side of the page, there is an 'Actions' dropdown menu, which is highlighted with a red box. The dropdown menu is open, showing two options: 'Edit Student' and 'Change Password'.

Next to School Year, select the correct Year for the student.

Edit Student: Sue Sample 01 [sv1@janison.com.au] Actions ▾

In Australian Geography Competition

Organisation: Australian Geography Competition ▾

School: Sample School 2 [sample-school-2] ▾

First Name: Sue

Last Name: Sample 01

Gender: Female × ▾

Email*: sv1@janison.com.au

Class Code: A × ▾

School Year: None ▾

Save Student Cancel

The student will need to refresh their browser and the new enrolment will appear on their Dashboard.

Welcome Testing

▶ Ready to start

Year 10 Australian Geography Competition 2024

Opens: Thu, 21 Mar 2024 @ 11:00pm
Closes: Fri, 5 Apr 2024 @ 10:59pm

🕒 30 mins

▶ Resume

5. What to do if a student has started the Competition in the wrong Year

If the student starts the test in the wrong Year, the student types in agc.au.insights.janison.com and waits for the teacher to change their Year.

Teacher repeats the steps in Section 4 "How to change the Year ...".

The student refreshes their browser and the new enrolment for the correct year will now be available, as well as the previously started test.

The student should complete the test only for the correct year.

To avoid later confusion, you could send us details of the incorrect attempt: school ID, school name, student's name, username, student code, year to be deleted.



Welcome Testing

▶ Ready to start

Year 10 Australian Geography Competition 2024

Opens: Thu, 21 Mar 2024 @ 11:00pm
Closes: Fri, 5 Apr 2024 @ 10:59pm

🕒 30 mins

▶ Resume

Year 11 Australian Geography Competition 2024

Opens: Thu, 21 Mar 2024 @ 11:00pm
Closes: Fri, 5 Apr 2024 @ 10:59pm

🕒 30 mins

▶ Start

6. What to do if a student changes the Student Code

While registering, if a student inadvertently changes or deletes the auto-populated Student Code, this information is available on the teacher's home page.

Scroll down to Students list. You can scan the student list or search for the student by name and you will be able to find the relevant Student Code to give to the student.

Students Status: Not Started Attempts

Search Students

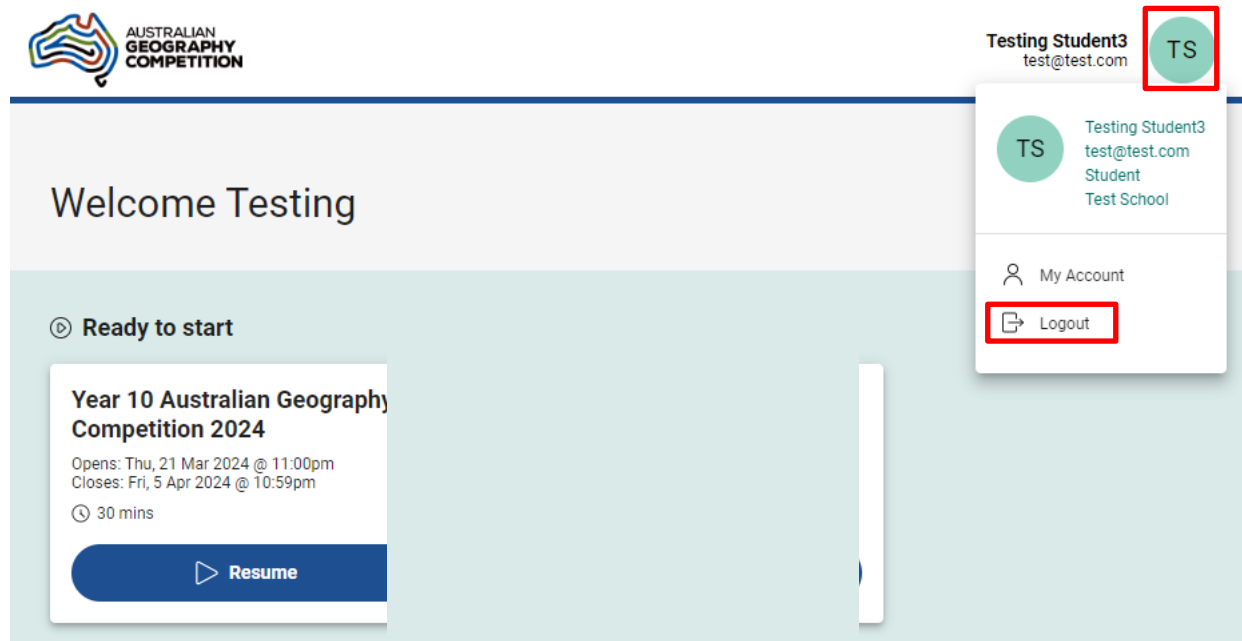
<input type="checkbox"/>	Name	Username	Competition Event	Student Code	Status	Progress	Session Code	Session	Delivery Mode	Reconciled	PNP's	Actions
<input type="checkbox"/>	Sue Sample 01	sv1@janison.com.au	Janison Testing Internal Event 12	VQ-SN-HZ-RC	Not started							Actions

1 - 1 of 1 items

7. What to do if a student enrolls in the wrong school

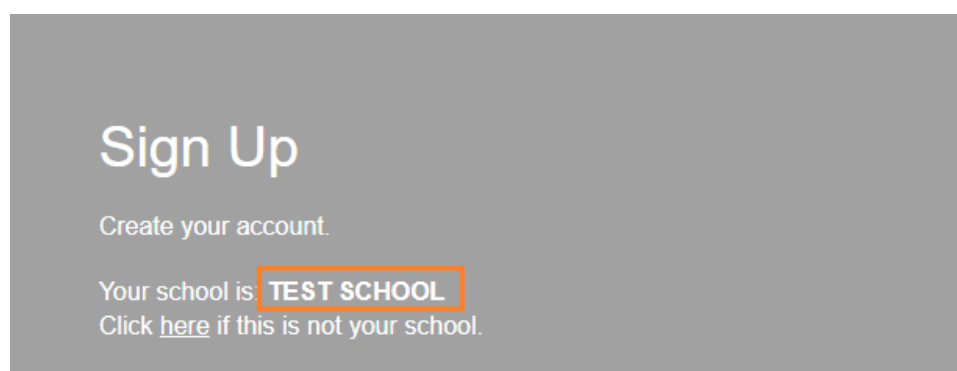
If the student enters the incorrect school ID and goes on to submit their personal information without checking, the student will not appear on the teacher's screen and will not be recorded as a student from your school.

Ask the student to log out of Janison by clicking on the green circle with their initials, and selecting **Logout**.



The student will need to repeat the registration process again, with the addition of a '1' at the end of their email address so that it is a unique address. E.g., *student@school.com.au* becomes *student@school.com.au1*

When signing up again, the student needs to check the correct school enrolment as per the screenshot below.

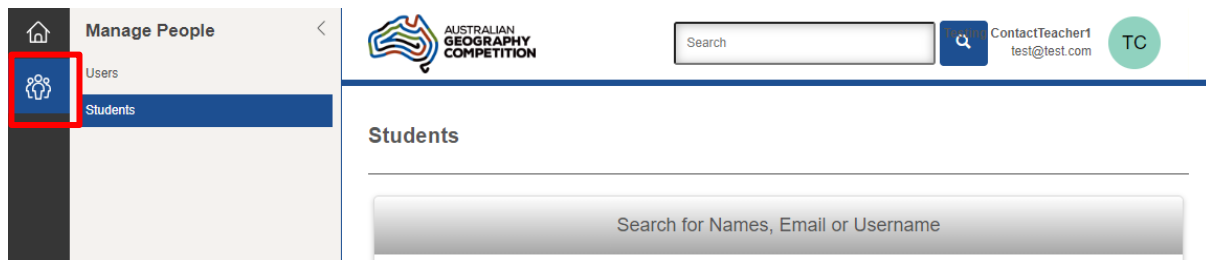


(Please note that if it was needed, the password reset function will not work, as an invalid e-mail has been used. However, the password can still be reset by the teacher via the Manage People screen - see Section 2).

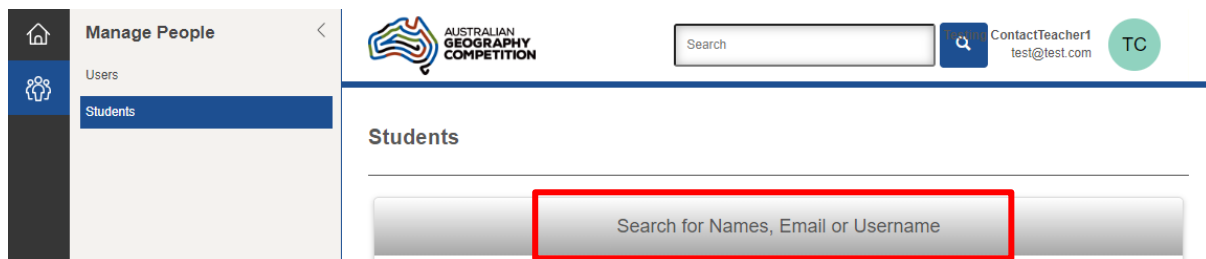
8. What to do if a student misspells their name or uses only lower case

If a student misspells their name, or uses only lower-case letters, the teacher can correct this. This correction can wait until after the student sits the Competition.

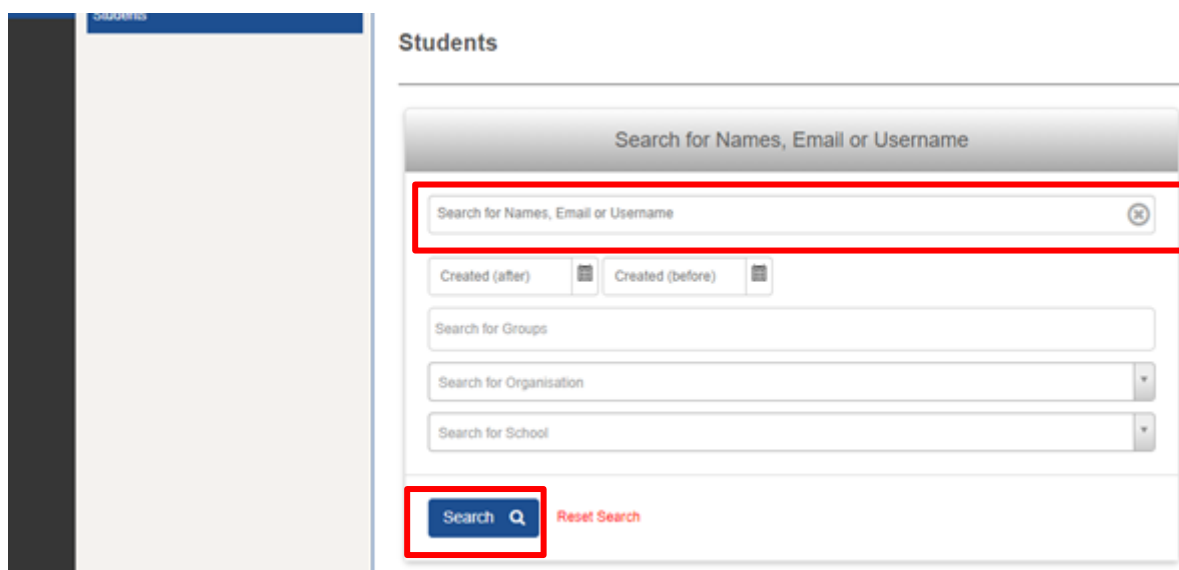
To determine if you have any students with this issue, click on the Manage People icon on the top left corner of the screen. Invigilators will see a list of students who have registered for your school. Contact Teachers should select **Students** to see the list of students.



You can scan the list for errors, or if you want to correct a specific student click on **Search for Names, Email or Username**.



In the drop-down form, fill in the student's name (can be just the beginning of the first name or last name). Click **Search**. You should now see a list of all students meeting your search criteria.



Click on the student's name to go to the student's profile.



The screenshot shows a table with columns: Name, Username, Email, and Created. The first row contains the student 'Sue Sample 01 from Sample School 2'. A red box highlights the name. Above the table is a search bar with 'Search' and 'Reset Search' buttons, and filters for 'Active (12)' and 'Inactive (52269)'.

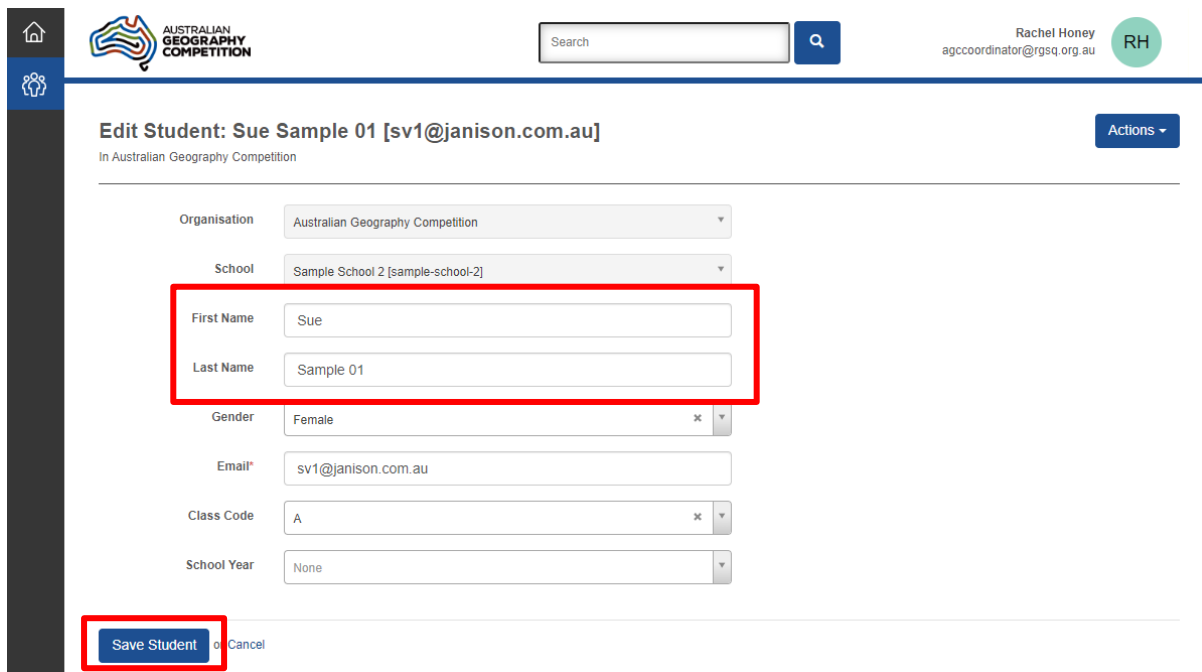
<input type="checkbox"/>	Name	Username	Email	Created
<input type="checkbox"/>	Sue Sample 01 from Sample School 2	sv1@janison.com.au	sv1@janison.com.au	22 Nov 2023

Select **Actions** on the right and then select **Edit Student** from the dropdown.



The screenshot shows the student profile for 'Sue Sample 01 [sv1@janison.com.au]'. On the right side, there is an 'Actions' dropdown menu with 'Edit Student' and 'Change Password' options. A red box highlights the 'Actions' dropdown and the 'Edit Student' option. The profile details include: First Name: Sue, Last Name: Sample 01, School: Sample School 2, Username: sv1@janison.com.au, Gender: Female, Email: sv1@janison.com.au, Class Code: A.

Click into the student's name or any other field and make the corrections. When all corrections have been made, click **Save Student**.



The screenshot shows the 'Edit Student' form for 'Sue Sample 01 [sv1@janison.com.au]'. The form fields are: Organisation (Australian Geography Competition), School (Sample School 2), First Name (Sue), Last Name (Sample 01), Gender (Female), Email (sv1@janison.com.au), Class Code (A), and School Year (None). A red box highlights the 'First Name' and 'Last Name' fields. At the bottom left, there is a 'Save Student' button and a 'Cancel' button. A red box highlights the 'Save Student' button.

9. Technology requirements/troubleshooting

The following list details some recommendations in an aim to prevent possible technology issues during the event.

Please note that the cause of issues can be various.

Technical Readiness Page	<p>You can use the following page to check if you meet the basic requirements for the test.</p> <p>https://agc.au.insights.janison.com/pages/technical-readiness_technical-readiness</p>
Firewall whitelists	<p>Please refer to the “Proxy” section below which outlines the ports and addresses that the school network administrator is required to allow.</p> <p>If you're still unable to connect to the Competition website despite confirming the Proxy requirements with your school network administrator, try switching to a Mobile Hotspot. This will help you identify whether the connectivity problem lies with your school's internet or your device.</p>
Proxy	<p>Standard web proxy servers are supported. The following ports need to be open through the proxy:</p> <p>Port 443 Port 80</p> <p>The following web site addresses need to be accessible through the firewall:</p> <ul style="list-style-type: none"> *.core.windows.net (on azure as storage related endpoints – this is utilised for hosting static content such as images/html/js files) *.azureedge.net (on the CDN as storage related endpoints – this is utilised for hosting static content such as images/html/js files) *.insights.janison.com to access the competition web site
JavaScript	<p>Ensure JavaScript is enabled. If it is not enabled, you can rectify this by using the guide:</p> <p>Windows</p> <p>https://support.microsoft.com/en-au/office/enable-javascript-7bb9ee74-6a9e-4dd1-babf-b0a1bb136361</p> <p>Mac</p> <p>https://www.whatismybrowser.com/guides/how-to-enable-javascript/safari</p>
Bandwidth to internet (At each school)	<p>512 KB bandwidth for up to 20 users simultaneously</p> <p>2 MB bandwidth for up 100 users simultaneously</p> <p>5 MB bandwidth for more than 100 users simultaneously</p>

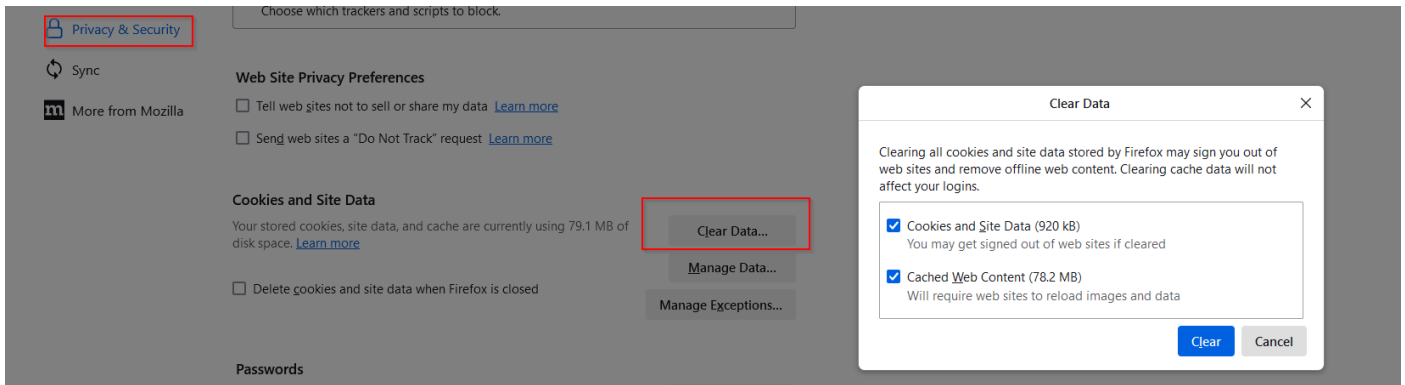
Browsers	<p>Cache</p> <ul style="list-style-type: none"> • Pre-cache digital content ability is supported and preferred. Ensure that the browser cache is cleared manually in the browser settings. • Please also see Clearing a browser's cache in this document.
	<p>Cookies</p> <ul style="list-style-type: none"> • Cookies are required and should be enabled by default. • Please ensure that the cookies are enabled in the browser settings.
	<p>Plugins</p> <p>Please make sure all browser plugins or extensions apart from Adobe Flash Player (if required for your browser) are disabled.</p>

10. Clearing a browser's cache

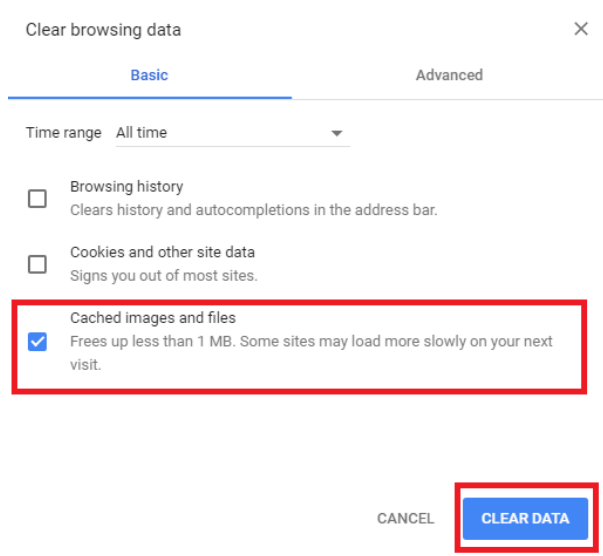
You may want to clear the cache if multiple students are sharing a device. To do this, press (Ctrl + Shift + Del) on Window devices. In the box that appears ensure that 'Cache' or 'Temporary website files' are selected and time (if applicable) is set to 'All time'. Please see the screenshots below:

Please Note: After clearing your browsers' cache then refresh the page (hard refresh ctrl+F5) on Windows devices.

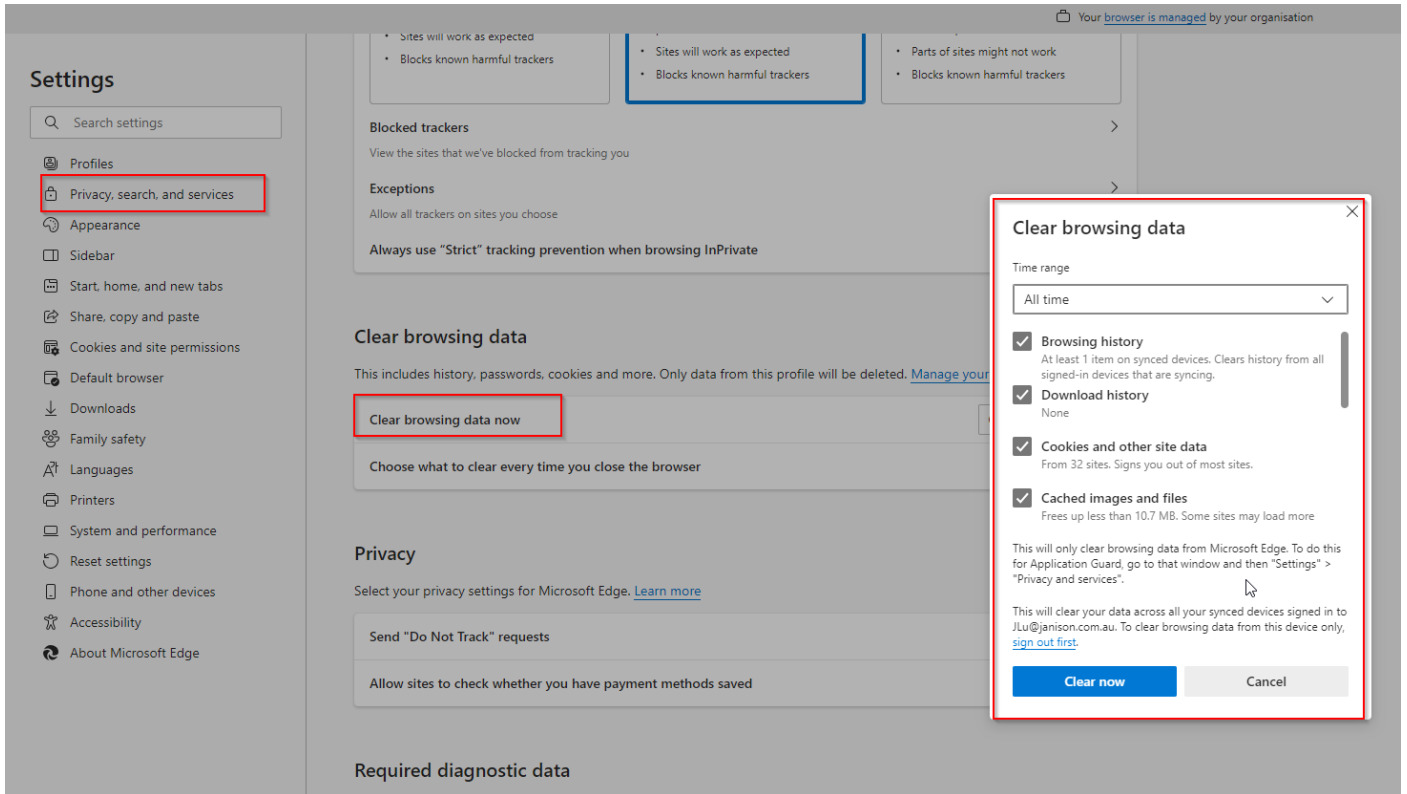
10.1 Firefox



10.2 Google chrome

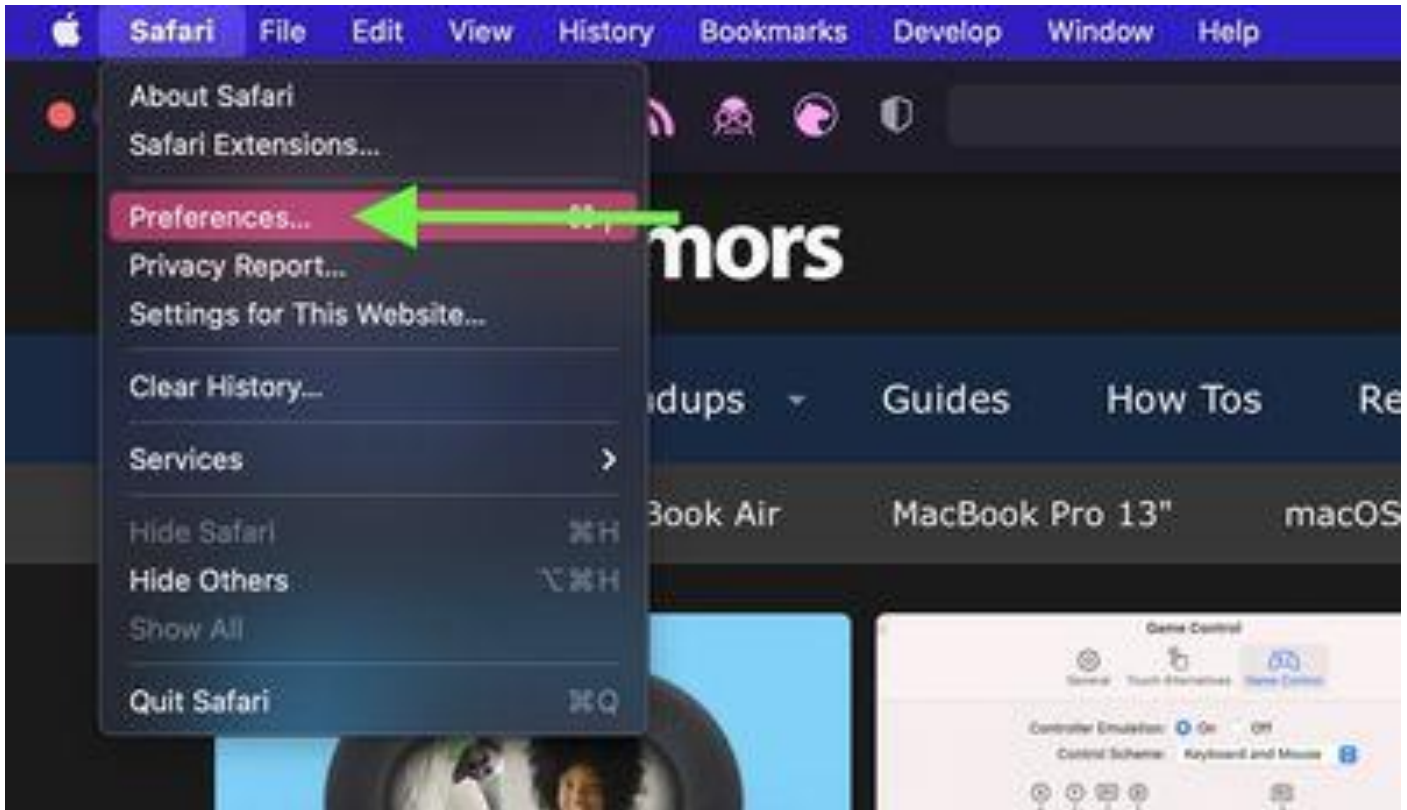


10.3 Microsoft Edge



10.4 Safari

Select **Safari -> Preferences....**



Click the **Privacy** tab and select **Manage Website Data....**



Select a website that is listed, then click **Remove**. To remove all website data from Safari, click **Remove All**.

