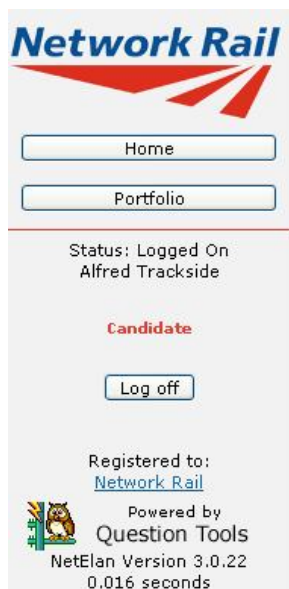


..... *Quick Guide*

How to use the AitL system to facilitate online tests

<http://railexams.questiontools.net>



Network Rail

Home

Portfolio

Status: Logged On
Alfred Trackside

Candidate

Log off

Registered to:
[Network Rail](#)

Powered by
Question Tools

NetElan Version 3.0.22
0.016 seconds

Assessment in the Line

Logged on as Alfred Trackside

Not completed during Year 2

All of the exams listed in black below need to be taken. Alternatively, the competence should be removed if no longer required.

Track Safety

- [1 Mandatory Evaluation Form \(to be completed by the manager when testing\)](#)
- [2a Track Safety - PTS](#)
- [Safety Critical Communication](#)

Completed exams

Track Safety

- [1 Demonstration Test: Manual Handling \(Passed 11:46 am, 10 August 2008\)](#)

UPDATE - 10 October 2008

Background

The Assessment in the Line system has been running since December 2006, and as a result of feedback from CASs, CATLs, users and managers as well as the central Competence Team, various changes have been made to the system. This version of the CAS User Guide has been updated to reflect and explain these changes. It includes a troubleshooting guide to help you deal with any problems that might arise.

Online tests have a number of advantages:

- No time-consuming marking for the facilitator
- Immediate results for the individual taking the test
- Automatic feedback on questions answered wrongly – and a printable report for the line manager
- Clearly objective results for all participants
- An automatically recorded 'audit trail' of competence assessment for each individual

If you want to ask for support or give feedback about the system or the contents/settings of a test, please provide as much detail as you can, for example:

Specific test question	Use the question reference number found in the bottom left-hand corner of all question screens
Specific user's results	Screenshot the results page or send the user's username plus the name of the test plus an explanation of the issue.
Master laptop problem	Screenshot the relevant page or dialogue box and include a clear description of what the problem is, when it occurs, does it happen every time you do a specific set of actions (list them).

Please check the troubleshooting guide at the back of this manual before raising a support query – you may be able to resolve the issue straightaway.

Overall objectives of this training Guide

The purpose of this Guide is to enable you to be confident that you can:

- set up the system
- change passwords so that people can log on
- answer any queries about the online test process
- troubleshoot any problems during the assessment session
- transfer your assessment session data to the central database
- update the content and users on your Master laptop

Setting up the system

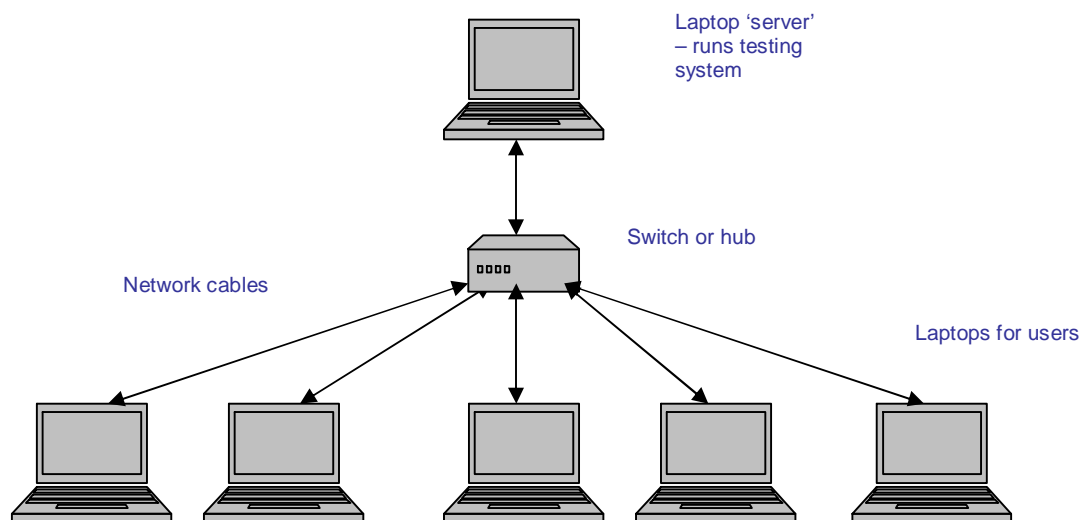
There are two parts to this:

- Physically connecting the laptops to the laptop server and checking that everyone is connected and can 'see' the tests
- Checking that user ids exist for all the people in the group that you are going to assess (so that you have the log-ons ready for the start of the session)

Connecting the laptops

The AiTL tests are being delivered via laptops linked together to a central 'laptop server'. This way you do not have to worry about having a suitable intranet or internet connection for your test sessions. You can set up your group of laptops anywhere and the tests will be immediately accessible and there should be no problems with 'slow connections' or loss of the connection to the internet which could happen otherwise.

The laptops that people are going to take test on all need to be connected into a 'switch' or 'hub' which in turn needs to be connected to the 'laptop server'. Please take care to arrange the cables so that people can't trip over them or unplug a laptop accidentally.



This diagram shows how the laptops need to be connected via the switch to the laptop server.

Basically the laptop server runs a webserver that enables all the tests to be delivered to the user laptops - and all the results to be collected and stored centrally.

Once you have got all the laptops physically connected, you need to:

- turn them on
- check each one works
- check you can access the log-on screen

When you turn the server laptop on it will start the test system running automatically (it is best to turn the server laptop on first as it takes a little time for the test system to fully load).

The user laptops will have been set up so that the online tests are easily reached from Internet Explorer's home page.

Check user ids for your group

The laptop server will be pre-loaded with user ids for the depot. However, it is possible that one or two users may not have been loaded for this depot (if they have recently transferred, for example), so it is a good idea to check that you have log on details for all the participants on your session.

If you do not have log on IDs for all the people attending, you CANNOT create a new user, as this can only be done via the Oracle HRMS system. The information about users and their competences is downloaded from the Oracle HRMS system onto the AitL system every night. Amends to users' profiles must be done via HRMS. If you arrange for a user's profile to be edited on HRMS, the user will not be updated on the central AitL system until the next morning and you will need to synchronise your master laptop up to date in order to capture the update.

How to log onto the system

Whichever laptop you use to access the system – whether as an assessor or as a candidate, you will see the same log-on screen when you start up the browser:

Network Rail

Home

Status: Guest

Username:

Password:

Logon

Assessment in the Line

Welcome

You need a valid username and password to use this site.

Duplicate accounts and old records were removed during August 2008. An inactive version of the old database can be found here:

<http://railexams2008.questiontools.net/>

There are some [notes here](#) that explain the changes in the August update.

Enter your log on details here

Log on as an assessor and you will see a screen like this:

Network Rail

- Home
- Content
- Portfolio
- Reports
- Users
- User Groups
- New

Status: Logged On
Comp Assure

Assessor

Log off

Assessment in the Line

Logged on as Comp Assure

Welcome

You need a valid username and password to use this site.

Duplicate accounts and old records were removed during August 2008. An inactive version of the old database can be found here:
<http://railexams2008.questiontools.net/>

There are some [notes here](#) that explain the changes in the August update.

Settings

1 Demonstration Test: Manual Handling

This is an example test only. You may use it to practise your online test-taking techniques. It does not form part of your assessment.

Settings Start

1 Mandatory Evaluation Form (to be completed by the manager when testing)

Track Safety Manager Review. To be completed by the manager when testing.

Settings Start

2a Track Safety - PTS

Settings Start

2b Track Safety - PTS AC

Your details should appear here

The online tests are listed here

If you select this button you can actually try the test out, but the system will NOT record your results because you have logged on as an assessor.

How do candidates log on?

Candidates log on in exactly the same way, but they see a different homepage with fewer buttons on the Homepage and only the tests that they need to take. For example, this person only has access to 2 tests and the evaluation form. Alfred has recently completed the Manual Handling test and passed it:

The screenshot shows the 'Assessment in the Line' interface. On the left is a sidebar with the Network Rail logo, 'Home' and 'Portfolio' buttons, and a 'Log off' button. The main content area is titled 'Assessment in the Line' and 'Logged on as Alfred Trackside'. It lists 'Not completed during Year 2' exams: '1 Mandatory Evaluation Form (to be completed by the manager when testing)', '2a Track Safety - PTS', and 'Safety Critical Communication'. Below this is a 'Completed exams' section showing '1 Demonstration Test: Manual Handling (Passed 11:46 am, 10 August 2008)'. The footer includes 'Registered to: Network Rail', 'Powered by Question Tools', and 'NetElan Version 3.0.22 0.016 seconds'.

Once a user is logged on to the system, he or she can only do two things:

- Take tests (by clicking on the test title)
- Change their password (by selecting Portfolio from the right-hand sidebar and changing their password on the subsequent screen)

This is because the system is set up to make life as easy as possible for the users!

How to change the tests that a user sees

You need to make *all* changes to user profiles via the Oracle/HRMS system. They will transfer overnight onto the AitL system and you will need to synchronise your laptop up to date to transfer them.

How to find a specific user

Select the Users button from the sidebar, and you will see the following screen:

You need to enter some identifying detail into one of the blank fields (Firstname, Lastname or Username) and press Find. For example, if you entered Alfred into the Username field, you would get this screen:

If the system doesn't find a user you are sure exists, try changing the Status to All users instead of Active Users.

If the system doesn't find a user you are sure exists, try changing the Status to All users instead of Active Users. If a user is deleted from Oracle HRMS, then its status on AitL changes from Active to Inactive. This means that you can still view the user's results but that the user cannot log on and take any tests until the user has been added back onto the Oracle HRMS system.

If you then wanted to change a user's password (to something more memorable than the random ones generated by the system), or if you wanted to see their results, you would select the View button alongside his name.

The only thing that you can change on this screen is the password. After you have typed in a new password, you need to press the Change button and you will get a message confirming that the password has been changed.

User: Alfred Trackside (alfred)

Logged on as Comp Assure

First Name Alfred	Middle Name 	Last Name Trackside	
Username alfred	Password ••••••	Type Candidate	Status Active User
Student Number 		Email to 	Extra Time 0
Belongs to these User Groups A: Track Safety PTS Subject Headings		User Groups you could add A: BSN Briefing Assessment A: BSN A: DCCR 01 A: DCCR 02 Aluminium Rail A: DCCR 02 A: DCCR 03 A: DCCR 04 A: DCCR 05 A: DCCR 06 A: DCCR 07	

Double-click to move user groups.

To change the password, overtype it and press Change

Display All Results in Year 2 — 1 Jan 2008 to 31 Mar 2009

You can change the dates of the results shown by selecting from this drop-down menu

All Results— from 1 Jan 2008 to 31 Mar 2009



Track Safety

1 Demonstration Test: Manual Handling	15.00 %	<div style="width: 15%; background-color: red; height: 10px;"></div>	<input type="button" value="View"/>
Date: 0:33 am, 09 August 2008			
1 Demonstration Test: Manual Handling	8.33 %	<div style="width: 8.33%; background-color: red; height: 10px;"></div>	<input type="button" value="View"/>
Date: 10:24 am, 09 August 2008			

You can view the results screen for any test by selecting the View button alongside it

How to run a test session

Once you have set up and checked your network of laptops, checked your user ids and made any corrections, you are ready to run a test session.

Remember that the tests are being run under 'open book exam' conditions, so people can bring in any handbooks they wish to consult but they must NOT discuss the answers to questions with any of their colleagues in the room.

PTS is an exception to the 'open book' condition and candidates may not consult any books or other working materials while taking this test.

Advice to candidates should include explanations of the following:

- The test conditions (open book exams)
- Tests use a variety of question types including drag and drop, multichoice, true/false and text entry (People with little PC experience may wish to ask for help)
- Length of test session – and any breaks
- The system will only show them relevant tests, so they need to work their way through ALL the tests on their homepage(s).
- People with extensive competences (e.g. Signalling staff) may find they have lots of tests – so reassure them that each test is relatively short (most are less than 10 questions long) See the report on the central server for estimated test times for individuals.
- If they have a problem (e.g. browser freezes, PC mouse stops working etc) – to ask for help immediately.
- How to log on to the system
- You could also point out that skilled IT users can be at a disadvantage because they tend to rush, don't check their answers and are consequently more likely to fail through carelessness.

Give out user ids, so that people can log onto the system. Advise all 'first-time' users to try the Manual Handling Test first before attempting any of the real tests. This will give them valuable practice on online-test techniques such as button selection, dragging items and using the test navigation without the added pressure of trying to do a real test.

Help for organising your sessions

You may find it useful to consult the report on imminently required tests and predicted times for test sessions for candidates – based on average performances, when organising sessions. This information can be found on the **Reports** section of the central AitL system.

- Log onto the central server.
- Select Reports from the sidebar of buttons
- Select Areas and Delivery Unit User Analysis
- Select the Area that you need

You will see a report like this:

D: Ashford MDUM users with imminent exams to take

Last analysed: 01:06, Monday 15 September 2008

Number of users found: **228**

Number of outstanding tests: **1,078**

Tests listed are those not passed since: **Monday, 6 August 2007**

This analysis lists each candidate. It asks the question, *which tests has the candidate NOT passed since the cut-off date*

Alfred Trackside (nm54321)

- 2b Track Safety - PTS DC (5:32)
- 2f Track Safety - IWA (22:42)
- Safety Critical Communication (7:26)
- TR05_Geometry (17:48)
- TR05_M&C (56:46)

Timed needed for all exams = 1 hour(s), 50 minutes

Bernard Tapper (gh6789)

Charles Tracksider (bv12345)

- Level B - Strapping (21:25)
- Level B - Switching (9:26)
- Safety Critical Communication (7:26)

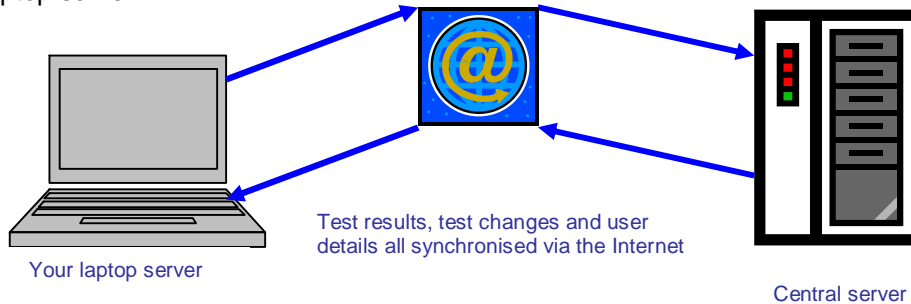
Timed needed for all exams = 0 hour(s), 38 minutes

Users are listed alphabetically showing the tests they need to take and the average times for each test in brackets plus an overall test session time for that candidate

How to 'synchronise' your system

This is a very important process. The advantage of setting up small local networks of laptops that run off a laptop server is that you don't need to worry about connecting to the Internet and that the tests are not delayed by connection problems. However, for Network Rail to collect the results centrally, you need to 'synchronise' your laptop with the central server.

This process means that all the results you have collected in your test session(s) are downloaded onto the central server and that any changes to tests or new users are uploaded to your laptop server.



To synchronize your laptop server with the central server you need to:

1. Connect to the internet.
2. Log on to your server using a web browser.
3. Click on the Portfolio button.
4. Press the Synchronize button and wait.

It is unwise to synchronise between 12 noon and 2pm over the Network Rail IT network, as the connection to the Internet tends to be very busy at this time and you may find that synchronisation is very slow and you may repeatedly lose your connection and have to start again.

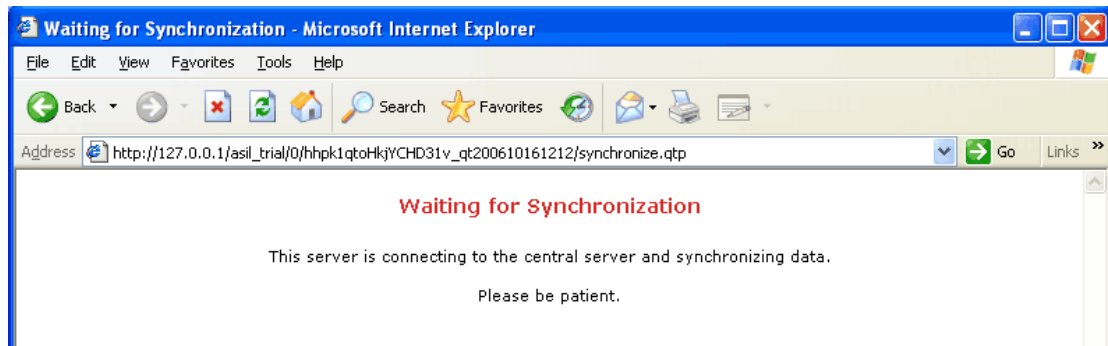
The screenshot shows a web browser window titled "User: Mr Assessor - Microsoft Internet Explorer". The address bar contains the URL "http://127.0.0.1/asil_trial/0/hhpk1qtoHkjYCHD31v_qt200610161212/user.qtp?me". The page content is titled "User: Mr Assessor" and features the Network Rail logo on the left. A navigation menu includes buttons for Home, Courses, Tests, Portfolio, Users, and User Groups. The main content area contains a form with fields for First Name (Mr), Middle Name, Last Name (Assessor), Type (Assessor), Username (assess), Password (masked), Read Only (checkbox), and Status (Active User). Below the form is a section for "Valid IP Addresses and Address Ranges:" with a text input field and a "Change" button. At the bottom of the form area are "Verification" and "Synchronize" buttons. Further down are "Show Best Results" and "Show All Results" buttons. A status bar at the bottom left indicates "Status: Logged On Mr Assessor" and "Assessor" with a "Log off" button. The footer includes "Registered to: Network Rail", "Powered by Question Tools", and "NetElan Version 3.0.13 0.063 seconds".

If you get a message saying **Creating Connection**, and it does not change for more than one minute then it is likely that contact has not been made.

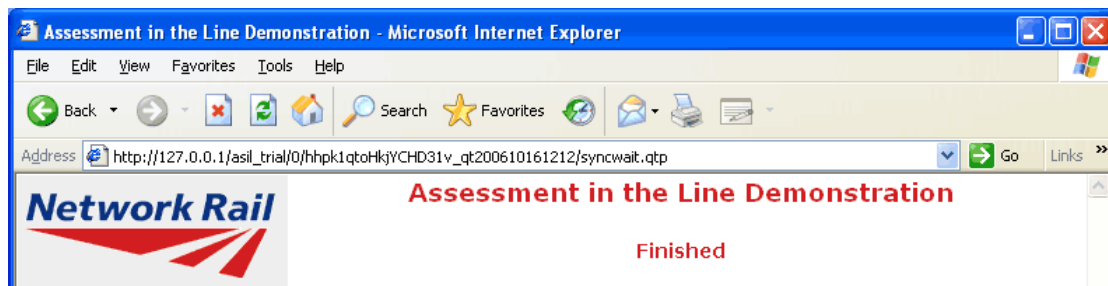
Synchronisation may take some time (especially if you do not synchronise frequently), so please be patient while the system is communicating. If you lose connection with the Internet during synchronisation, the test system on both the laptop and the server will disregard the information received and you will need to start again.

Other messages you may see include:

- **Receiving sync data from central server (and a percentage progress)**
- **Processing the log from the server**
- **Sending the data from this server to the central server (last step)**
- **Finished**



Sometimes the process may be fast enough that you do not see all of the messages. As long as you see the final **Finished** message then all is well and the data has been transferred.



How to make back ups

Even though the central server is automatically backed up, you may need to make a regular back-up of your laptop server to ensure that no data is lost.

If you do not synchronise after each day's test sessions then you **MUST** back up the day's results by copying the data to a CD (your laptop has a CD writer to make this easy).

To back up the server data you can copy the whole folder here:

C:\Program Files\Question Tools Net\qtdata\



onto a CD.

When you write these files to CD make sure that you **finalize** the disk (i.e. it is NOT multisession). Multisession CDs can often not be read by other machines until they are finalized, which makes the backup of no value.

Troubleshooting guide

Setting up a session

Problem	Action
User Laptop won't turn on	Check that it has power (is power lead securely plugged in?) If it has power and still won't turn on, you need to report it and arrange for replacement/fix
User Laptop turns on but fails to boot up	Report and arrange for replacement/fix
User Laptop boots correctly but when you double-click Explorer, there's no test site – just a page saying it can't find the URL	<p>If other satellite laptops also fail to find the test site:</p> <p>Check that you have turned on the laptop server and the AitL system is running (it may take several minutes to completely start-up)</p> <p>Check all cable connections and ensure cables are fully plugged in.</p> <p>Check that the router is turned on – if it is, try turning it off for 30 seconds and then turning it back on again.</p> <p>If other satellite laptops are connecting to the test site without problem:</p> <p>Check that it has correct address (network settings)</p> <p>Check the cables and all connections between the machine and the router</p> <p>Press Refresh on Browser bar.</p> <p>Exit the browser completely and re-open it.</p>
Server laptop fails to boot correctly	Report and arrange replacement urgently – you cannot proceed with the testing session without this machine.
Server laptop does not automatically load Test System	Turn it off and turn it on again, if problem persists, contact Support. You cannot proceed with the session without the test system.
Server laptop requires mains power to work – battery has failed	If this is a persistent problem, i.e. battery does not charge up when machine is plugged in, then report and arrange (non-urgent) replacement. It is not urgent as you can run on mains power, but you do run the risk of damaging the data on your laptop if there is a power failure for any reason while running the test session.

Running a session

Problem	Action
User can't log on	<p>Check laptop is connected securely. If it has been unplugged – plug it back in.</p> <p>Check that they have entered username and password correctly.</p> <p>If this doesn't work, log on yourself and check they exist on the system by searching for their username. If you can find them, check spelling of username and try changing the password.</p> <p>Ask user to try again using new log on details</p> <p>If they don't exist – check to see if they have been made 'inactive' (i.e. deleted from HRMS and had their status on AitL changed to 'Inactive user' as a consequence). If they have been made inactive, you need to amend HRMS. Any new users must be added via Oracle HRMS system</p>
User has successfully logged on but browser freezes or crashes during a test	Close the browser down and then re-open it and get the user to log back in again. They should be able to Start their test again and find themselves back where they were (with all their previous answers saved).
Candidate has trouble with selecting buttons on-screen	<p>Check the satellite laptop is not running any background services (e.g. indexing or virus scans) which are consuming the available RAM/CPU space. Close browser and log back on.</p> <p>If this occurs when candidate is doing test on PC that is connected via Internet to central server, it may be a result of poor network connectivity.</p>
Laptop crashes in the middle of a test	<p>Restart laptop if possible. Otherwise get user to log back on again on any of the machines that are available (including, as a last resort, the server) and finish the test they were taking.</p> <p>If laptop won't restart – report and arrange repair/replacement</p>
User logs on successfully but believes list of tests don't match their competences	<p>You will need to edit their details on HRMS and wait overnight for the new test profile to transfer. Once it has transferred to the central server, you need to synchronise your master laptop up to date.</p> <p>You cannot normally edit the user's profile on the AitL system.</p>
User tries to Start a test in their profile and gets 'file missing' message.	You need to synchronise your master laptop to acquire a correct version of this test. After you have successfully (and fully) synchronised, the user should be able to take the test.
User logs on and complains their name is mis-spelt	Check that the user id is correct (and the user hasn't logged on as someone with a similar name) Take a note and correct the user details on the Oracle HRMS system when you have time.
<p>User complains about specific question</p> <p>User appears to have</p>	<p>If it is a problem with a question you believe may be wrong or inappropriate then raise this using the procedure outlined here: (V:HQ\HQ07Groups\Competence & Mgt</p>

passed test but gets a 'fail' or red bar on the summary results screen	Training\Competence & Training Mngt\Assessment in the line\AiTL Master Files\Working files\).
The candidate's results are missing	<p>There are several possibilities here:</p> <p>Wrong user found – check the username of the candidate – make sure it is the right person and not someone with a similar name.</p> <p>Wrong date range selected for results – check the date range selected for the results display and make sure it includes the dates when results were achieved. Consider selecting 'All results' as a final check.</p> <p>User has been 'deleted' because s/he was a 'duplicate'. This is a hangover from the switch to HRMS input where some users were duplicated with marginally different usernames. You need to check on the Pompeii site (http://railexams2008.questiontools.net) to see if the user exists there and has results – if so, contact a Service Manager with the details and they will be able to integrate results back onto live database. Information on this issue can be found at http://railexams.questiontools.com/aug_2008/merging.html</p> <p>If a candidate has not finished a test properly (i.e. if user just closed browser and did not press Finished button) then the record for this test will be held in a temporary area for a while to give the candidate time to resume it in case the user closed the browser accidentally. Results for tests not closed properly may take up to an 90 minutes to appear on the system. The candidate can re-open the test and then finish it properly to ensure speedy appearance of a result if this is the case.</p> <p>Candidate may have logged on with wrong user id to do tests previously. If this is the case, then the results will be held under a different username and cannot be merged.</p>
Candidate's results appear on central server but not on your master laptop system	You need to synchronise your master laptop fully to bring it up to date.
Candidate's results appear on your laptop but not on central server	You need to synchronise your master laptop to upload your results to the central server.
PDF report not found	You are trying to look at a specific candidate's PDF report and the laptop says it cannot be found. Try searching for the file as you may have inadvertently moved it into a different folder.
PDF report doesn't match what shows on AiTL results screen for a candidate	Check that the date ranges selected for both the report and the screen are the same – if you select different date ranges you will get different results.

Synchronising your laptop

Problem	Action
You get the URL not found message when click on the link to the central server	This is probably because the NR Internet connection is overloaded – avoid synchronising at lunchtime (i.e. 12-2pm) if at all possible. Try again later.
You make connection to central server and press the Synchronise button and the machine appears to be synchronising, but then it gets stuck on a particular percentage and doesn't move on, even after several minutes.	Your machine has lost its connection to the Internet and even though it looks like there is a connection (the green bar keeps refreshing), this is because you have a connection to the NR proxy server but the proxy server has lost the connection to the AitL server. Close the browser and then start it up and re-start the synchronisation process. Avoid synchronising 12-2pm if possible.

Making a Support request

Please consult the Troubleshooting Guide first, before requesting Support. However, if you have a problem that you need further help with, you *must* use the form you will find at:

<http://aitl.railexams.co.uk/problems.html>

Support requests that are not logged via this form will NOT be addressed. We need to keep a log of all requests so that we can support the AitL system effectively now and in the future.

Here is a guide to the sort of information that you need to provide when you log a Support request:

A. Name and email address

B. Descriptive subject heading with description of urgency (mark problems that will stop you running a test session as VERY URGENT, but please be realistic about less urgent issues)

C. Telephone number (in case we need to check something or in case email to you bounces)

D. Asset number of your master laptop

E. Type of problem

F. Full description with accurate and specific details as appropriate, including:

- username (as appropriate)
- test id (if relevant)
- date/time of incident
- server location (central or satellite - and if satellite, which one)
- any error message that has appeared
- any relevant sequence of events (i.e. what did the user do and what happened)
- can the problem be replicated – if so, please give full set of steps to replicate it
- any actions that anyone (user or first-line support) has taken to try to resolve the issue already
- impact of issue (who is it currently affecting and how?)

You may find it useful to make a screenshot or save a PDF report to show specific details where appropriate.