

Frequently Asked Questions

q1. What can I do to fix the text or images in the quizzes when they sometimes seem too large or too small to display properly on the background?

Try Zooming in or out. You can select this from the browser menu bar.

q2. Why did I receive the message “Connection Failed” when I submitted a quiz?

This can be caused by an incorrectly configured internet connection. Try doing the quiz again. If the problem persists, contact your network administrator.

q3. Why can't I log on?

Please check to see if your subscription is still current.

q4. Why is it necessary to log on twice when I first start the program?

The first logon exists to validate your access to various parts of the program and to discriminate between them. For instance, you may have subscribed to the Woodwork quizzes but not the Metalwork ones, but any subscription will give access to the Forum pages. The second logon allows you to manage your students and query the database for your personalised group results.

q5. Why does my student say the password is not working?

If the password exists in the password list it will work. Common errors that students make include adding extra spaces between given and family names or including a period between names. Students must enter the user name and password exactly as given in the password list that you can access on the reports page. If you have entered a student name incorrectly you can change this on the student management page.

q6. Why does my student say the URL does not work?

Ask the student to check their spelling. It is quite common for students to type www.SafteyTestingOnline.com instead of www.SafetyTestingOnline.com. Upper case is unnecessary in a URL but its use sometimes helps one to remember the address.