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| This guide contains information for anyone who is having browser-related issues with the External Moderation application. It covers:   * [Supported Browsers](#_Supported_Browsers) * [Clear Browser History](#_Clear_Browser_History) * [Errors & Error Messages](#_Errors_&_Error)   For a full list of guides to the External Moderation Application see: [Related Guides & Resources](#_Related_Guides_&) |

# Supported Browsers

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| Supported Browsers |
| The following browsers are supported:   * Google Chrome 45+ * Mozilla Firefox 31+ * Internet Explorer 11.\* * Safari 8.\*   The NZQA External Moderation application is supported across a range of browsers, however not all browsers behave in the same way, and functionality changes over time. If you are experiencing issues with the application using a particular browser please try a different one. We have found Mozilla Firefox provides the best experience when using the application.  If you are using any browser other than those listed, then we cannot guarantee the application will work correctly. |

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| Incognito Mode |
| Browsers offer the option of an ‘incognito’ mode where some of the information, such as cookies, that can cause application issues is not saved between sessions.  You can access incognito mode in:   * Chrome: from the Customize menu > New incognito window (Ctrl+Shift+N) * Firefox: from the Open menu > New Private Window * IE: from the Tools menu > Safety > InPrivate Browsing (Ctrl+Shift+P) * Safari: from the File menu > New Private Window (Command-Shift-N) |

# Clear Browser History

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| Clear browser history - Chrome |
| 1. **cid:image001.png@01D2C5A9.FEBADE10**Select the **Customise and control** **Google Chrome** icon at the top of the browser window. 2. Select **History** from the dropdown list (or, Ctrl+H). 3. Select **Clear browsing data**.    * A new popup displays with a list of the items to clear. 4. cid:image001.png@01D2C5A9.B690E620Select: “the beginning of time” option, or the period required to get back to before you first experienced issues with the app. 5. Check:  * Cookies and … * Cached images … * Hosted app data  1. Select **Clear browsing data**. 2. Close the browser, re-open and try again. |
| **Note**: Always clear the history if you encounter an Oracle Error using Google Chrome. |

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| Clear browser history - Firefox |
| 1. Click the **Open** **menu** icon at the top of the browser window. 2. Depending on the options you have in your browser version, you can either:    * Select: **Options**. A new tab displays. You may need to click the **Privacy** tab to display the options for clearing your history. Select **Clear your recent history**.    * Select: **History** > **Clear recent history** from the dropdown list. 3. **C:\Users\jackier\AppData\Local\Temp\SNAGHTMLb967b72.PNG**Enter a time range: “Everything” or the period required to get back to before you first experienced issues with the app. 4. Check:  * Cookies * Cache * Hosted app data  1. Select **Clear Now**. 2. Close the browser, re-open and try again. |
| **Note**: It’s usually Ok just to close the browser if using Firefox and start again. Clear the history if the error persists. |
| Clear browser history - Internet Explorer (IE) |
| 1. **C:\Users\jackier\AppData\Local\Temp\SNAGHTMLb8ca234.PNG**C:\Users\jackier\AppData\Local\Temp\SNAGHTMLb769fc3.PNGSelect **Tools > Internet options** , at the top of the browser window 2. Under Browsing history select **Delete…**. 3. Check:    * Temporary Internet files and website files    * Cookies and website data. 4. Select **Delete**. 5. Close the browser, re-open and try again. |
| **Notes**:   * + Always clear the history if you encounter an Oracle Error while using Internet Explorer.   + If you select the option to ‘Delete history on exit’ then the cache will automatically be cleared every-time you close the browser. |

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| Clear browser history – Safari |
| 1. Enable the **Develop** menu:  * Choose: **Preferences > Advanced** * Check: ‘Show Develop menu in menu bar’ * Close out of Preferences.  1. From the **Develop** menu select ‘Empty Caches’. |

# Errors & Error Messages

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| Causes of Errors |
| **Browser ‘Back’ Button**  Many of the issues schools/TEOs have experienced with the NZQA External Moderation application result from using the **browser back button** to exit a screen.  PLEASE DO NOT use the browser ‘Back’ button (or other browser navigation) to exit a screen in the application – always use the applications’ navigation or button options (i.e. Exit, Cancel).  Using the browser Back button is the main cause of the ‘Oracle Internal Error’ and other unfriendly screen behaviour such as:   * duplicated columns in tables * multiple banners * ‘missing’ fields in Edit screens.   **Refresh feature**  Using the Refresh feature on a detached plan in Google Chrome – this causes the screen to freeze, you will need to shut down the browser and restart the application. |

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| Oracle Error Message |
| **Once you have had an Oracle Error message, you must:**   * Delete the browser history. * Close the browser completely (all tabs) and re-open. * Login again to continue working.   If the browser history is not cleared following an Oracle error the application may behave in unpredictable ways.  If the error persists please contact moderation support (as below). |

# Related Guides & Resources

The following guides provide further information on using the external moderation application:

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| **Guide** | **For how to:** |
| *Access the External Moderation Application* | Access and navigate the application. |
| *Submit an Assessment Plan* | Select standards and submit an assessment plan. |
| *View, Print & Customise Moderation Plan or History Views* | View, customise or print/export assessment plan, moderation plan or moderation history views. |
| *Submit Material for Moderation* | Create a moderation submission and submit to NZQA. |
| *Digital Submission Tips* | Additional tips relating to digital submissions including, submitting cloud-based files, video files, file types accepted and size limits. |
| *View and Query a Moderation Report* | View or print a moderation report. Submit a query. |
| *Appeal a Moderation Report* | Appeal a moderation outcome. |
| *Browser & Application Issues* | Resolve browser issues and oracle errors |

The guides can be found at: <http://www.nzqa.govt.nz/providers-partners/assessment-and-moderation/moderation-online/qrgs-and-faqs/>

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| Help and Support |
| If you have ongoing issues, or Oracle errors that are not resolved by following the steps above, please contact Moderation Support at NZQA ([modsupport@nzqa.govt.nz](mailto:modsupport@nzqa.govt.nz)or (04) 463-3240), your School Relationship Manager or your NZQA moderation contact. |