Results Capture and Certification Request System (RCCRS)

Frequently Asked Questions to Assist External System Users

FAQs relating to:
1) Logging on Issues
2) Unable to enter a result for a learner
3) Printing Issues
4) Submitting Results
5) Returned F12 – Adding or editing a result

1) Logging on Issues

Note: For all issues related to logging on you should first check that the Internet isn't down by trying to log on to other websites.

Issue – 1.A	Reason
Cannot access the log in screen	Incorrect URL or version of Internet Explorer

Solution
- Check the URL: https://rccrs.fas.ie   (copy this URL into web address bar)   - Ensure version of Internet Explorer is 7.0 or higher. To check, click on the Help menu in Internet Explorer and choose "*About Internet Explorer*", the version number should be 7.0 or higher.   - If it is a lower version than 7.0, up-date Internet Explorer version.   - If it is another browser type (not internet explorer), download internet explorer and use as the web browser to access RCCRS.

Issue – 1.B	Reason
Cannot log on to RCCRS	Using incorrect login details or The number of attempts allowed has been exceeded.

Solution
- It is an input error with either the username or password that is preventing access to RCCRS class. (Max 3 attempts) – See FAQ 1.C also.   - See External user guide page3.   Creating a password: A minimum of 8 characters must be use. They must also contain one of each of the following character groups: - lowercase characters (a – z)   - uppercase characters (A – Z)   - Numbers (0 -9)   - Special Character for example * @ #   - The password cannot contain your account or full name

Issue – 1.C	Reason
When trying to log in message appears – '*Your account has been locked. Please contact the administrator*' (RCCRS).	For security reasons the RCCRS allows a maximum of 3 incorrect attempts to log-in before locking access.

Solution
- The RCCRS has to be unlocked to allow further attempts.   - Check that the correct username and password is used.   - To unlock the RCCRS, contact your local SOLAS RCCRS Administrator, to request the number of incorrect attempts be re-set to zero for the user account.   - If you are unsure who your RCCRS administrator is contact your local SOLAS Assistant Manager dealing with the programme.

2) Cannot enter a result

Issue – 2.A	Reason
Cannot enter result as grade is not available for selection	The RCCRS learner results history indicates that this learner has already achieved the same or a higher grade for this assessment previously (possibly from a previous course)

Solution
- Email the TSO, to ask for a call to be logged on your behalf on the IT helpdesk advising that "*a grade is not available for selection*".   - Include the following information: Class Reference number Module/Assessment Code Learner PPSN – **DO NOT INCLUDE both the PPSN and learner name in the email as this would be a breach of Data Protection**   - SOLAS IT Dept. will have to adjust the learner record to facilitate the recording of the result.

3) Printing Issues

Issue 3.A	Reason
Award title not appearing on F12	User has exported F12 to Excel format, which doesn't recognise images.

Solution
- Use only the printer icon to print the draft F12 report.   - Do not use the menu option *File>Print* – (see External User Guide, page 15-16 print draft SAS)   - To print the final F12 results, when results have been submitted to TSO, then the next step of the wizard is to print F12 form (see External User Guide, page 24) – click on ' Print F12 Form'

Issue 3.B	Reason
F12 and/or Summary Assessment Sheet prints with formatting errors	*File>Print* was used to print the document

Solution
- Use only the printer icon to print the draft F12 report.   - Do not use the menu option *File>Print* – (see External User Guide, page 15-16 print draft SAS)   - To print the final F12 results, when results have been submitted to TSO, then the next step of the wizard is to print F12 form (see External User Guide, page 24) – click on ' Print F12 Form'

Issue 3.C	Reason
User clicks on the print icon and receives message: '*Unable to load client print control*'	Active X not installed

Solution
Install ActiveX. See end of FAQ for '*Guide to installing ActiveX*'

Note: The RCCRS allows the printing of a 'Draft Course Summary Assessment Sheet', for cross checking purposes. The 'Draft Course Summary Assessment Sheet' should not be issued to TSO, it should be securely destroyed. When results are submitted using the 'Results Submitted' wizard, the final step after submission of results to TSO, is the printing of the F12 which will have an id number.

4) Submitting Results

Issue 3.A	Reason
When trying to submit results, no classes appear. (Note: *only the person (user account) who entered the results can create the F12*)	- Results have already been included on an F12 **or** - Only the user account that entered the results can submit the results

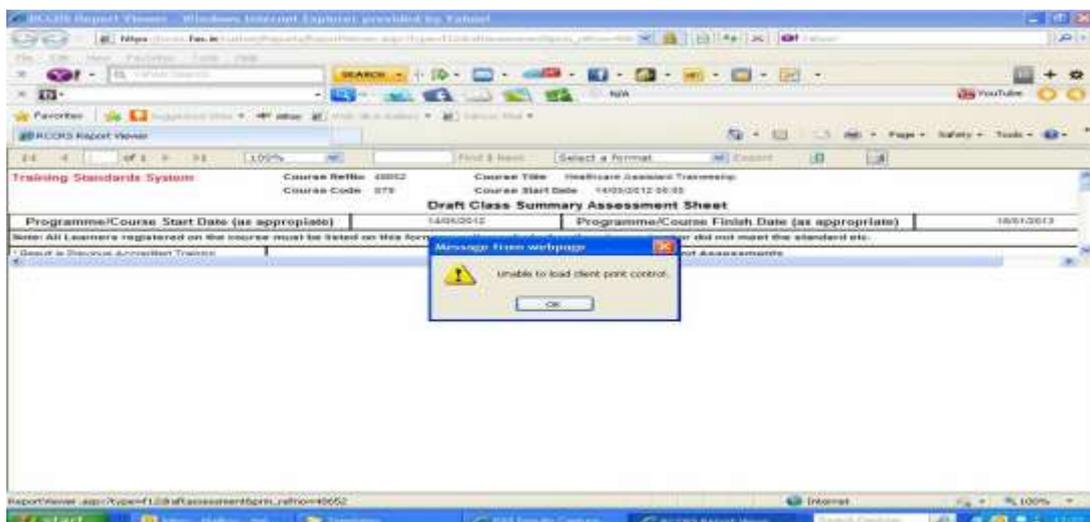| Solution |
|---|
| Results already submitted: The Enquiries Screen can be used to check status of results (see External User Guide, page 33) If the result has not been submitted or returned for editing follow the steps for 'Edit and Submit an open or returned F12' to locate the F12 you wish to submit (see External User Guide, page 25). User account: Only the person (user account) who entered the results can create and submit the F12. |

5)   Adding Results to a Returned F12

Issue – 5.A	Reason
Need to add results to or edit a returned F12	TSO has returned the F12 for editing

Solution
Steps are summarised below. See (External User Guide, Section 4b 'Edit and Submit and Open or Returned F12' page 25) for more details • Enter and save the additional results • Select 'Edit and Submit an Open or Returned F12' • Select the returned F12 by clicking on the F12 ID number • Follow the steps on the External User guide page 25-32, include the edited or additional results on the F12 • Submit F12 again.

Note: A Draft Summary Assessment Sheet (SAS) only contains results not previously included on an F12.

Issue – 4.B	Reason
Results not appearing on the Draft Summary Assessment Sheet (Draft SAS)	Results have already been included on an F12. Note: *Draft SAS only shows results entered but not previously added to an F12*

Solution
• The Enquiries Screen can be used to check status of results (see External User Guide, page 33) • To find the F12 containing the results follow the steps for editing and submitting an open or returned F12. See External User Guide, Section 4b 'Edit and Submit an Open or Returned F12' page 25, for details.

Guide to Installing ActiveX

Problem: User clicks on print icon on a RCCRS report and gets the error below

Reason

This may occur the first time a user tries to run a report in RCCRS

Solution

This problem relates to the computer's Internet Browser settings. The solution will be one of the 3 scenarios (A, B or C) outlined below depending on the security levels currently set on the Internet Browser.
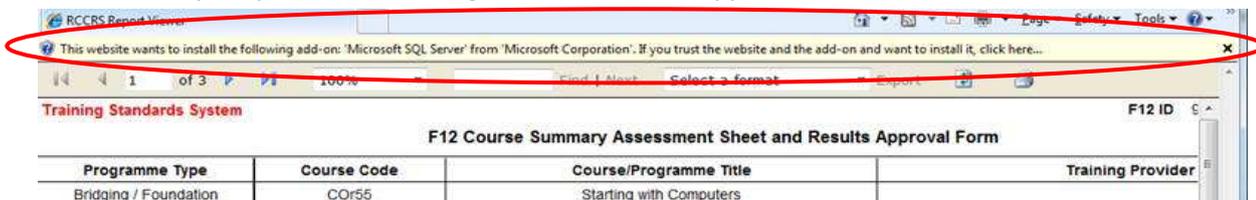
Solution A

On most PCS after the user clicks the print icon for the first time in RCCRS they should be prompted to install a print control active x (see "Do you want to Install this software screen?" shot below).
The user should simply click the Install button. Once this install is complete the report will run fine

Solution B

However for some users depending on their browser settings they may not get this prompt. If that is the case it is likely they will see a message as shown below appear on the screen


The user should simply click the message highlighted (i.e. "This website wants to run ….") and the Install Prompt as mentioned in point A above will appear.

Solution C

If neither the install screen nor the message listed in A and B above appears then it is likely that the user's browser security settings do not allow prompting for ActiveX control. If this is the case you will need to follow the steps below

1. Open Internet Explorer.
2. Click the Tools menu, and then click Internet Options.
3. On the Security tab, Select the trusted sites zone
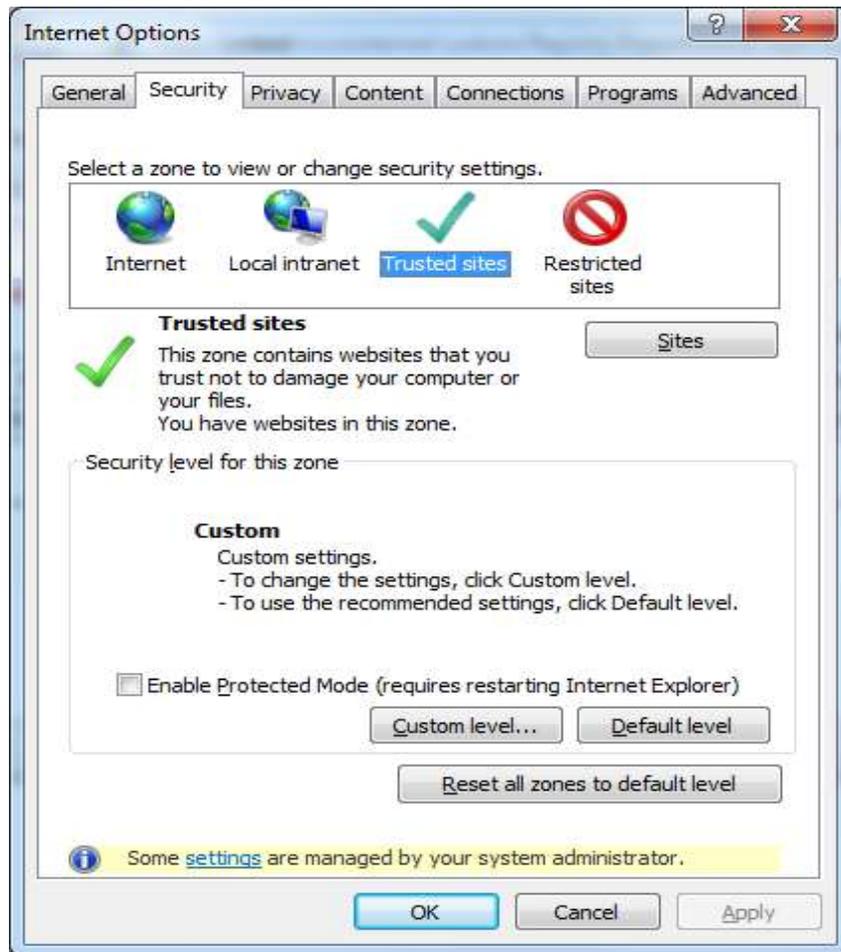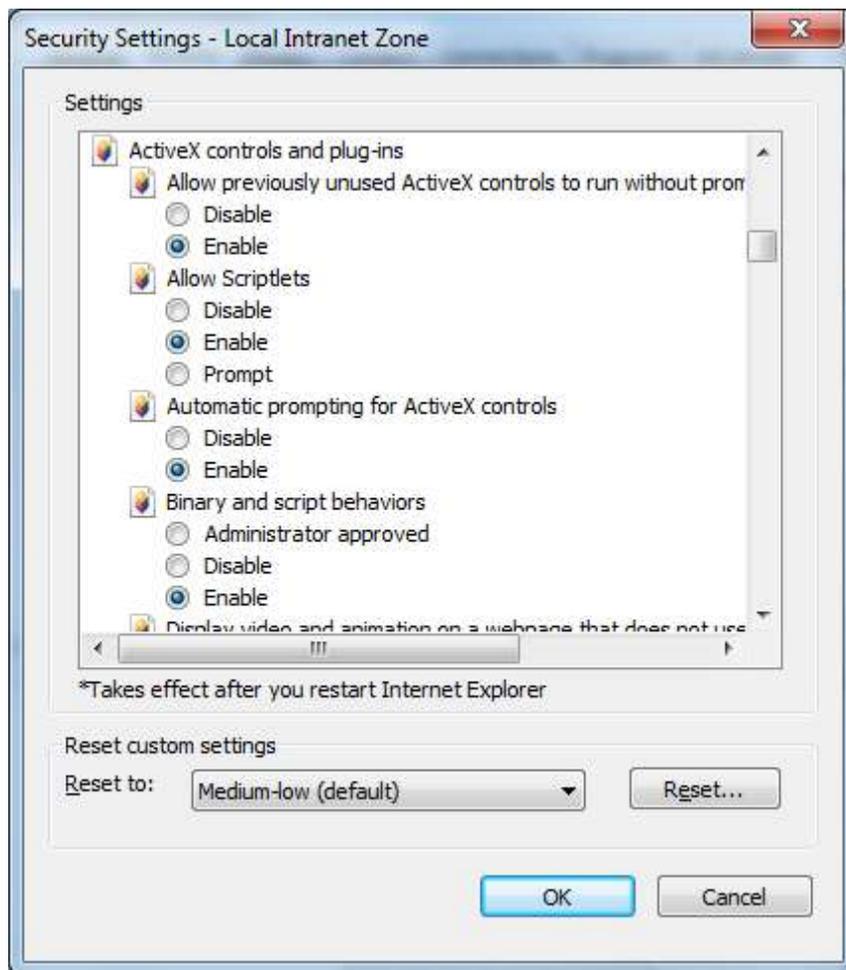
4. Click Sites to add trusted sited
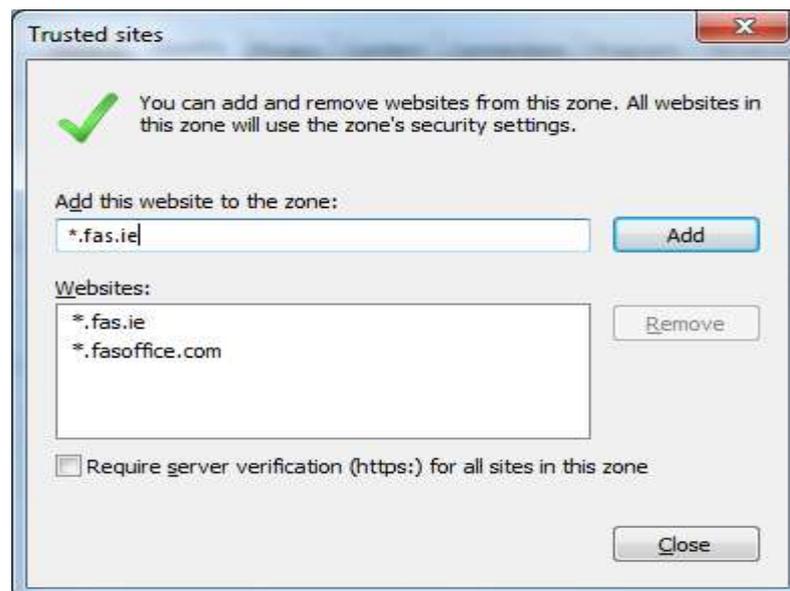
External users should enter *.fas.ie in "add this website to the zone" and then click Add

5. Click close and return to screen below

6. Click the Custom level button.
7. Scroll down the Security Settings list until you see ActiveX controls and plug-ins.

8. For Automatic prompting for ActiveX controls, click Enable.
9. Scroll down to Download signed ActiveX controls and click Enable or Prompt.
10. Scroll down to Run ActiveX controls and plug-ins and click Enable or Prompt.
11. Scroll down to Script ActiveX controls marked safe for scripting and click Enable or Prompt.
12. Click OK, and then click OK again

If you now close your Internet Browser and go back into RCCRS and attempt to print the report again you should now get the "Do you want to Install this software screen?" prompt described earlier in part A of this document.