

## Frequently asked questions

This collection of frequently asked questions (FAQ) provides brief answers to many common questions about the Audit tool.

Please check here for answers before posting or calling with a question to the online help team.

<i>I've not received an email</i> .....	1
<i>My assigned password is not working.</i> .....	2
<i>I'm using the link for a new password and all I get is an error message</i> .....	2
<i>When I log on and I can't see the text in buttons and the screen seems very 'untidy', the boxes are all uneven.</i> .....	2
<i>I'm filling in my Audit and my submissions 'disappear'</i> .....	3
<i>I've uploaded lots of documents but they all seem to have disappeared</i> .....	3
<i>I've tried uploading a document but it gets rejected</i> .....	3
<i>My progress isn't showing at 100% I've finished answering all of the questions, why is this? .....</i>	3
<i>I've finalised my Audit but need to make a change can I have it unlocked?</i> .....	3

### *I've not received an email*

If you've not had an email please follow the following steps:

- Please check your inbox and junk/ trash folder for an email from [learnersupport@virtual-college.co.uk](mailto:learnersupport@virtual-college.co.uk) not the safeguarding board. Emails are sent from the system and not from the board.
- If you have more than one email account please check with the safeguarding board which email address the invitation will have been sent to and check that account.
- Check with your IT department that the Virtual College domain is whitelisted on your network.

Your IT department will require the following information:

*Virtual College's mail sending IP is 89.248.58.98.*

*The sending domain is virtual-college.co.uk.*

*The reverse DNS is portals.virtual-college.co.uk*

The site <http://vc-enable.co.uk> and all of its subdomains will also need to be whitelisted.

Once these checks are complete you can request a reminder email from the system.

To access this simply use the forgotten password link on the log in page and when prompted add your registered email address in the box provided.

You will be sent an email from the system with a link that will allow you to reset your password and allow you back into the system.

### ***My assigned password is not working.***

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This may occur if you have not used the system for a period of time and your password has expired or you have forgotten your password.

The simplest and quickest way to re-access your account is to request a password reminder from the system. To access this simply use the forgotten password link on the log in page (<http://victor.vc-enable.co.uk>) and when prompted add your registered email address in the box provided. You will be sent an email from the system with a link that will allow you to reset your password and allow you back into the system.

You need to use this link within 20 minutes otherwise it will expire.

### ***I'm using the link for a new password and all I get is an error message***

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If you are trying to use a reset password email link after it expires you will get an error message.

Please request a reminder email and use within 20 minutes.

### ***When I log on and I can't see the text in buttons and the screen seems very 'untidy', the boxes are all uneven.***

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If you cannot see any text in the buttons in the application it is an indication that you are using an out of date browser.

Audit is designed to work in a range of modern browsers. Please refer to the list below:

-  Internet Explorer IE 8 and above
-  Google Chrome 28.0 and above
-  Mozilla Firefox 23.0 and above
-  Safari 4.0 and above

If you are using an out of date browser please request and update from your network administrator.

### ***I'm filling in my Audit and my submissions 'disappear'***

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The usual issue for this is the 'reasons for change' box. This pop up box is used to capture evidence of your changes to your Audit.

If this box appears you have to enter some characters to allow all of your changes to a question to be submitted. Use this box to tell your safeguarding board why you are making the change. If you are entering information for the first time enter some text to explain that it is your first entry.

### ***I've uploaded lots of documents but they all seem to have disappeared***

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The document upload function only accepts one document.

If you need to upload more than one document to a question you can either create a master document of all of your documents and upload that or create a zip file of the documents and upload the zip file.

### ***I've tried uploading a document but it gets rejected***

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The audit tool can be set to only accept a specific type of file in an upload. If you are being asked to upload a spreadsheet the system may reject any other type of file. Please read the question's guidance as to what you should upload.

### ***My progress isn't showing at 100% I've finished answering all of the questions, why is this?***

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If your progress isn't showing 100% when you have finished answering all of the questions this will be because you have not yet marked all of your responses as 'is complete'. The 'Is complete' checkbox marks a question as finished in the system and is where the progress is calculated from.

### ***I've finalised my Audit but need to make a change can I have it unlocked?***

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Please contact your safeguarding board with the request to have it unlocked.

### ***I want a paper copy of my Audit, how do I get one out of the system?***

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To print off a copy of your report go to Allocated Audit Topics; choose the Audit you want to print off. On the top left of the screen there are 3 buttons, use the last button, the table view to select the view to access the download button. Use the download icon to select your report from the selection displayed and either save or view and print.