















SkillCheck Online Testing Service Newsletter - June/ July 2010

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eTicket Validity

eTicket validity can be set for various durations from 1 to 180 days at step #3 of the eTicket creation process. When the nominated number of days has elapsed, the examinee can no longer access the eTicket. Expired eTickets should be regularly deleted.

Restarting an incomplete testing session

There may be instances when an eTicket or in-house testing session is interrupted by events such as loss of Internet connection, power outage, etc.

If this occurs, the examinee may restart the testing session providing they remember the ID number they had chosen.

For applications such as Word, Excel, etc., the examinee will be taken to the point where the session was interrupted, providing their PC has cookies turned on.

Other tests such as typing and data entry will re-commence from the beginning of the test.

Locked Online Testing Account

If a user attempts to log in and enters incorrect information three times, the account will be locked. Contact support@skillcheck.com.au to request the account to be unlocked. You may also telephone the number below to request your account to be unlocked.

Creating New Users

When a new user is created, it is important to complete all fields in the form. When the new user information is saved, a temporary password is immediately sent to the new user's e-mail address. The new user must log in within seven (7) days, using the case sensitive temporary password. At first log in, the new user must create a new password of their choosing. It is vital the e-mail address for new users is accurately entered when creating the user account.

Typing Test (F) - Internet Explorer 7.x (workaround)

In late August/ early September 2009, Microsoft made some changes to their browser, Internet Explorer 7.x. In some cases it may cause tests with the suffix (F), which is a Flash Player session, not to finish normally. The issue is that Internet Explorer 7.x does not transition from a Flash Player session back to a browser session. While Microsoft Internet Explorer 7.x is still functional on the majority of PCs, the easiest workaround is either to upgrade to Internet Explorer 8.x or change your browser to Mozilla Firefox. See TechTip #28 at <http://www.skillcheck.com.au/resources/technicaltips.htm>.

Hotmail Users; Pop-up Blockers; Proxy Servers

Pop-up Blockers, Hotmail users and Proxy Servers in your network configuration may present the need for some “adjustments” to be made. See TechTip #1/ #1a, #13 and #29 on our website <http://www.skillcheck.com.au/resources/technicaltips.htm>

Online Skill Testing Score Delivery Options

All users have the ability to receive score reports in PDF (Adobe Acrobat) format. This feature substantially increases the score report integrity.

Online Skill Testing Password Security

The Online Skill Testing interface includes the ability for end-users to change their password. This tool is found in the **ADVANCED OPTIONS** area. See TechTip #27 at <http://www.skillcheck.com.au/resources/technicaltips.htm>

Candidate Welcome Message

You may create your own custom “candidate welcome message” which will appear on the candidate registration screen. This feature is accessed via **MAIN MENU | ADVANCED OPTIONS | CUSTOM APPLICANT DATA**. The message is created at the bottom of this window in the blank box. Click **SAVE** when you finish.

Technical Tips (TechTips) - Online Support

There are a wide range of self-help technical tips available on our website. Go to <http://www.skillcheck.com.au/resources/TechnicalTips.htm>.

Newsletter Archive

Go to <http://www.skillcheck.com.au/resources/Newletters.htm> for back editions.

Top 12 Reasons...

There are many reasons why over 100,000 SkillCheck tests are conducted each month.

- 📄 Latest versions of Microsoft Office applications;
- 📄 Local support and expertise;
- 📄 User-friendly & reliable interface;
- 📄 Australian/ New Zealand customized tests;
- 📄 Unlimited use (qualified customers);
- 📄 New products added at no additional cost (conditions apply);
- 📄 Local & global norming for many tests;
- 📄 Custom Online Skill Testing Packages at an affordable cost;
- 📄 Specialist Skills Tests to meet specialist needs;
- 📄 Customization of online testing available;
- 📄 Longest-standing experience in recruitment issues;
- 📄 SkillCheck was the first supplier to offer Online testing - more experience.

Call with any questions or for more information. As always, I'm here to help.

Very best regards,



John Lescohier