



LOCKLIZARD WEBVIEWER ADMINISTRATION GUIDE

LockLizard Web Viewer Administration Guide

This document provides guidance on how to administer your assessments with LockLizard web viewer, including some tips to help ensure your assessment centre runs smoothly.

Information to provide Talogy

When you have selected your chosen assessment and would like to place an order, we will need:

- **Assessment name and version** e.g., for an analysis exercise will you be using the report or presentation version.
- **Participant first names, last names, and email addresses** - we use this to set them up on LockLizard with access to the participant instructions. Their email address becomes their username, but they will not receive emails directly from Talogy.
- **Date of assessment for each participant** - we use this to restrict access to the assessment materials for the day of their assessment only, this helps reduce the risk of content being shared.
- **Administrator and assessor first names, last names, and email address** - we use this to set them up on LockLizard with access to the administrator instructions and assessor guide. Their email address becomes their username, but they will not receive emails directly from Talogy.

Information to provide participants

Talogy will set up the login details for all of your participants with access to their assessment. You will be sent a link, username, and password for each participant which needs to be provided to them just before you would like them to start their assessment. These will fit the following example format:

- **Link** - <https://webviewerig.com/>

The link will be the same for everyone who accesses the platform.

- **Username** - clientservicestmuk@talogy.com

The username will be the participants email address.

- **Password** - g7KsVGj?h

The password will be a randomised sequence of numbers, letters, and special characters. This field is space and case sensitive we recommend asking the participant to copy and paste this exactly.

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- **Link** - <https://webviewerig.com/>

The link will be the same for everyone who accesses the platform.

- **Username** - `clientservicestmuk@talogy.com`

The username will be the participants email address.

- **Password** - `g7KsVGj?h`

The password will be a randomised sequence of numbers, letters, and special characters. This field is space and case sensitive we recommend asking the participant to copy and paste this exactly.

Useful technical guidance to give your participants:

Only have one browser tab open and logged into LockLizard at a time, LockLizard restricts multiple simultaneous logins.

All browsers using the latest version are compatible, but we recommend using Chrome or Firefox to complete.

Information to provide administrators/assessors

Talogy will set up the login details for all your administrators and assessors with access to the necessary documents to administer and score the assessment. You will be sent a link, username, and password for each user which will allow access to the materials for 1 month to allow prep time and any marking that's completed at a later stage. These login details will fit the same format as the participant login details shared previously.

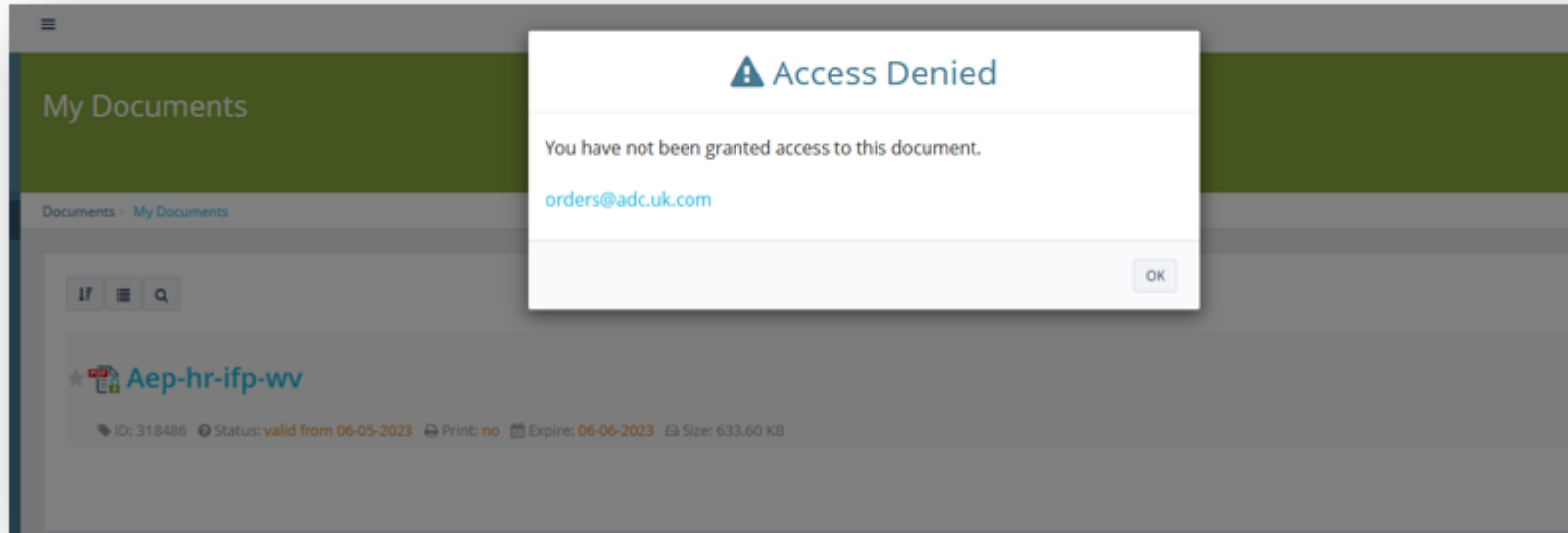
Troubleshooting

In case you have any technical issues with installation or registration of your license, please refer to the [troubleshooting](#) page for further guidance. If you experience any issues or have any questions when running your assessment centre, please contact us on 01483 752900 and a member of our Client Services team will be able to support. Alternatively, you can email us at cxproductsupport@talogy.com. We understand that assessment centres can be stressful and work to very tight timescales, so we always hold extra team availability on the day your centre is running so we are on hand to support. Please make sure our contact details are distributed to all administrators and assessors involved in your centre to aid the quicker resolution of any issues.

We've included a Q&A for the most common issues to help you resolve these quickly.

Troubleshooting

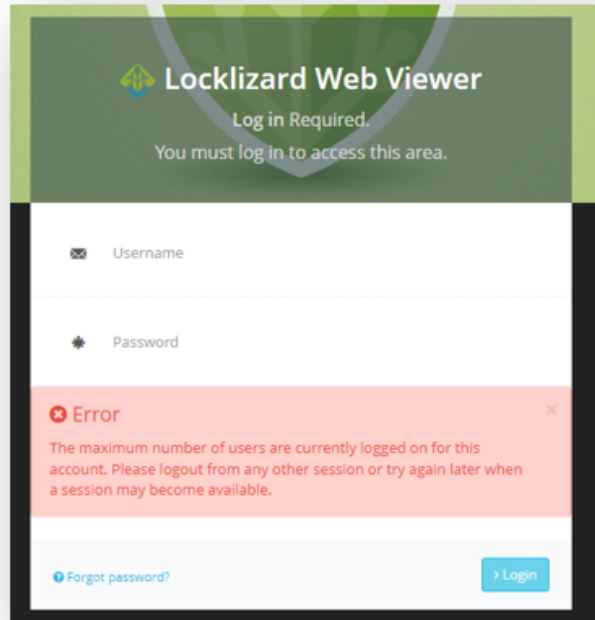
Question: I've tried to open my assessment and I've received a message saying 'Access Denied'



Answer: The assessment is only available for viewing on the allocated day, if your candidate was rescheduled you will need to let us know so we can change their access to the new assessment date. Call or email Client Services to update this.

Troubleshooting

Question: I've tried to login to view my assessment and I've received a message saying, 'The maximum number of users are currently logged on for this account'.



Answer: LockLizard restricts simultaneous logins to an individual account to prevent the sharing of assessment materials. This message will be received if someone tries to log in to the same account more than once at the same time. This can be caused if an administrator is testing login details, or if the participant is already logged in in another browser. The quickest way to resolve this is to ask them to check they're not logged into a session already. If another open instance of the account can't be found, call or email Client Services and we can increase the number of simultaneous logins for this specific individual to allow them to complete the assessment.