

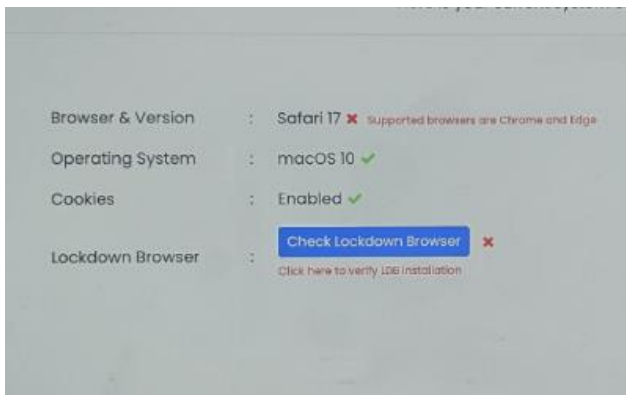
Saras – Trouble shooting guide

July 2026

Version 1.0

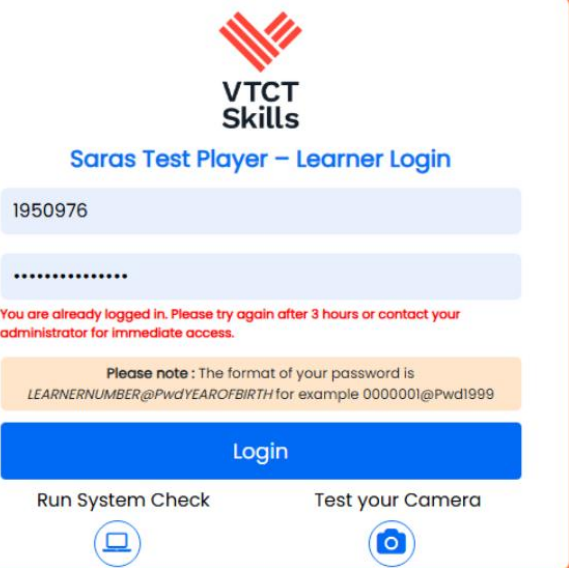
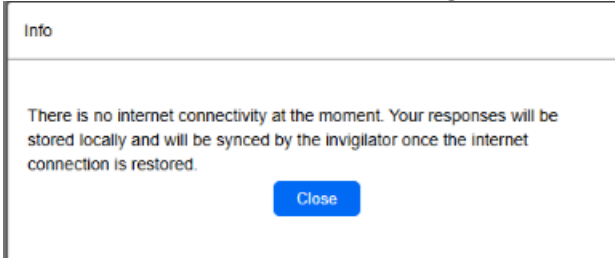
Information Classification: Public

If printed this document becomes uncontrolled

When	Issue	How to trouble shoot
Before the exam: IT and learner log in issues	Learners unable to log into the Saras exam	You may find these Centre Guides and links useful. Saras Centre User Guide
	I am having issues with the lockdown browser	Click here for guidance on how to install the LDB - Windows Click here to install the LDB for Windows Click here for guidance on how to install the LDB - MacOS Click here to install the LDB for Mac's
	The exam system states error messages 	Before installing the lockdown browser, please ensure that: • Devices meet the required system requirements specifications • Review and ensure your system meets our Network Configuration Requirements and Firewall or security settings allow the application to run correctly • Users have the necessary permissions to install software • Installation is completed ahead of any scheduled exam sessions • Testing the browser on at least one device before live exam delivery is strongly recommended.

When	Issue	How to trouble shoot
Before the exam: IT and learner / centre log in issues	Unable to login to Saras exams on: • Chromebook • Mobile phone • Tablet	Chromebook is not currently supported by Saras – but we are working on this and hope to provide an update shortly. Mobile phones are not allowed in the exam rooms and tablets do not run the secure software required for exam integrity and security. Learners must use laptops with the secure <i>LockDown Browser (LDB)</i> software installed. Please use a Window's laptop or a Mac
	Unable to install the LDB on our Virtual Machine Environment (e.g. Azure Virtual Desktop)	At present, virtual machines are not supported by Respondus. This is because virtual environments can potentially enable users to bypass lockdown security measures, which may compromise the integrity of examinations.
	Learner passwords - I do not know my learner's Saras password	<i>Learners log in to Saras:</i> https://assessments.vtctskills.org.uk/TNA/testplayer <i>Their password is:</i> learner number then @Pwdearofbirth e.g.: 1234567@Pwdearofbirth
	Examination Officer's log in /password not working in Saras	Examination officers should log in to the Saras exam platform using this link: https://assessments-admin.vtctskills.org.uk/TNA/eassessment/#/login If you are a previous user of XAMS, and have logged into XAMS since January 2024, you can log into Saras using your current log in details. If you have not logged in since January 2024 you will need to request a Saras log in using the standard login request process (see answer below). Additionally, your current password may not include the required number and type of characters, so you may be issued with a new password for Saras. For new login requests, permissions must be granted via the user's centre and the applicable login authorisation form will need to be completed. These forms are located in the Document Library of the centre portal.

When	Issue	How to trouble shoot
Scheduling	I can't find Attendance registers, invigilation reports and seating plans in Saras	Currently, Saras does not automatically provide these within the system. We have combined these documents for ease of use, and they can be found here: Invigilation report and seating plan
	I can't find my scheduled exams	Follow the guidance here on Saras Administrator dashboard and Viewing all exam schedules
	Paper-based exams – I cannot download the papers	Follow the guidance on downloading paper exams
	I cannot download the log in sheets for the exams	Follow the guidance on downloading log in sheets

When	Issue	How to trouble shoot
During the exam		A learner is already logged in and can't sit the exam – this is caused when a learner exits the Saras platform without logging out. Follow these steps to clear the learner's previous log in: Clearing learner logins
		Learners can continue to answer their exam questions and complete their exam, but they cannot submit their responses themselves. At the end of the exam the learner's exam will need to be submitted by the Exams Officer. Follow the guidance on uploading exams submitted without an internet connection

When	Issue	How to trouble shoot
After the exam: Results and reports	I can't see the learner's exam results	Follow the guidance on View all exam results

1.1.1.1. Useful links:

Go to the [Saras exam platform support website](#) for:

- The Saras Guidebook
- System Requirements
- Saras Local Network and Device Configuration
- Frequently asked questions
- The following Step-by-step guides:

Installing the lockdown browser – Macs: <https://app.tango.us/app/workflow/Installing-Lockdown-Browser---MacOS-54228c09e59046c78e9edc8986d5431f>

Installing the lockdown browser – Windows: <https://app.tango.us/app/workflow/Installing-Lockdown-Browser---Windows-68f09aef4b564abeb49e71965a348875>

Taking a practice exam using the lockdown browser: <https://app.tango.us/app/workflow/Taking-a-practice-exam-via-Lockdown-Browser-c323e4a3e54f4125b957dcf87a6c3de8>

Navigating the Saras administration dashboard: <https://app.tango.us/app/workflow/Navigating-the-Saras-dashboard-46ebf9c60886448697726408459234e5>

Schedule an exam: <https://app.tango.us/app/workflow/Scheduling-an-exam-5fb3ca59b8d445f9bb800f3483ba6477>

View all exam schedules: <https://app.tango.us/app/workflow/Viewing-all-exam-schedules-538ea2f555864a8da58baf4dc71ec34c>

Add learners to an existing schedule: <https://app.tango.us/app/workflow/Adding-learners-to-an-existing-schedule-ec2a0028ef3446f497264d19cbd1c7e9>

Remove learners to an existing schedule: <https://app.tango.us/app/workflow/Removing-learners-from-an-existing-schedule-76b5b627f5f84af5b4c56de35e02659b>

Download login sheets: <https://app.tango.us/app/workflow/Downloading-login-sheets-c320eb966cbe41ee9e22661b738730dd>

Download exams: <https://app.tango.us/app/workflow/Downloading-paper-exams-5fdc44ea0b0d4e5da2e841b9041daf28>

Clear learner logins: <https://app.tango.us/app/workflow/Clearing-learner-logins-fad79fe2d2f140a68d6353497f278092>

Upload exams submitted without an internet connection: <https://app.tango.us/app/workflow/Uploading-exams-that-were-submitted-without-internet-connection-b031b433497948da9d5b34e81abc6fac>

View all exam reports: <https://app.tango.us/app/workflow/Viewing-all-exam-results-8ff13bdb70244c63bd0ae16e6f8494d1>