

## Help Sheet: Open University Students

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### ***How do I access ELITE?***

The URL for ELITE is <http://elite.lawcol.com>

- In the spaces marked username and password enter **your Open University Personal Identifier (PI) Number**. All characters should be in uppercase.
  - Click on the "**Login**" icon.
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### ***What is a Test & Feedback Exercise?***

Test & Feedback Exercises consist of a series of interactive online questions for you to complete. We have set up Test & Feedback Exercises for you to use as part of your own study.

These exercises are only available for W200, W201, W300, and W301.

Each Test & Feedback Exercise consists of a series of questions (such as Multiple Choice, Fill in the Blank, True / False and Matching) designed to help you to test and improve your knowledge and / or your ability to apply knowledge to given facts. When you submit your answers to a Test & Feedback Exercise, ELITE responds with Feedback on your performance and guidance on the correct answers.

Test & Feedback plays no part in the formal assessment process - its place is to support your learning!

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## ***How do I complete a Test & Feedback Exercise?***

- Login to ELITE.
- On the **My ELITE** screen, look for the panel entitled **My Courses**
- Click on the course/module entitled **Open University (W200) or W201/W300/W301 as appropriate**
- Select **Learning Materials** from the menu on the left hand side
- Click on the folder called **Test & Feedback**
- Click on the name of the exercise you wish to complete
- Click on '**OK**' to begin (Please note: Although the software that powers ELITE uses the terminology "test" and "assessment", this is standard to the system - your score will not be monitored in any way.)
- When the exercise is on screen, you will see one or more questions
- Complete the exercise either by placing the mouse over your chosen answer and clicking (or selecting, typing etc, depending on the type of question) or by typing in your response in the space provided.
- If you start an exercise, but realise you haven't got time to finish it, scroll down to the bottom of the screen and click on **Save**. (The system records the answers you have entered up to that point and the next time you log in and select the exercise to complete it, your answers will be displayed.)
- When you have answered all the questions, select **Submit** from the bottom right hand corner
- Select '**Yes**' when asked to "confirm assessment submission"
- You should now see a message indicating successful completion.

At the bottom of this message the system gives you the option to "Click OK to review results". When you click OK the screen will display the correct answer and offer feedback.

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## ***How can I see what I have scored on the Test & Feedback Exercise?***

After you complete a Test & Feedback Exercise, you have the option to review your results. Simply select OK, to see what you scored and receive feedback.

Alternatively, you may want to review your results for an exercise at a later date, for example in assessing your weak points for revision purposes. To do so:

- [Select **Open University (W200) or W201/W300/W301 as appropriate** from the **My Courses** panel on the My ELITE tab, if not already logged on]
- Select **Course Tools** from the course menu on the left hand side
- Select **My Grades**
- You will now see the results for all exercises displayed on screen
- You may click on the grade for an exercise to view your answers and the associated feedback.

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***Will my tutor be able to see my scores on Test & Feedback Exercises?***

No - your Test & Feedback scores will not be viewed by your tutor. They are for your own personal study.

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***What is the minimum specification of hardware required to use ELITE?***

**Computer Specification**

You should not have any problems accessing and using ELITE outside The College of Law. It is a web-based system and therefore designed for remote access. Even so, it may not run on all (particularly older) computers.

You should use a computer that meets at least the following specification:

- Pentium II 266 MHz processor
- 64MB RAM
- Windows 95 or later
- An Internet connection (Broadband recommended)

There are some common difficulties you may experience. To help, we have provided a list of likely problems and how to deal with them. See below.

## Recommended Browser Specification

Browser	Windows XP	Windows Vista Desktop	Mac 10.3	Mac 10.4	Mac 10.5
Microsoft Internet Explorer 6	Compatible	Certified	Not Tested	Not Tested	Not Tested
Microsoft Internet Explorer 7	Compatible	Certified	Not Tested	Not Tested	Not Tested
Mozilla Firefox 1.5			Compatible	Certified	Not Tested
Mozilla Firefox 2.0	Certified	Certified	Not Tested	Certified	Not Tested
Apple Safari 2	Not Tested	Not Tested	Not Tested	Certified	Certified
Apple Safari 3	Not Tested	Not Tested	Not Tested	Compatible	Compatible

Key	
<b>Certified</b>	fully tested and supported
<b>Compatible</b>	key application areas tested
<b>Not tested</b>	specified Browser is not supported for the Operating System
<b>Provisional</b>	will test on Beta versions of new platforms and browsers. Certification is dependant on release by 3rd parties

### *What if I have a problem accessing or using ELITE (Common Problems)?*

The following are some of the more common problems that may interfere with effective running of ELITE on a machine outside The College of Law.

Problem	Suggested Solution
You continually get the popup message "This page contains both secure and non-secure items. Do you want to display the non-secure items?"	<p>This is because we are now using 'SSL' – an encrypting mechanism designed to protect the data, which is sent to and from your PC.</p> <p>To prevent the popup from continually appearing, please follow the steps below:</p> <ul style="list-style-type: none"> <li>• Go to <b>Tools &gt; Internet Options &gt; Security</b> tab.</li> <li>• Click on the "<b>Custom Level</b>" button at the bottom of your screen.</li> <li>• In the top box, scroll down to the <b>Miscellaneous</b></li> </ul>

	<p>section (look for the Internet Explorer icons next to the topics) and find “<b>Display Mixed Content</b>”</p> <ul style="list-style-type: none"> <li>• Click <b>Enable</b> to select that option</li> <li>• Once you have selected Enable, click <b>OK</b> then <b>OK</b> again to close the other window</li> </ul> <p>You may need to close your browser and re-open it again for the changes to take effect.</p>
<p>You get the error message "No authentication credentials were provided with the request."</p>	<p>This is caused by the security settings on your computer. You need to activate "Active Scripting" enabled on your PC within Internet Explorer.</p> <p>To do this:</p> <ul style="list-style-type: none"> <li>• Go to <b>Tools &gt; Internet Options &gt; Security</b> tab.</li> <li>• Click on the "<b>Internet Zone</b>" icon (the globe).</li> <li>• Click on the "<b>Custom Level</b>" button at the bottom of your screen.</li> <li>• Scroll down the page until you see the "<b>Scripting</b>" section.</li> <li>• Ensure that "<b>Active Scripting</b>" is enabled</li> <li>• Next you need to reset your privacy settings</li> <li>• In <b>Internet Explorer</b>, go to the <b>Tools &gt; Internet Options &gt; Privacy</b> tab.</li> <li>• Move the slider to <b>Medium</b> or <b>Medium High</b>.</li> <li>• Click Apply then <b>OK</b>.</li> </ul>
<p>You get the error message "An error occurred in the authentication module. Error occurred while trying to look up the current session in the database"</p>	<p>This is caused by "cookies" not being enabled in your browser. With cookies turned off, logging in is impossible, as a session ID cookie is used to identify and authenticate you throughout your session. To change this:</p> <ul style="list-style-type: none"> <li>• Go to <b>Internet Explorer &gt; Tools &gt; Internet Options &gt; Privacy</b></li> <li>• Move the slider to either; <b>Medium High</b>, <b>Medium</b>, <b>Low</b>, or <b>Accept All Cookies</b>.</li> <li>• Click <b>Apply</b> then <b>OK</b>.</li> <li>• Try logging in again.</li> </ul>

<p>Out of date information/ pages appear when you log into ELITE.</p>	<p>This is caused by "Caching". To clear your cache:</p> <ul style="list-style-type: none"> <li>• Go to <b>Internet Explorer &gt; Tools &gt; Internet options &gt; General</b></li> <li>• Under <b>Temporary Internet Files</b> click <b>Delete Files</b></li> <li>• Restart the browser (close ALL windows first, including any file download windows).</li> </ul> <p>Also, make sure that your browser is set up to update properly:</p> <ul style="list-style-type: none"> <li>• Go to <b>Tools &gt; Internet Options &gt; General.</b></li> <li>• Under <b>Temporary Internet Files</b>, click <b>Settings.</b></li> <li>• Under <b>Check for newer versions of stored pages</b>, select <b>Every visit to the page</b>, and click <b>OK.</b></li> </ul>
<p>You are able to login, but have problems when trying to submit Test &amp; Feedback Exercises, or continually get sent back to the login area.</p>	<p>Are you using AOL? If so, see the warning statement at the end of this document. If not, then check that your browser is set up to update properly:</p> <ul style="list-style-type: none"> <li>• Go to <b>Internet Explorer &gt; Tools &gt; Internet Options &gt; General.</b></li> <li>• Under <b>Temporary Internet Files</b>, click <b>Settings.</b></li> <li>• Under <b>Check for newer versions of stored pages</b>, select <b>Every visit to the page</b>, and click <b>OK.</b></li> </ul>
<p>You may experience problems with the Test &amp; Feedback Exercises if you have pop-up blocker software installed on your PC.</p>	<p>You need to disable the blocking software.</p> <p>Some popup blocker software includes a feature that allows you to disable its functionality for specific web sites. If this is the case try putting ELITE's address in (<a href="http://elite.lawcol.com">http://elite.lawcol.com</a>). Otherwise you may need to disable the popup blocker software completely in order to view the ELITE site successfully.</p>
<p>You have to login twice - the first time you get the error message "There was a problem with this login request. Contact the system administrator".</p>	<p>There are two login 'stages' that you need to go through to access ELITE.</p> <p>If you've bookmarked the second of these pages (<a href="http://elite.lawcol.com/webapps/login">http://elite.lawcol.com/webapps/login</a>) and go directly here, then you may get this error.</p> <p>You need to bookmark the 'gateway' login page instead (<a href="http://elite.lawcol.com">http://elite.lawcol.com</a>)</p>

You still cannot login after trying all of the above, and are sure that you are using the correct login details.

If you are trying to login from home, and you have a firewall on your computer, then your firewall may be causing conflicts with ELITE. If you think that this is the case, you will need to check the help files of your Firewall software to allow ELITE to access the Internet.

If you are logging in from work, contact your systems/network administrator.

If you're using a home PC, check that your machine is free from any unwanted spyware programs, or other 'malware', such as Ad-Aware, Spybot Search & Destroy or Spyware Blaster.

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### ***What if I do need further support using ELITE?***

If you have a query about ELITE that is not answered on these pages, please contact: [elite.administrator@lawcol.co.uk](mailto:elite.administrator@lawcol.co.uk).

However, please be aware if the problem relates to the PC you are using we may not be able to offer any further guidance.

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### ***Warning: AOL Users***

We do not recommend the use of AOL with ELITE.

If you have AOL, open it in order to connect to the Internet, then minimise the window and open either Internet Explorer or Firefox.

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Last updated: 16 November 2011