Registration Key troubleshooting

If you're facing issues on the Registration Key Check page, please find some potential solutions outlined below:

- Check that the URL has been copied and pasted properly into a new address bar in your browser.
- If you are using the downloaded shortcut and are having problems, download the shortcut again from the **carry out assessments** page on the Secure website and repeat the set-up process.
- Try launching the assessment using different browsers. Chrome is recommended but it may work in another browser if the issue is related to cache and not cookies.
- Do not bookmark the link or truncate the link in any way.
- Clear cache and cookies on each machine being used for the assessment that is experiencing the issue. Instructions on how to do this are included below. If you have a shared internet cache or proxy server please also clear the cache and cookies there.
- If you are still asked for the registration key after clearing cache and cookies, enter the registration key from the link into the registration key field. This is highlighted in turquoise in the example below (after the equals sign).

Example assessment link

Please note that this is an example and is not the link for your school. Your school will have a dedicated assessment link contained within the **Assessment Centre**.

https://assessments.cem.org/cabt/GetSessionID.aspx?regkey=**4ECC68D6-E599-4A40-8CE7-19D8DB212B20**

This should take you to the **Pass Key** screen where you'll need to enter your assessment Pass Key and proceed.

Browser

Our online assessments are designed to be delivered either through your web browser, when you have a stable internet connection, or using a standalone downloadable offline or dual-mode application, if your internet connection is low-speed or less reliable.

The online assessments are delivered using HTML5, which is supported by most modern web browsers. These browsers can be run on a desktop or laptop PC and Apple computers running Windows, Linux or MacOS operating systems. We currently do not support running your assessments on tablets or other similar mobile devices.

It is important that you have the latest stable version of your chosen browser installed on your computers. A list of the web browsers we recommend is available to view here.

Firewall setup

To allow assessment data to pass securely from your school to CEM you will need to ensure that our web addresses are allowed (whitelisted) by any network firewall you have in place. The manager of your computer network should be able to help with this. The following websites will need to be included:

- http://assessment.cem.org
- https://assessments.cem.org
- https://css.cemcentre.org/
- https://primary.cemcentre.org
- https://plus.cem.org
- https://d3m7mkbasu2sda.cloudfront.net
- http://d246muznrwz7r9.cloudfront.net

Refresh cache and cookies

Google Chrome:

1. Customise and control Google Chrome (click on the three dots)
2. Select **More tools**
3. Select **Clear browsing data**:
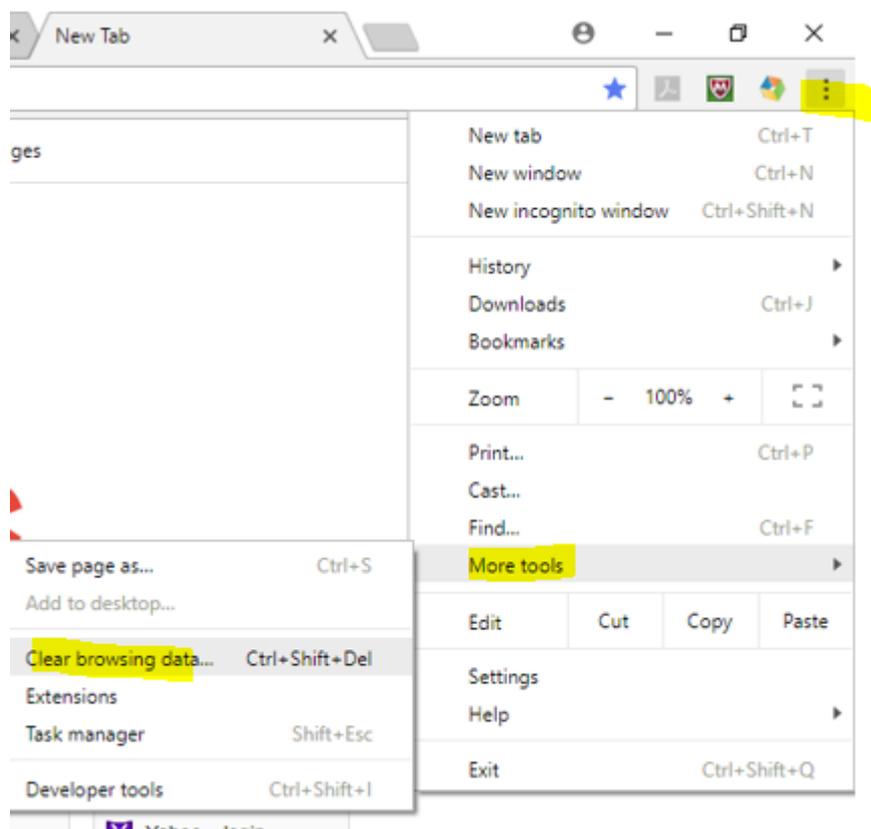
4. Change the time range from last hour to **All time**

5. Select **Clear data**:
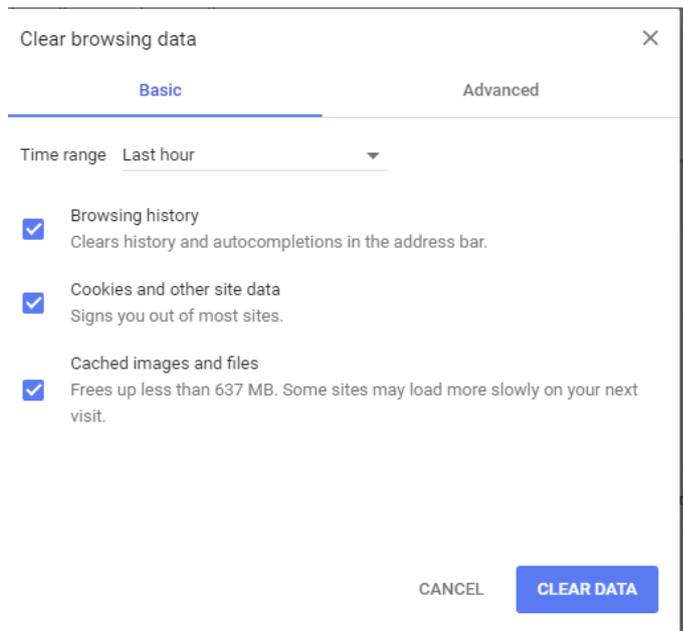
Internet Explorer:

1. Tools (click on the cog icon between the star and face)
2. Select **Internet options**:
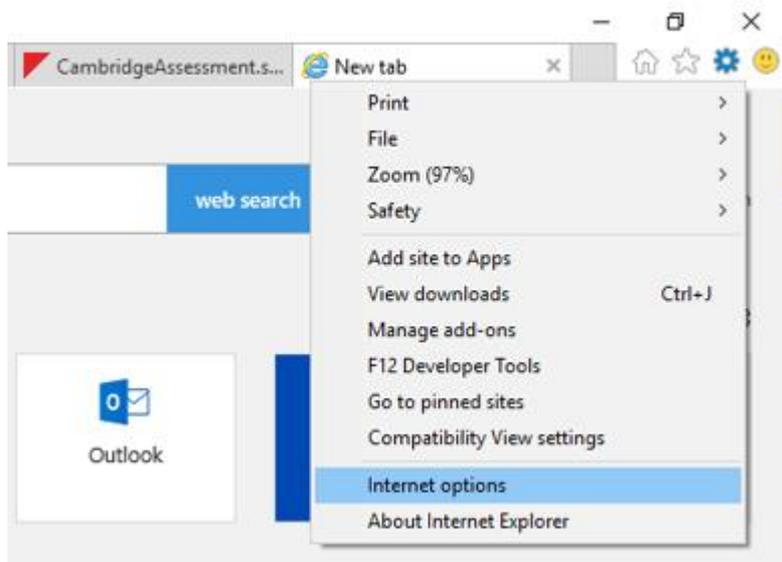
3. Select **General**
4. Select **Browsing history**
5. Select **Delete browsing history on exit** and **Delete**:
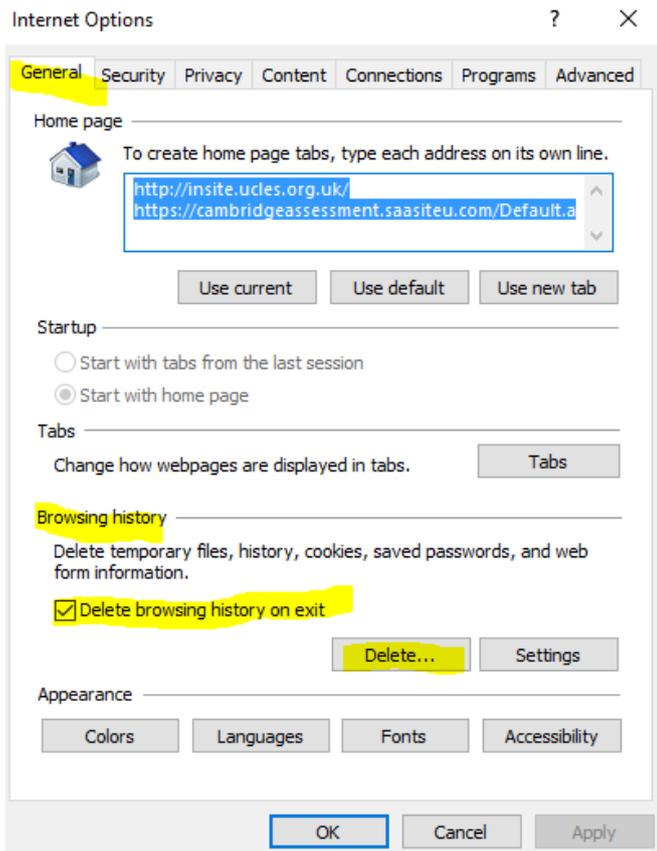
Safari:

1. Safari menu (click on the cog icon)
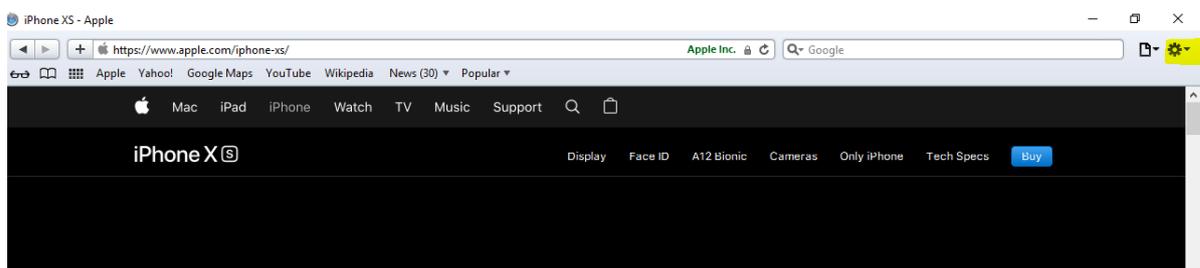
2. Select **Preferences**:
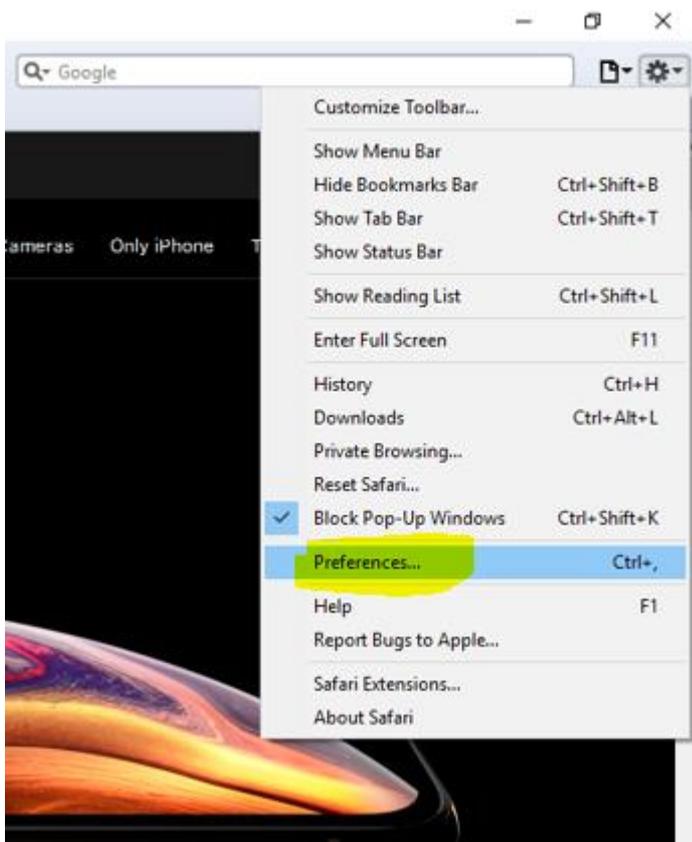
3. Select **Privacy** and **Remove all website data**:
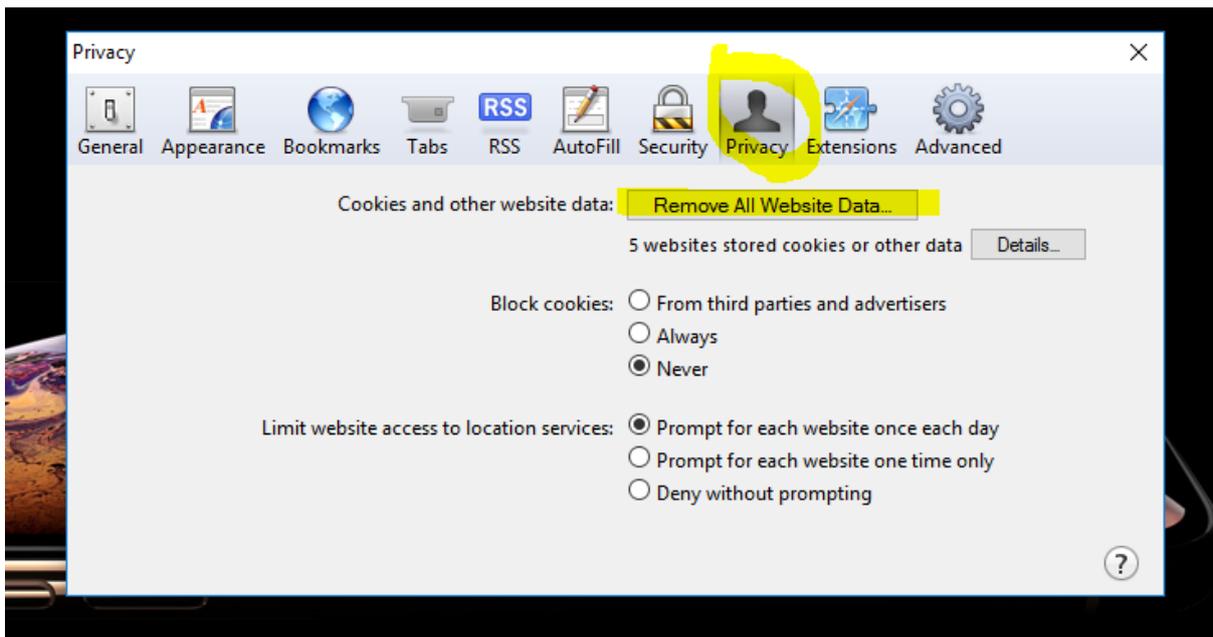
Edge:

1. Settings and more (click on the three dots)
2. Select **Settings**:
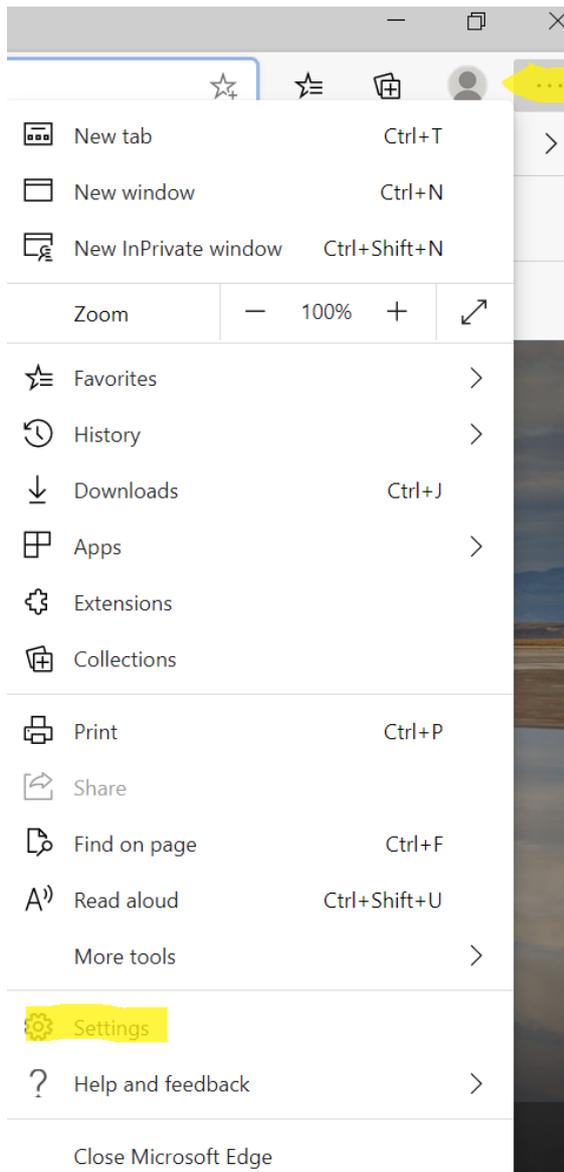
3. Select **Privacy, search and services**
4. Select **Clear browsing data**
5. Select **Choose what to clear**
6. Change the time range from last hour to **All time**
7. Select **Clear now**:
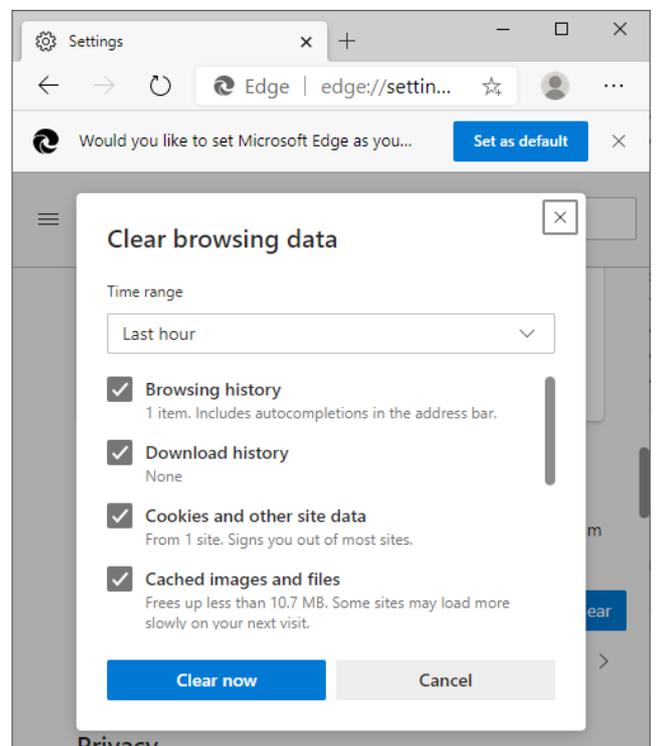
If you are still facing issues, please use the non-web version of the assessment and report the problem to CEM for investigation with the following information:

- Which browser you are using to access the assessment (e.g. Chrome).
- The version number of the browser that you are using.
- What operating system you are using (e.g. Windows 10, Windows 8, MacOS 10.15 etc.).
- Details of any firewall, web filtering and proxy servers your school use (e.g. SmoothWall which has been known to cause problems with CEM assessments in the past).

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