

Q-global Browser and Setup Requirements

The Q-global checklist must be completed prior to administering any Q-global tests on line. Complete the following checklist by referring to 'Getting Started' on Page 2. Some of these steps may need to be actioned by your IT department if you do not have access to change your settings.

Q-global Checklist		
Step	Action	Completed
1	'Pop ups' allowed	
2	Q-global added to your trusted sites	
3	Browser check at 'www.whatismybrowser.com/' completed and the following updated or enabled: JavaScript is enabled Cookies are enabled Flash is installed (and up to date) Java is installed (and up to date)	
4	Step 4 is for Schools, Universities or Government organisations: 'Whitelist' the Q-global site	
Experiencing problems opening an assessment?		
5	The above steps need to be performed on each PC and each web browser you use. If you have changed computers or web browsers you will need to perform steps 1-3(4) above again.	
6	When you select <i>start assessment</i> Q-global closes and the login page appears. Do not sign back in at this point. TestNav will open and the assessment will start.	
		
7	<p>Prior to TestNav opening the assessment the above Security Warning may appear.</p> <p>'No' must be selected otherwise the assessment will not open. It is ok to click "No" because these components have been thoroughly tested and are controlled against external tampering. By choosing "No" you are not exposing your system to any risk.</p> <p>Java has identified certain components that could be exploited if they were tampered with. This is similar to how Java identifies some components in Windows and/or Office products. There has been no change to any of the components in TestNav, just a change in how Java identifies them.</p> <p>Pearson is currently looking into how this "Security Warning" can be addressed so it does not display.</p>	

Getting Started: Q-global

Prior to administering any test online you **MUST** complete the following steps. This will ensure your account is set up according to the online platform requirements.

These steps will need to be performed for each browser and computer you use.

Note: When any test is started via the Q-global platform, Q-global closes down and it brings you back to the login page. Do **NOT** sign back in at this point; TestNav will open and load the test ready for you to administer to the candidate.

1. Allow 'Pop ups'

Internet Explorer (IE) version 8.0 or 9.0 (not IE 10.0 – as of May 2013)

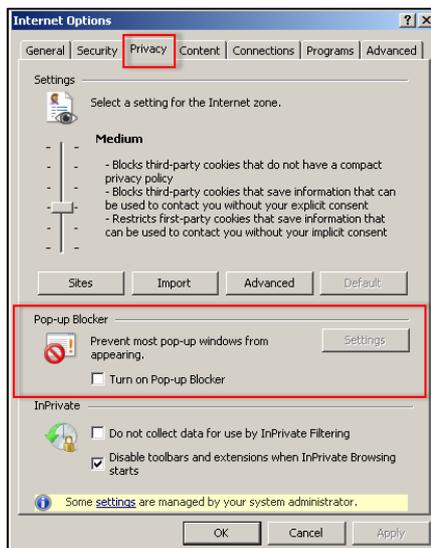
Step 1: Go to your browser and **select** 'Tools'



Step 2: **Select** 'Internet Options'



Step 3: **Select** 'Privacy'



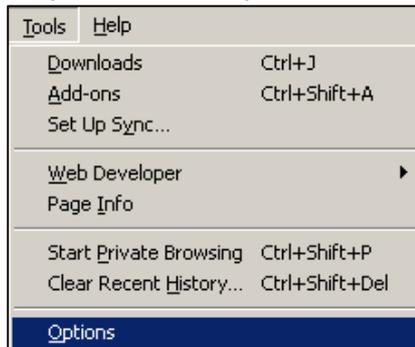
Ensure 'Pop-up Blocker' is **NOT** checked.

Firefox

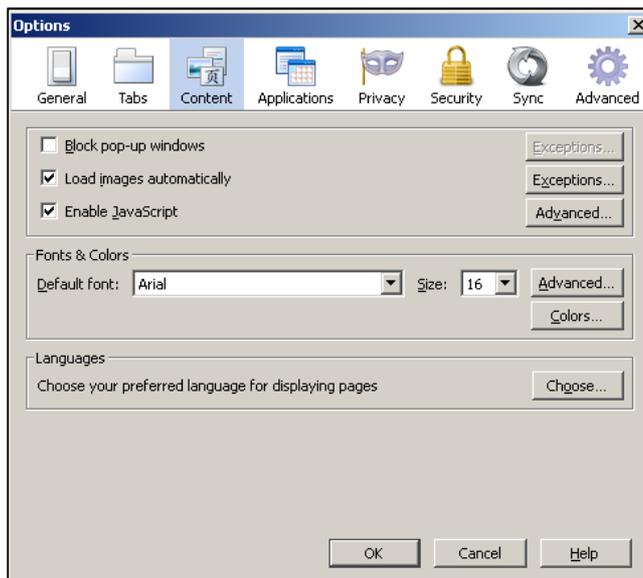
Step 1: Go to your browser and **select** 'Tools'



Step 2: **Select** 'Options'



Step 3: **Select** 'Content'

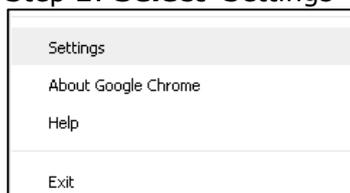


Ensure 'Block pop-up windows' is **NOT** checked.

Google Chrome

Step 1: **Click** the Chrome menu  on the right side on the browser toolbar

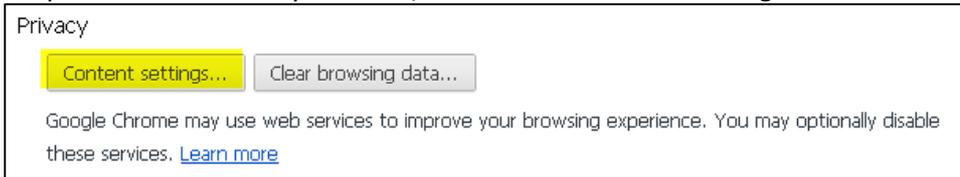
Step 2: **Select** 'Settings'



Step 3: Scroll to the bottom and **click** 'Show advanced settings'



Step 4: In the 'Privacy section, **click** the 'Content settings' button



Step 5: In the 'Pop-ups' section, **select** 'Allow all sites to show pop-ups' or customise permissions for specific websites by **clicking** 'Manage exceptions'.



2. Update Trusted Sites

Add Q-global URL qglobal.pearsonclinical.com to your trusted sites.

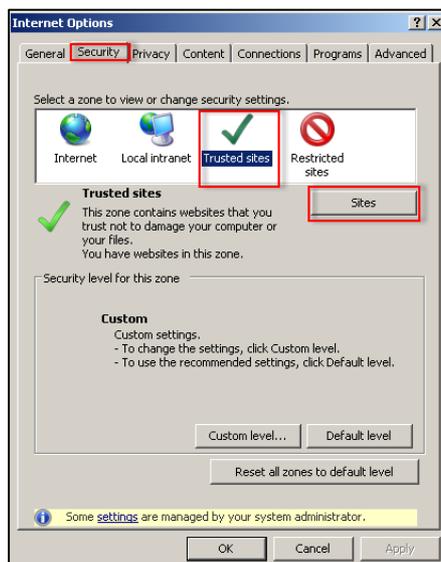
Internet Explorer

To do this:

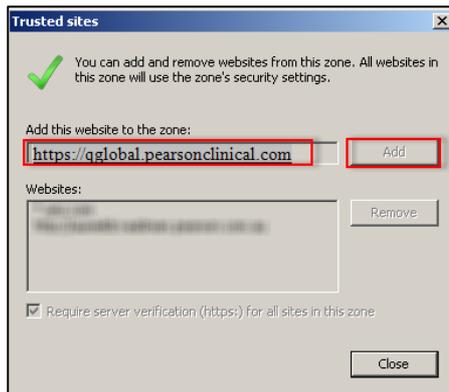
Step 1: Go to your browser and select 'Tools'



Step 2: **Select** 'Security' then 'Trusted sites' and **click** 'Sites'



Step 3: **Add** website <https://qglobal.pearsonclinical.com> then **click** 'add'



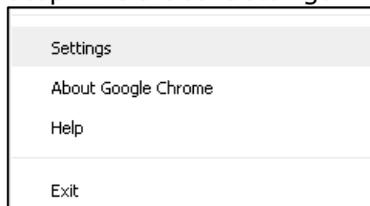
Firefox

Fire fox does not use the same "trusted sites" system that Internet Explorer and Chrome use. You do not need to perform this step if using Forefox.

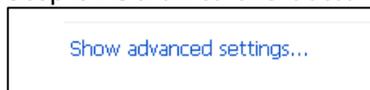
Google Chrome

Step 1: **Click** the Chrome menu  on the right side on the browser toolbar

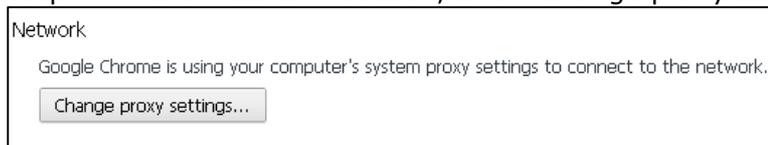
Step 2: **Select** 'Settings'



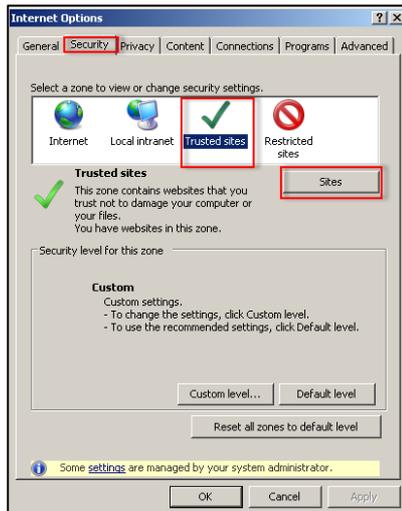
Step 3: Scroll to the bottom and **click** 'Show advanced settings'



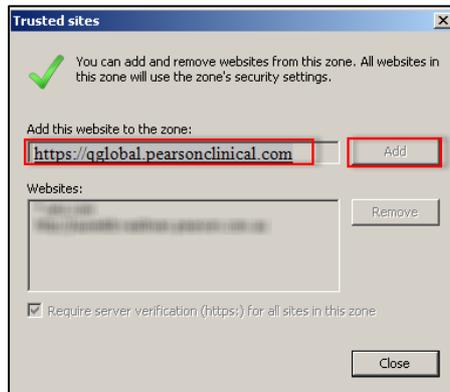
Step 4: In the 'Network' section, **click** 'Change proxy settings' button



Step 5: **Select** 'Security' then 'Trusted sites' and **click** 'Sites'



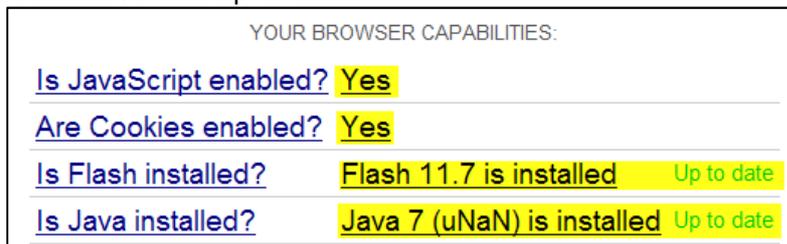
Step 6: **Add** website <https://qglobal.pearsonclinical.com> then **click** 'add'



3. Check your Browser

To ensure you have the correct set up for Q-global please **click** in the link <http://www.whatismybrowser.com/>

The browser capabilities must have JavaScript and Cookies enabled and Flash and Java is installed and up to date.



If any of the browser capabilities indicate an update is required and you need assistance with this please contact out Client Services team on:

1800 882 385 (AUS)
0800 942 722 (New Zealand)

Important information if your site is a School, University or Government organisation, please continue to Step 4.

4. 'Whitelist' the Q-global site

If the above steps do not resolve your access to the Q-global platform then you may need your IT department to 'whitelist' the Q-global site.

Please provide your IT department with the following information:

Two IP's are SMTP servers. **(2 Iron port relay servers in Iowa City are 159.182.31.103 and 159.182.31.104)**

Q-global app servers.

10.32.161.50-51 (Tr1upqglbapp01-02)

10.160.168.50-51 (Tr1upqglbapp03-04)

Click here for further [TestNav requirements](#) or go to the following link:

http://www.pearsononlinetesting.com/TestNav/7/System_requirements_7.html

Note: Please ignore the section titled 'Firewall / Proxy Servers / Content Filtering'

If you need further assistance please contact our client services team on:

1800 882 385 (AUS)

0800 643 660 (New Zealand)