

TROUBLESHOOTING MUBAKKIR TESTING ISSUES

1. Teacher can't save the test session (keeps spinning and trying to load)

Ask teacher to clear the cache and open up memory on their phones (Clean and Optimize).

2. When I log into the Mubakkir app, I get a message that says "Invalid Credentials Given."

Your login email address and password is case-sensitive. Enter it exactly as it appears on your setup form. For teachers the login is always in lowercase.

3. A student name can't be found in their correct class.

Log into the Mubakkir Proctor Dashboard. If the student is new, add the student as a New Student. First click on the correct academic year at the top of the page. Then click **STUDENT MANAGEMENT** tab, click on **ADD**, enter data and click **SAVE**.

If the student is already in the system but you want to switch them to a different class, click on **STUDENT MANAGEMENT** and search for the student using the drop down filter. Click on their Enrolment number and you can change their class.

If the student is returning from last year, you must migrate the student. Click on **MIGRATE STUDENTS** tab. Enter the student's class from last year under **SOURCE CLASS**. Enter their new class under **DESTINATION CLASS**. Enter the correct years in the year fields. Search for the student in the drop down list. Click **ADD SELECTED** button, then the **CREATE** button and the student will be migrated to the new class. If you are not sure what class the student was in last year, click on correct **Academic Year** at top of page, then click **STUDENT MANAGEMENT** tab. Search for student using drop-down filter. When you find the student their class from last year will be shown.

4. A teacher does not see their class.

Log into the Proctor Dashboard. At top of screen, select correct Academic Year. Click on **CLASS MANAGEMENT** tab. Select class. Check box next to teacher's name. Click **SAVE** button (note: you may need to click the **ALL SUBJECTS** box before you can select a teacher or save).

5. I want to add a new teacher.

Click on **USER MANAGEMENT**. Click **ADD** button. Enter data and click **CREATE** button. (Be sure to select the correct Academic Year at the top of the page.)

6. Can I administer Mubakkir offline?

Yes, as long as you have enough space on the device. The app is designed to save all sessions to the cloud. If a session is created while the device is offline, it will save the session on the local device for up to 60 days. As soon as the device is logged in to Wifi, the Mubakkir sessions will automatically upload.

7. What data do I need for the Mubakkir Setup Form?

- Add Teachers Name, Email Address and Classes they will teach
- Add Student First name and Last name in separate columns
- Add Student Enrolment Number
- Add Student Gender (Male or Female)
- Add Prior Year Class assignment (if known)
- Add Admin and/or Head of Dept who can see the results