



Junior  
Science  
Olympiad

# 2026 Administration and Troubleshooting Guide

## For Junior Science Olympiad Exams

### Competition URL for Students

<https://asi.au.insights.janison.com>

### Teacher Dashboard URL

<https://asi.au.insights.janison.com/auth/login>

### URL for Students Who Have Logged Out or Received an Error Page

Retrieve your student's access code on page 27.

Students enter their code at:

<https://asi.au.insights.janison.com/auth/onetimetimecode>

### Competition & Exam Support

Wednesday 10 June – Friday 19 June

7am – 6pm AEST

Call +61 2 6125 6228

Email [asi@asi.edu.au](mailto:asi@asi.edu.au)

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## KEY INFO – JUNIOR SCIENCE OLYMPIAD EXAM

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Please share this guide along with information in the email to any supervising teachers.

**Supervising teachers are required to have access to a laptop/device during supervision.**

We have introduced **Test Sessions** in the Junior Science Olympiad Exam Teacher Dashboard. Supervising teachers will have more control in starting, pausing, and finalising the exam.

### Junior Science Olympiad Exams Dates

Junior Science Olympiad Years 9 & 10: Wednesday 10 June 2026

Junior Science Olympiad Years 7 & 8: Friday 12 June 2026

On the exam day, please choose any time that suits your school's schedule to run the Junior Science Olympiad exams.

**All students sitting the same paper must do so at the same time.**

**Exam duration:** 2 hours, please allow an additional 10 minutes for student registration.

**The exam is open from 7am – 6pm AEST.** Please contact us at [asi@asi.edu.au](mailto:asi@asi.edu.au) if your school is not able to sit the exams on the scheduled exam dates.

### Exam Support Hours

Wednesday 10 June – Friday 19 June: 7am – 6pm AEST

Email: [asi@asi.edu.au](mailto:asi@asi.edu.au)

Phone: +61 2 6125 6228

### Junior Science Olympiad Spring School and Talent Development Program

The Junior Science Olympiad program consists of three stages:

1. Sitting the Junior Science Olympiad Exam.
  - A second selection stage consisting of a 4-week online training program held in July, and a selection exam held in early August at their school.
2. Being invited to attend the Junior Science Olympiad Spring School.
3. Being selected to represent Australia at the International Junior Science Olympiad.

To support students who may have limited opportunities due to their geographic location, socio-economic background, or indigenous status we offer The Junior Science Olympiad Talent Development Program.

**Need support?** Email [asi@asi.edu.au](mailto:asi@asi.edu.au) or call +61 2 6125 6228  
7am – 6pm AEST during the exam period.

## CONTENTS

KEY INFO – JUNIOR SCIENCE OLYMPIAD EXAM.....	2
<b>TECHNOLOGY PROFILE .....</b>	<b>4</b>
<b>What do Supervising Teachers Do on the Sitting Day? .....</b>	<b>5</b>
Exam day process .....	5
<b>JUNIOR SCIENCE OLYMPIAD EXAM RULES and Required Materials .....</b>	<b>6</b>
<b>JUNIOR SCIENCE OLYMPIAD EXAM CHECKLIST .....</b>	<b>7</b>
<b>TEACHER DASHBOARD .....</b>	<b>8</b>
Introduction.....	8
<b>Access JSOE Teacher Dashboard .....</b>	<b>9</b>
<b>Adding Additional Supervising Teachers to Access JSOE Teacher Dashboard .....</b>	<b>10</b>
Find your School ID .....	11
<b>TEST SESSION .....</b>	<b>12</b>
Introduction.....	12
<b>Create New Test Session .....</b>	<b>13</b>
<b>Starting Test Session .....</b>	<b>15</b>
Find All Test Sessions .....	16
<b>Action Buttons after Starting Test Session.....</b>	<b>17</b>
<b>Allowing late students to enter the exam .....</b>	<b>18</b>
Pausing an exam session .....	20
<b>FINALISE A TEST SESSION .....</b>	<b>22</b>
Submit Individual Student Test Attempt (if required) .....	22
<b>To Finalise a Test Session (after all attempts are submitted) .....</b>	<b>23</b>
<b>TROUBLESHOOTING .....</b>	<b>24</b>
<b>A. Students created their account but doesn't see the exam on their page/Student choose the incorrect exam during registration/Student's paper level is blank on their details .....</b>	<b>24</b>
<b>B. I can't create test session because I see "no match" on assessment events field .....</b>	<b>25</b>
<b>C. I can't find my student's code because they don't appear in the Test Session Administration student's list .....</b>	<b>26</b>
<b>D. Student's session has been disconnected/Error page during the exam .....</b>	<b>27</b>
First option: Student re-entry using their password.....	27
Second option: Student re-entry using their access code .....	27
E. Exam Sluggish or Slow? .....	29
F. Exam Not Showing Correctly? .....	29
G. What Happens If a Student Creates Another Account? .....	29
H. The Student Didn't Click Submit and Their Attempt Remains 'open' or They Closed Their Browser Window Before Submitting?.....	29
I. Clearing a Browser's Cache .....	29
<b>SITTING THE EXAM - STUDENTS.....</b>	<b>30</b>
<b>FINISHING THE EXAM - STUDENTS .....</b>	<b>33</b>

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## TECHNOLOGY PROFILE

The following list details some recommendations in an aim to prevent possible technology issues during the event. Please note that the cause of issues can be various.

<p><b>Readiness Test</b> (this is <b>not</b> the exam URL)</p>	<p><a href="https://asi.au.insights.janison.com/auth/login">https://asi.au.insights.janison.com/auth/login</a></p> <p><b>Username: RT001</b> <b>Password: bigscience</b></p> <p>Share this link with your students so they can check their devices are compatible with the platform and familiarise themselves with the exam site <b>before</b> exam day.</p>
<p><b>System Diagnostics</b></p>	<p><a href="https://asi.au.insights.janison.com/pages/diagnostics">https://asi.au.insights.janison.com/pages/diagnostics</a></p> <p>Access this link to identify, analyse, and troubleshoot hardware, software, or network issues, ensuring computer systems operate reliably</p>
<p><b>Firewall whitelists</b></p>	<p>Please refer to the “<b>Proxy</b>” section below which outlines the ports and addresses that the school network administrator is required to allow.</p>
<p><b>Proxy</b></p>	<p>Standard web proxy servers are supported. The following ports need to be open through the proxy: Port 443 Port 80</p> <p>The following web site addresses need to be accessible through the firewall:</p> <ul style="list-style-type: none"> <li>*<b>core.windows.net</b> (on azure as storage related endpoints – this is utilised for hosting static content such as images/html/js files)</li> <li>*<b>azureedge.net</b> (on the CDN as storage related endpoints – this is utilised for hosting static content such as images/html/js files)</li> </ul>
<p><b>Bandwidth to internet (at each school)</b></p>	<p>512 KB bandwidth for up to 20 users 2 MB bandwidth for up 100 users 5 MB bandwidth for more than 100 users.</p>
<p><b>Browsers</b></p>	<p>Cache</p> <ul style="list-style-type: none"> <li>• Pre-cache digital content ability is supported and preferred. Ensure that the browser cache is cleared manually in the browser settings.</li> </ul> <p>Cookies</p> <ul style="list-style-type: none"> <li>• Cookies are required and should be enabled by default.</li> <li>• Please ensure that the cookies are enabled in the browser settings.</li> </ul> <p>Plugins</p> <ul style="list-style-type: none"> <li>▪ Please make sure all browser plugins or extensions apart from Adobe Flash Player (if required for your browser) are disabled.</li> </ul>

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## WHAT DO SUPERVISING TEACHERS DO ON THE SITTING DAY?

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There are several key responsibilities for supervising teachers on the exam day:

1. To have a laptop/device with them during supervision time (**required**)
2. Oversee student account registration
3. Access the JSOE Teacher Dashboard to oversee exam:
  - a. Create a Test Sessions before students sit the exam – this is enabled once students start creating their accounts
  - b. Share the Test Session code to students
  - c. Start the Test Session to start the exam
  - d. Finalise the Test Sessions after the exam has been completed. **If the session is not finalised, your student’s attempt may not be marked.**

## EXAM DAY PROCESS

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On the exam sitting day, please give the following information to the students

1. To access the exam, students should go to <https://asi.au.insights.janison.com>
2. Enter using your 5–digit School ID, which is the SCHOOL ID in your email.
3. Students will then complete the registration form and enter the exam (from page 10 of the admin guide)
4. Whilst students are registering, the supervising teacher will need to create a test session in the teacher dashboard
5. The supervising teacher should write the session code on a whiteboard or distribute the code to students (the same code for all students sitting the *same exam paper*).
6. The students enter the session code when prompted
7. Once students have finished, they should submit their attempt
8. The supervising teacher then clicks finalise session in the teacher dashboard. Don’t worry if you forget, we’ll automatically do this at the end of the day.

**This guide takes supervising teachers through the key parts of the exam, including the Teacher Dashboard, Test Sessions, and the administration process.**

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7am – 6pm AEST during the exam period.

## JUNIOR SCIENCE OLYMPIAD EXAM RULES AND REQUIRED MATERIALS

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### Required materials

- non-programmable, non-graphical calculator
- ruler

- Students have 2 hours to answer the questions. An additional 10 minutes is allowed for students to complete the student registration. The individual exam timer only starts when students access the exam.
- There are two practice questions before the actual exam.
- Students are not to leave the room during the exam unless accompanied by a supervisor.
- Students can use **non-programmable, non-graphical calculators** and **a ruler**. Sheets of paper for working out (not to be removed from examination room), pens, pencils, and erasers are allowed.
- Late students may be permitted but no extra time is allowed. Student attempts will be automatically submitted after 2 hours.
- No other devices including mobile phones and smart watches are to be allowed in the exam room.
- No other browser tabs are permitted to be open during exam. All the essential resources are already within the exam.
- Students are not to move away from the exam URL during the exam period. **DO NOT** use the back button on the browser. This may end the exam session.
- It is **supervising teacher's responsibility** to invigilate that students are not accessing any other tools or resources, including AI tools and website.
- **If a student is found to have cheated or colluded with other students, disqualification of the student and/or school from the exam may occur.**
- **All students sitting the same paper must do at the same time.**

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7am – 6pm AEST during the exam period.

## JUNIOR SCIENCE OLYMPIAD EXAM CHECKLIST

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### Before the exam sitting day:

- Supervising teachers check the [Technology Profile](#) and complete the **Readiness Test** on the school's network that will be used during the Junior Science Olympiad Exams.
- Add additional supervising teachers to the JSOE teacher dashboard ([page 12](#)) and forward the exam instructions email. Supervising teachers will need access to the teacher dashboard to start and finalise the test session.
- Supervising teachers read this admin guide and familiarise themselves with creating, managing and finalising Test Sessions.
- Book an exam room with a whiteboard or screen to write your school ID, session code and exam URLs for the students.
- Advise students to bring a non-programmable, non-graphical calculator and ruler to the exam.

### On the exam sitting day:

- Supervising teachers to bring a device for supervision and starting the exam. A device is **required**.
- Allow an additional 10 minutes to the start time to allow students to complete their registration and for supervising teachers to create test session during student registration.
- Supervising teachers provide students with the exam **URL** and **School ID**. ***Students need these details to create their account and access the exam.***
- Create a test session ([page 15](#)) to generate a test session code for students to access the exam. Students will be asked for the session code after creating their account to access the practice questions and the exam.
- Finalise the Test Sessions after the exam has been completed. **If the session is not finalised, your student's attempt may not be marked.**

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# TEACHER DASHBOARD

## Introduction

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In the JSOE Teacher Dashboard, supervising teachers can:

1. Add additional supervising teachers and give them access to JSOE Teacher Dashboard ([page 10](#)).
2. Find the school ID that is required for students to create their account ([page 11](#)).
3. Create Test Sessions for the exam, where a supervising teacher can:
  - Start/pause the test session.
  - Find all Test Sessions that have been created.
  - View the students who are sitting on the exam in the test session.
  - See students' progress in the exam.
  - Find student access codes to assist if they get disconnected from the exam.

**Need support?** Email [asi@asi.edu.au](mailto:asi@asi.edu.au) or call +61 2 6125 6228  
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## Access JSOE Teacher Dashboard

**Teacher dashboard URL:** <https://asi.au.insights.janison.com/auth/login>

Please note that the JSOE Teacher Dashboard is *different* from the *ASI Teacher Portal*.

If you do not know your teacher login details to the JSOE Teacher Dashboard, please contact Australian Science Innovations by email [asi@asi.edu.au](mailto:asi@asi.edu.au) or phone +61 2 6125 6228.

### Teacher Dashboard homepage

The screenshot shows the JSOE Teacher Dashboard homepage. At the top, there is a green header with the Australian Science Innovations logo and the user's name, Nurul Rika Laksmi. Below the header, there is a welcome message and the date, 26/05/2026. There are two main sections highlighted with red boxes: 'Test Sessions' and 'Students'. The 'Test Sessions' section shows 1 item and a 'Create New Test Session' button. The 'Students' section shows 2 items and a 'Search Students' input field. There are also sections for 'Assessment Events' and 'All active' statistics.

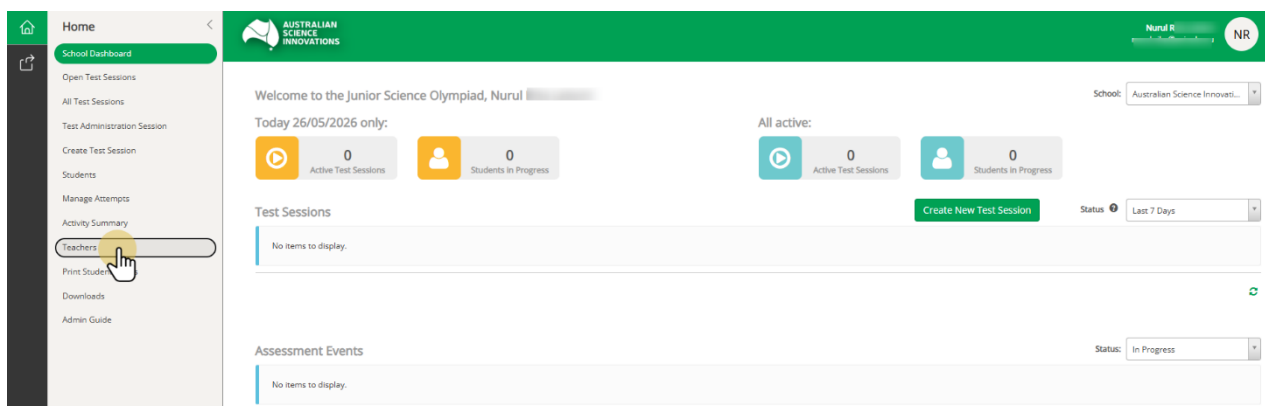
Legend	Dashboard Sections	What is it for	Special Use
1	Test Sessions	To see all the test sessions that supervising a teacher has created.	
2	Students	To see all registered students. This list acts as your master list.  <b>Note:</b> if this list is empty when you login, don't panic! Once your students have created their account on the exam site, the student list will be populated.	If the supervising teacher can't find the student on their session, find missing students here. Students will be in this master list if they are having issues getting in the session.  <b>See page 26 for scenario reference.</b>

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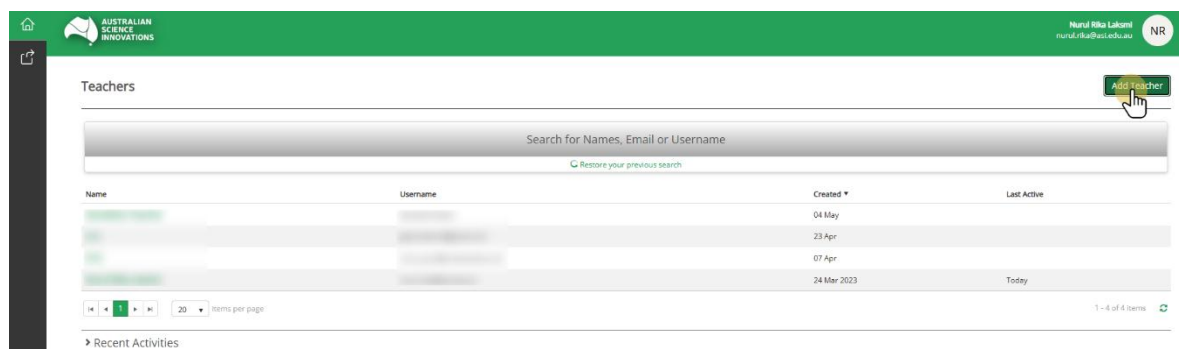
## Adding Additional Supervising Teachers to Access JSOE Teacher Dashboard

To add additional supervising teachers to JSOE Teacher Dashboard, follow these steps:

1. Navigate to the Teachers Menu by clicking the home icon on the top left.



2. Click on “Add Teacher”.



3. Enter the “First name”, “Last name” and “Email address”. Click on “Save Teacher”. The username will be displayed after the account is saved. Please inform the teacher that they will receive email about their account. If they don’t receive an email, please advise them to also check their junk/spam folder.

**Need support?** Email [asi@asi.edu.au](mailto:asi@asi.edu.au) or call +61 2 6125 6228  
7am – 6pm AEST during the exam period.

## Find your School ID

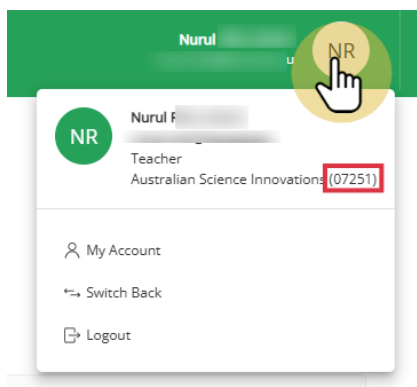
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*Note: The school ID has also been provided in the email that was sent to registering teachers.*

When student creates their account, they will need your school ID to ensure they are registered to the correct school.

To find the school ID in the JSOE teacher dashboard:

Click on your username logo on the top right corner. Your school ID is the 5-digit number next to your school's name. In this example below, the school ID is 07251.



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7am – 6pm AEST during the exam period.

## TEST SESSIONS

### Introduction

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A **test session** acts like a virtual classroom. Each supervising teacher can create their own session for each test. Test Sessions can only be created once students have started creating their account on the sitting day.

Each test session code can only be linked to one exam session.

Please ensure the supervising teacher has access to a laptop/device during supervision to start and finalise a test session and administer the exam.

Supervising teachers can administer the following via Test Sessions:

1. Start/pause the exam session for all students.
2. See students' progress during the exam.
3. See student's joined time and end time.
4. Manage student's individual session if required.
5. Retrieve student's one time code if required (if the student has been disconnected from the exam) or if they forgot their password.

**The Test session must be finalised after each session to ensure your student's attempts are submitted for marking.**

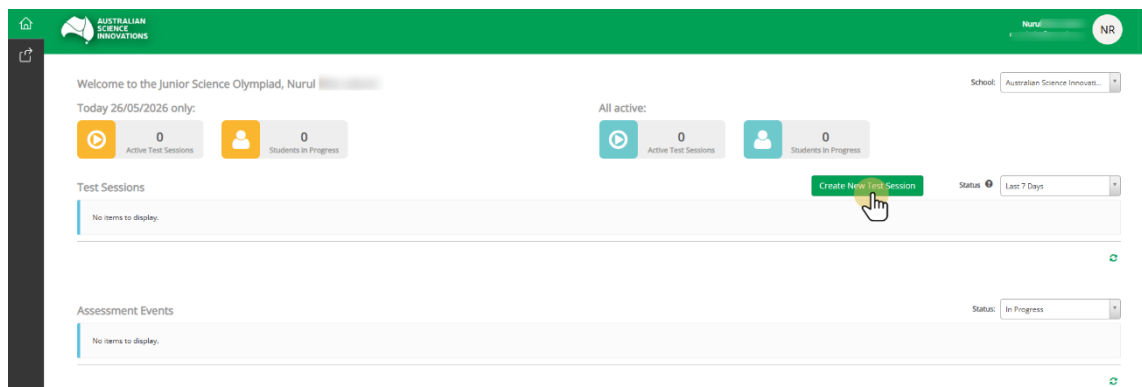
**Need support?** Email [asi@asi.edu.au](mailto:asi@asi.edu.au) or call +61 2 6125 6228  
7am – 6pm AEST during the exam period.

## Create A New Test Session

Please allow an additional 10 minutes to the start time to allow students to complete their registration and for supervising teachers to create test session during student registration.

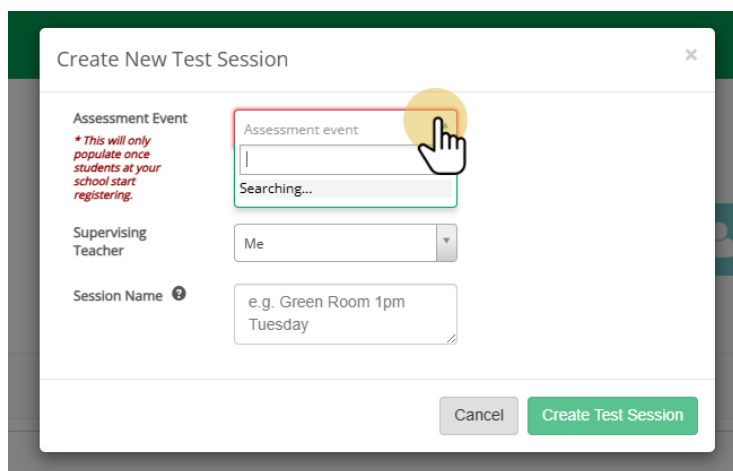
**One test session code can only be linked to one exam paper.**

1. From your teacher dashboard, please click on the Create New Test Session button.

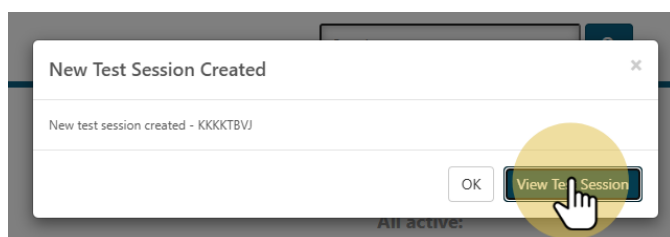


2. Choose the assessment events from the dropdown menu, and name the Session with the class name, if you wish. Click on the 'Create Test Session'.

**Note:** the assessment events list **will be populated once your students have created their account in the exam day**. When no students registered yet, the default option is 'No matches found'

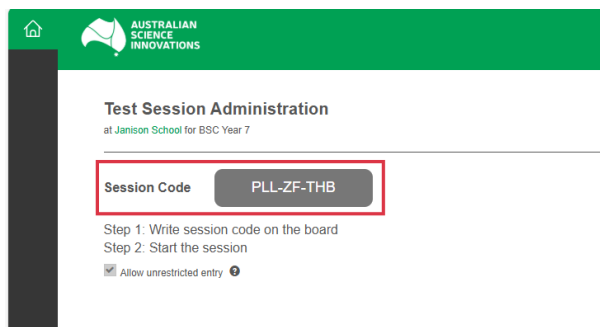


3. Once the new session is created, a window will pop up. Click on "View Test Session" button.



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7am – 6pm AEST during the exam period.

4. Share the session code (inside the red box, for reference) to students to access the test session. In this image below, for example, the test session code is PLL-ZF-THB.

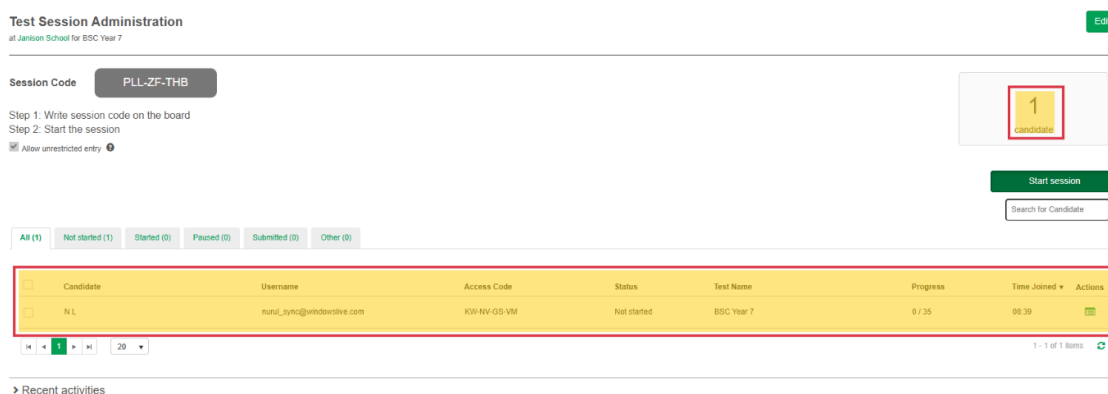


5. On exam sitting day, students are to access the exam URL below to start the registration process with your **school ID** and the **session code**.

**Exam URL:** <https://asi.au.insights.janison.com>

Remind students to select the right paper level during registration.

6. Once the student has created their account and entered the session code, their names will appear at the bottom of the test session page. The student number box in the top right corner will also display the total number of students in the session.

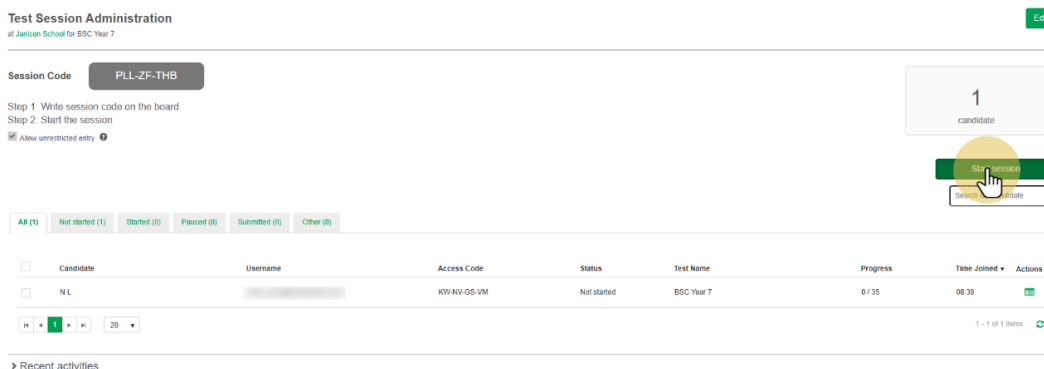


7. Before the exam session begins, the student will be prompted to wait until the supervising teacher has started the session (see image below for reference).

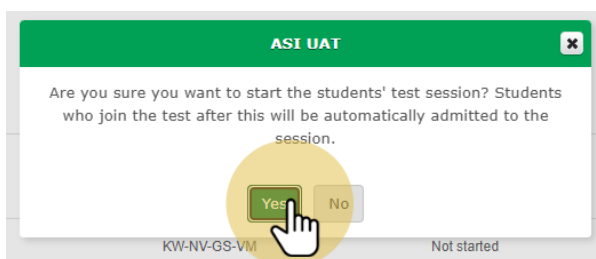
**Need support?** Email [asi@asi.edu.au](mailto:asi@asi.edu.au) or call +61 2 6125 6228  
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## Starting Test Session

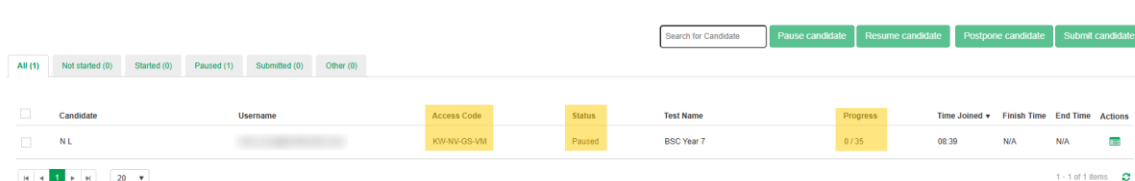
1. Once all the students have completed the registration, supervising teachers can start the session by clicking the 'Start Session' button:



2. A confirmation window to start session will appear. Once the session starts, any late students will not wait in the 'waiting window' and will join the session immediately after they complete the practice questions.



3. After clicking the 'Yes' button above, it may take up to 10 seconds for students' waiting page to refresh and display the exam page.
4. Once students start the exam, the supervising teacher can monitor:
  - the progress of each student,
  - find student's access code if they accidentally get kicked out during the exam (please refer to [page 27](#) for guidance when this occurs), and
  - their test status (paused, started, postponed submitted).



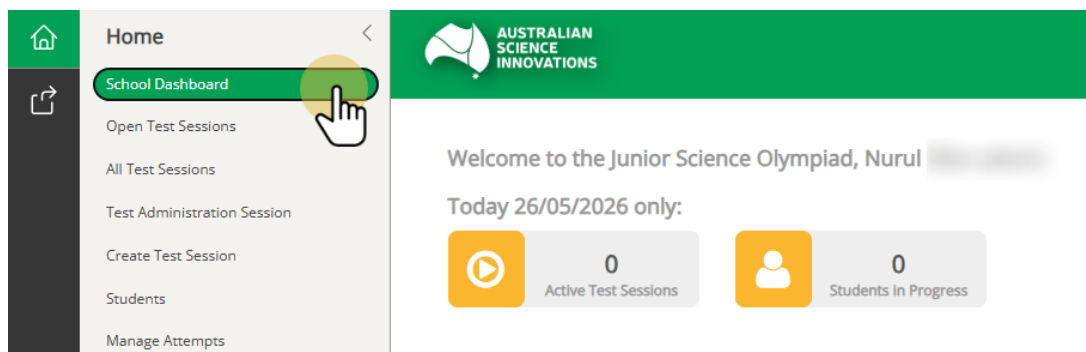
**Need support?** Email [asi@asi.edu.au](mailto:asi@asi.edu.au) or call +61 2 6125 6228  
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## Find All Test Sessions

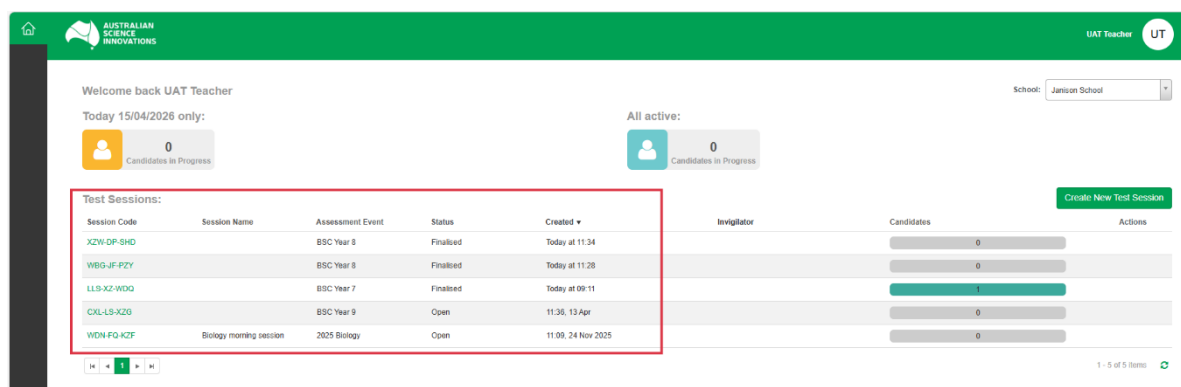
Supervising teachers can see all sessions created through the teacher dashboard. This can come in handy for all supervising teachers if they need to see which students have or have not sat the exam.

To see all Test Sessions:

1. Access your teacher dashboard by clicking the home button on the top left and click 'School Dashboard'.



2. The session list will be visible on your dashboard:



3. Click on the Test Session Code to access its Test Session Administration to see the session's information.

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## Action Buttons after Starting Test Session

After starting the exam session, these additional buttons will show up in the Test Session Administration page:

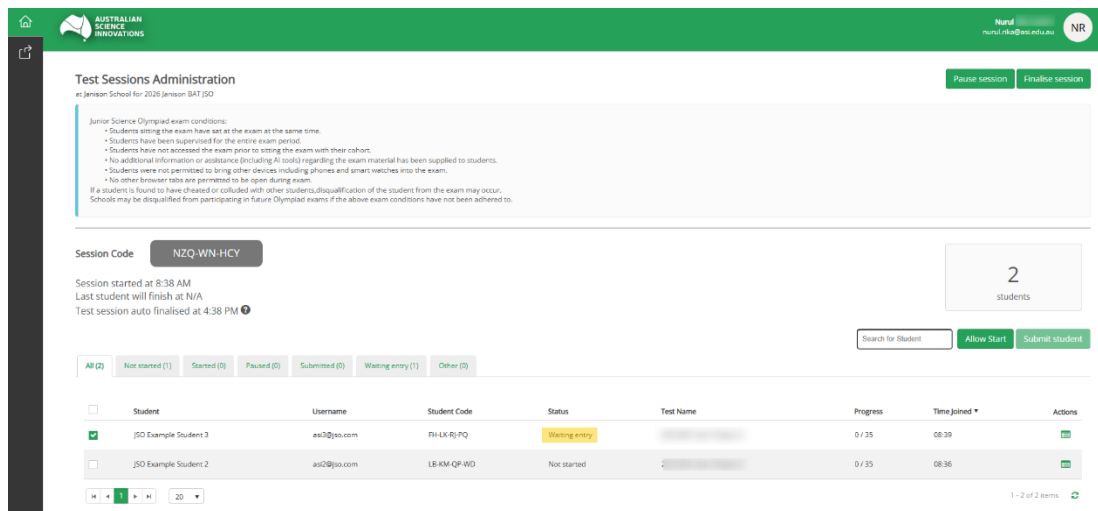
Legend	Button	Function	When to use
1	Allow Start (refer to <a href="#">page 18</a> )	To allow any students who join the session after the session has started, as the restriction is in place for not allowing students to join late without teacher intervention.	If the student come to the exam later than the others.
2	Submit student (refer to <a href="#">page 22</a> )	To submit individual student's session. <b>Important:</b> <i>this must be done before the session if finalised (using button no.2)</i>	If a student has finished their attempt but doesn't click the finish button.
3	Pause session (refer to <a href="#">page 20</a> )	To pause all session. <b>Important:</b> <i>once this button is clicked, all students' session will be paused.</i>	If there is emergency i.e. fire alarm.
4	Finalise session (refer to <a href="#">page 23</a> )	To finalise current session <b>Important:</b> <i>once the session is finalised, no students will be able to access the exam</i>	When all students have completed the exam

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## Allowing late students to enter the exam

In this example below, the supervising teacher is allowing students to join an exam session after everyone else has started. Please note late students may be allowed to enter the exam room but no additional time may be granted.

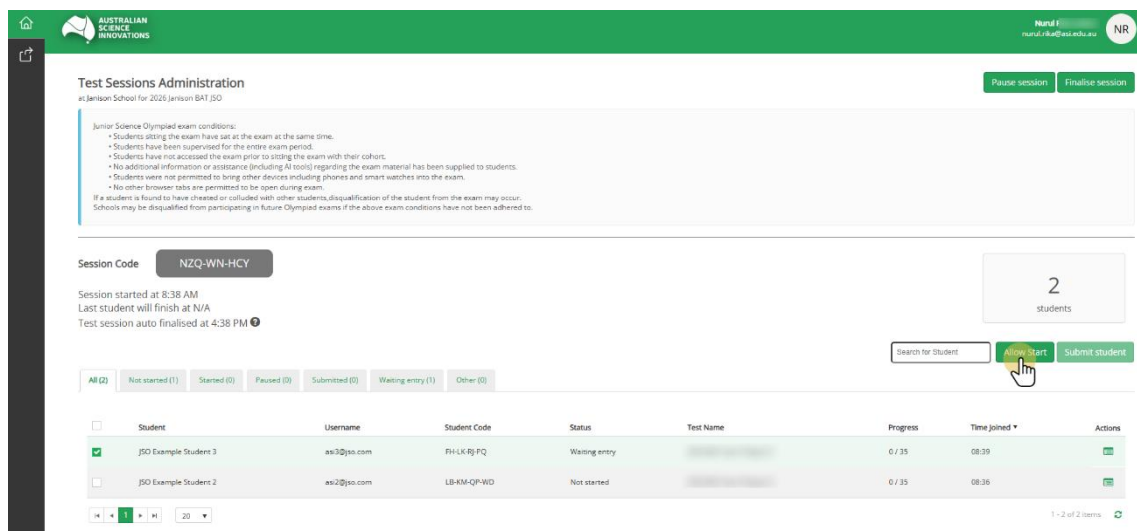
1. Once the student has created their account and typed in the session code, the late student will appear on the students' list on your Test Session Administration page. Their default status will be 'Waiting entry':



The screenshot shows the 'Test Sessions Administration' interface for a Junior Science Olympiad exam. The session code is NZQ-WN-HCY. The session started at 8:38 AM and is set to auto-finalise at 4:38 PM. There are 2 students in the session. A table lists the students:

Student	Username	Student Code	Status	Test Name	Progress	Time joined	Actions
<input checked="" type="checkbox"/>	JSO Example Student 3	asi3@jso.com	FH-LK-RJ-PQ	Waiting entry	0 / 35	08:39	<input type="checkbox"/> <input type="checkbox"/>
<input type="checkbox"/>	JSO Example Student 2	asi2@jso.com	LB-KM-QJ-WD	Not started	0 / 35	08:36	<input type="checkbox"/> <input type="checkbox"/>

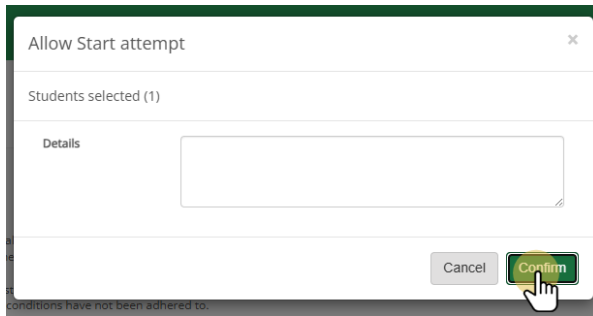
2. To allow the late student to access the exam after they finish with their practice exam questions, tick the tick box next to the student's name and click on the 'Allow Start' button:



This screenshot is identical to the previous one, but with a mouse cursor pointing to the 'Allow Start' button in the 'Actions' column for 'JSO Example Student 3'. The status of this student remains 'Waiting entry'.

**Need support?** Email [asi@asi.edu.au](mailto:asi@asi.edu.au) or call +61 2 6125 6228  
7am – 6pm AEST during the exam period.

3. Please submit the reason in this format (if possible): **[reason why student is late, teacher's first name]**. Click 'confirm' button when's finished.



4. The late student's status will change from 'Waiting Entry' to 'Pending'. After a few seconds, the late student will be able to access the exam, and their status will change to 'Started'.

Session Code **NZQ-WN-HCY**

Session started at 8:38 AM  
Last student will finish at N/A  
Test session auto finalised at 4:38 PM

2 students

Search for Student

**All (2)** | Not started (2) | Started (0) | Paused (0) | Submitted (0) | Waiting entry (0) | Other (0)

<input type="checkbox"/>	Student	Username	Student Code	Status	Test Name	Progress	Time joined	Actions
<input type="checkbox"/>	JSO Example Student 3	asi3@jso.com	FH-LK-RY-PQ	Pending	[REDACTED]	0 / 35	08:39	<input type="button" value="Refresh"/> <input type="button" value="Start"/>
<input type="checkbox"/>	JSO Example Student 2	asi2@jso.com	LB-KM-QP-WD	Not started	[REDACTED]	0 / 35	08:36	<input type="button" value="Start"/>

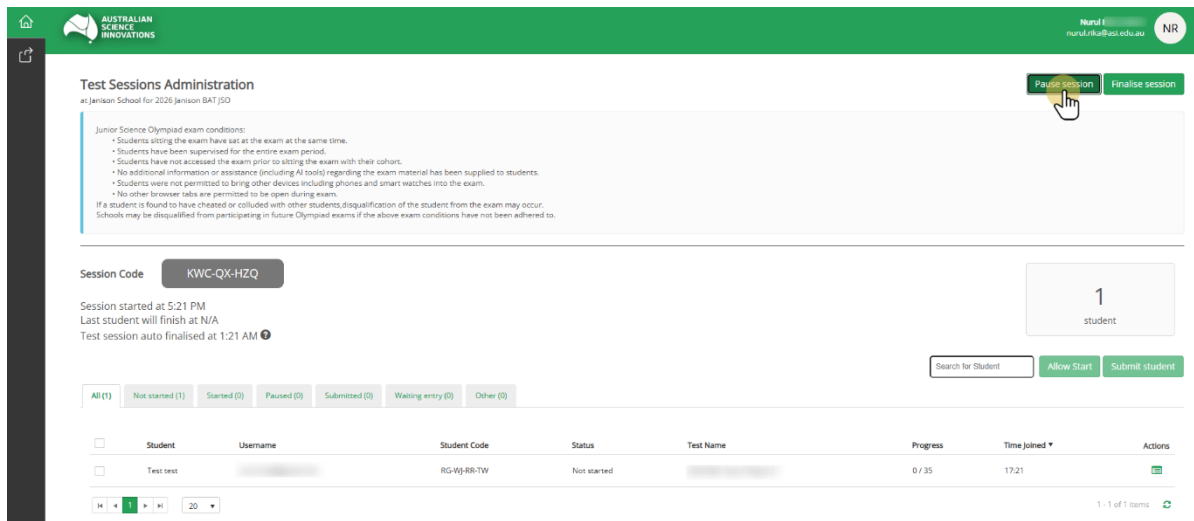
1 - 2 of 2 items

**Need support?** Email [asi@asi.edu.au](mailto:asi@asi.edu.au) or call +61 2 6125 6228  
7am – 6pm AEST during the exam period.

## Pausing an exam session

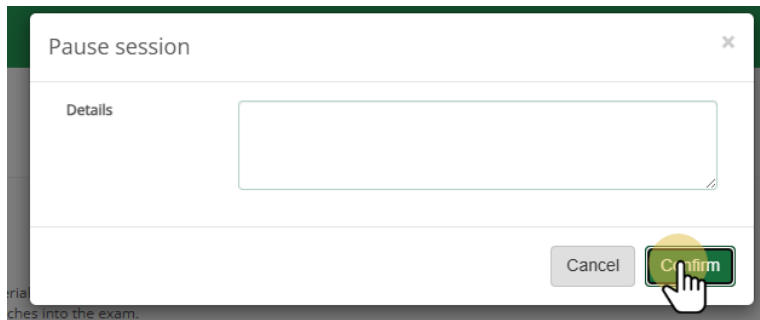
In this example below, the supervising teacher is pausing the session due to fire alarms.

1. Click on the “pause session” button. Please note that by doing this, all students’ session will be paused.



The screenshot shows the 'Test Sessions Administration' page for 'at Jansion School for 2026 Jansion BAT JSO'. The page includes a header with the Australian Science Innovations logo and user information. The main content area displays exam conditions, a session code 'KWC-QX-HZQ', and session start/end times. A 'Pause session' button is highlighted with a mouse cursor. Below this, there are filters for session status (All (1), Not started (1), Started (0), Paused (0), Submitted (0), Waiting entry (0), Other (0)) and a table with columns for Student, Username, Student Code, Status, Test Name, Progress, Time joined, and Actions. The table shows one entry for 'Test test' with status 'Not started' and progress '0 / 35'.

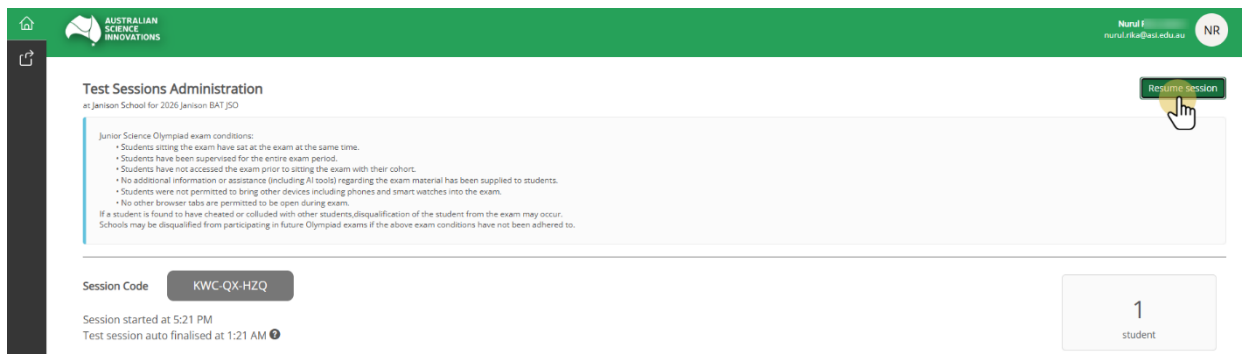
2. A window prompted teacher to fill in the reason for pausing the session will pop up. Click confirm once done:



The screenshot shows a 'Pause session' dialog box with a close button (X) in the top right corner. The dialog has a 'Details' section with a text input field. At the bottom, there are 'Cancel' and 'Confirm' buttons. A mouse cursor is clicking the 'Confirm' button.

## Resuming session after emergency (i.e. fire alarms)

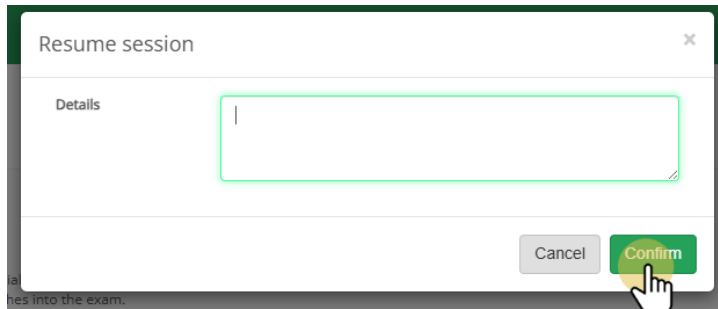
1. Click on the resume session button



The screenshot shows the 'Test Sessions Administration' page, similar to the previous one, but with a 'Resume session' button highlighted by a mouse cursor. The session code 'KWC-QX-HZQ' and session start/end times are visible. The table below shows the same entry for 'Test test' with status 'Not started' and progress '0 / 35'.

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7am – 6pm AEST during the exam period.

2. Please submit the reason in this format (if possible): *session starts again at [time when the session start], teacher's first name*. Click 'confirm' button when's finished.

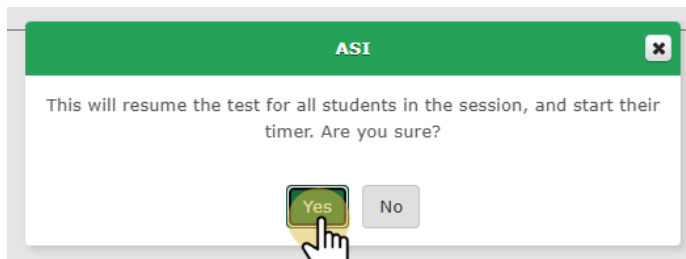


Resume session

Details

Cancel Confirm

3. Click 'Yes' when the confirm windows pops up



ASI

This will resume the test for all students in the session, and start their timer. Are you sure?

Yes No

**Need support?** Email [asi@asi.edu.au](mailto:asi@asi.edu.au) or call +61 2 6125 6228  
7am – 6pm AEST during the exam period.

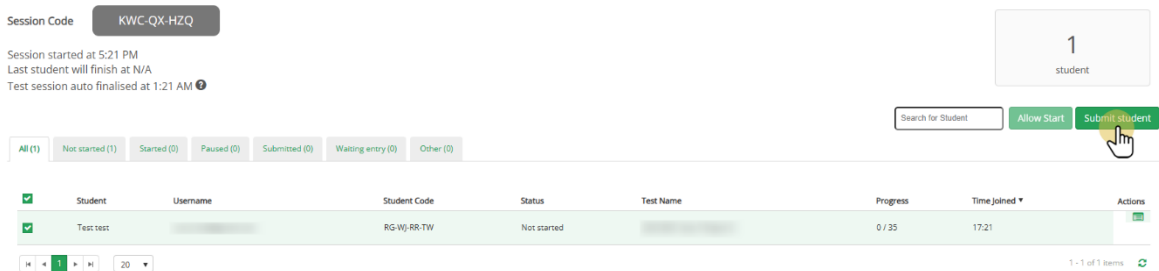
## FINALISE A TEST SESSION

To finalise a test session, all student attempts must be submitted. Students submit their own attempts by clicking the 'Finish' button when they have completed their attempt.

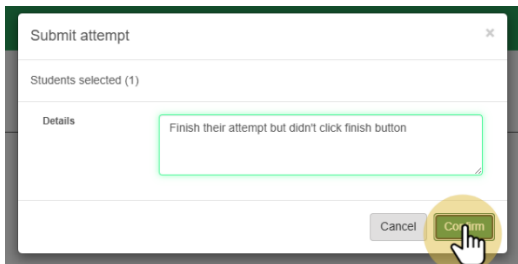
In cases where a student has completed their attempt but has not clicked the 'Finish' button, their test status will remain as 'Started', instead of 'Submitted'. Follow the steps below to submit individual attempt before finalising the test session:

### Submit Individual Student Test Attempt (if required)

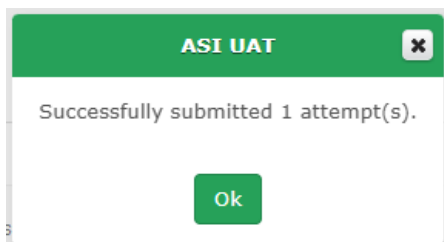
1. On your test session administration page, tick the box next to the student's name and click the 'Submit Student' button. This process can be done in bulk as well.



2. Put any details in the 'Details' box, example is shown below. Click the 'Confirm' button to submit student's attempt.



3. Confirmation window will pop up.



5. Once all student attempts have been submitted, continue with the finalise test session process.

**Need support?** Email [asi@asi.edu.au](mailto:asi@asi.edu.au) or call +61 2 6125 6228  
7am – 6pm AEST during the exam period.

## To Finalise a Test Session (after all attempts are submitted)

After all students have finished and submitted their attempts, the supervising teacher can finalise the test session so no more students can sit this test session.

1. On the Test Session Administration page, click on the 'Finalise Session' button on the top right

Test Sessions Administration  
at Janson School for 2026 Janson BAT/SD

Junior Science Olympiad exam conditions:

- Students sitting the exam have sat at the exam at the same time.
- Students have been supervised for the entire exam period.
- Students have not accessed the exam prior to sitting the exam with their cohort.
- No additional information or assistance (including AI tools) regarding the exam material has been supplied to students.
- Students were not permitted to bring other devices including phones and smart watches into the exam.
- No other browser tabs are permitted to be open during exam.

If a student is found to have cheated or colluded with other students, disqualification of the student from the exam may occur. Schools may be disqualified from participating in future Olympiad exams if the above exam conditions have not been adhered to.

Session Code: KWC-QX-HZQ

Session started at 5:21 PM  
Last student will finish at 6:28 PM  
Test session auto finalised at 1:21 AM

1 student

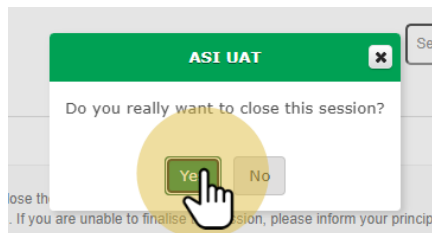
Search for Student Allow Start Submit student

All (1) Not started (0) Started (0) Paused (0) Submitted (1) Waiting entry (0) Other (0)

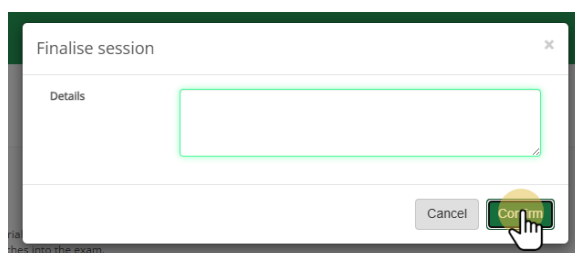
All students in this test session have submitted their tests. Click the **finalise session** button on your dashboard to close the session. Until the session is finalised, the students test will not be available for marking.  
**Note:** Once the session is finalised it is closed and can not be used to test additional students.

<input type="checkbox"/>	Student	Username	Student Code	Status	Test Name	Progress	Time joined	Actions
<input type="checkbox"/>	Test test		RQ-WJ-RR-TW	Submitted		0 / 35	17:21	

2. The confirmation window will appear. Click 'Yes'



3. Please submit the reason in this format (if possible): *session finalised at [time]. [Teacher full name]*. Click 'confirm' button when finished.

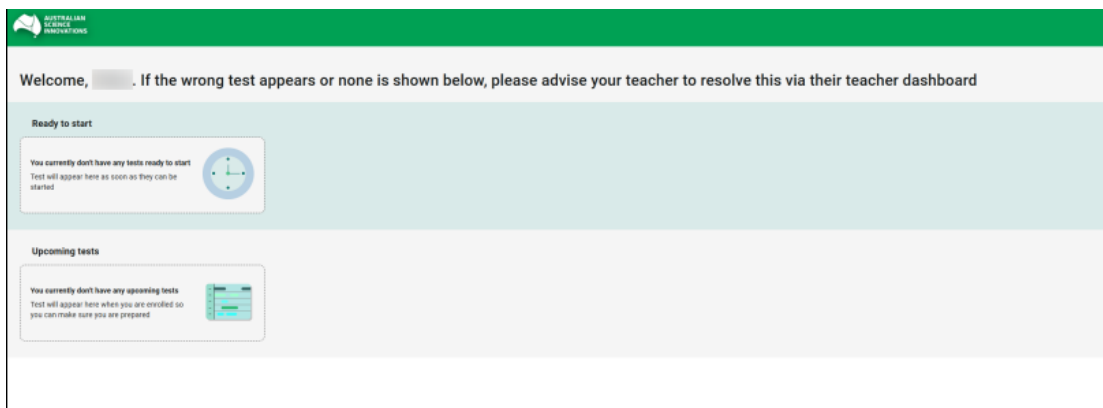


**Need support?** Email [asi@asi.edu.au](mailto:asi@asi.edu.au) or call +61 2 6125 6228  
7am – 6pm AEST during the exam period.

## TROUBLESHOOTING

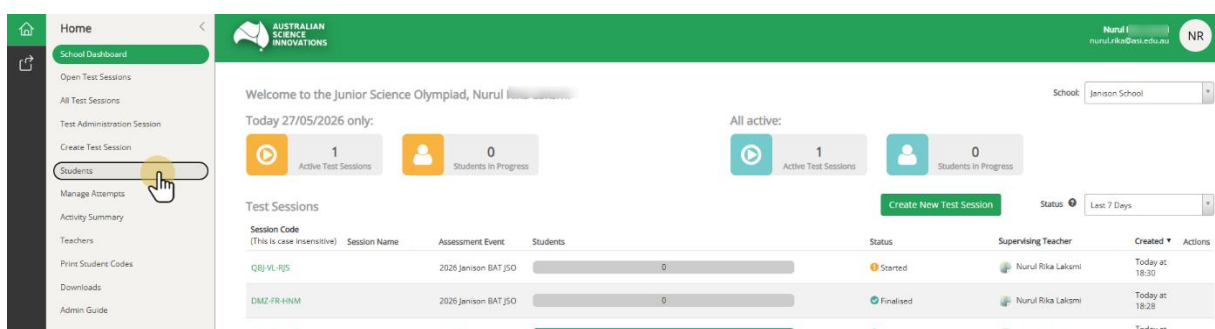
### A. Students created their account but doesn't see the exam on their page/Student choose the incorrect exam during registration/Student's paper level is blank on their details

**Note: Image reference (from student's perspective):**

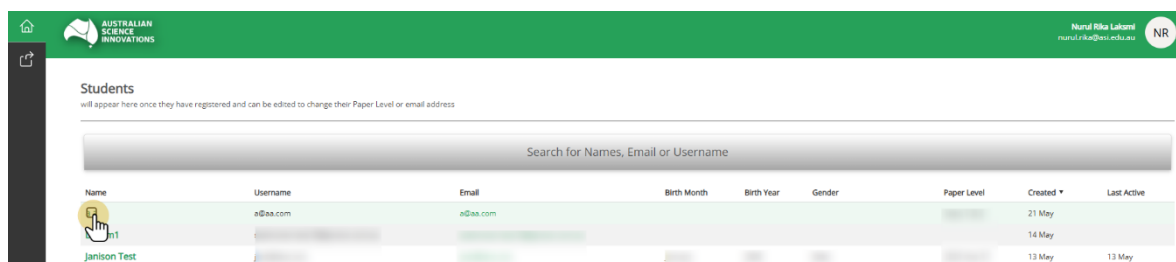


If any of the issues above persists, please follow these steps to fix the issue:

1. From your teacher dashboard, click on the home icon and click on the 'Students' menu.

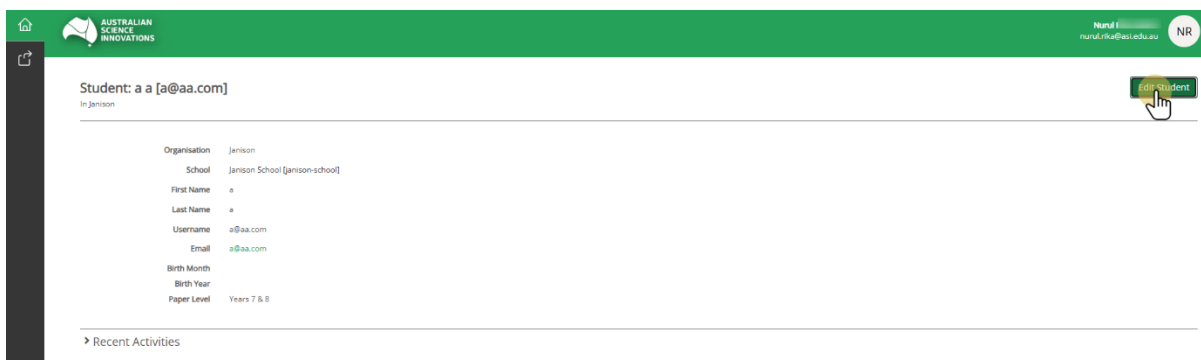


2. Find the students name and click on their name to open their profile.



**Need support?** Email [asi@asi.edu.au](mailto:asi@asi.edu.au) or call +61 2 6125 6228  
7am – 6pm AEST during the exam period.

3. Click on the edit student button on top right



4. Add or update the 'Paper Level' field.



5. Click the 'Save Student' button to save the changes.
6. Ask students to refresh their dashboard to see the exam paper.

## B. I can't create a test session because I see "no match" on assessment events field

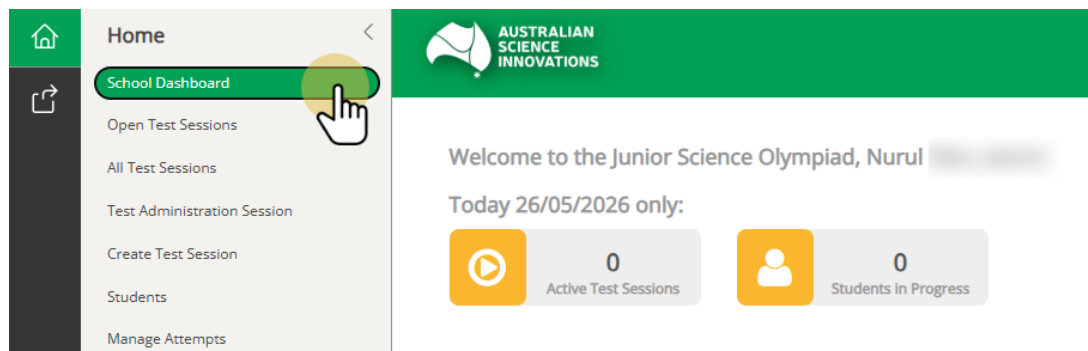
Supervising teacher won't be able to create a test session before students create their account on the exam site. Once your students are listed, the assessment event menu will be automatically populated, and the supervising teacher will be able create the test session.

**Need support?** Email [asi@asi.edu.au](mailto:asi@asi.edu.au) or call +61 2 6125 6228  
7am – 6pm AEST during the exam period.

## C. I can't find my student's code because they don't appear in the Test Session Administration student list

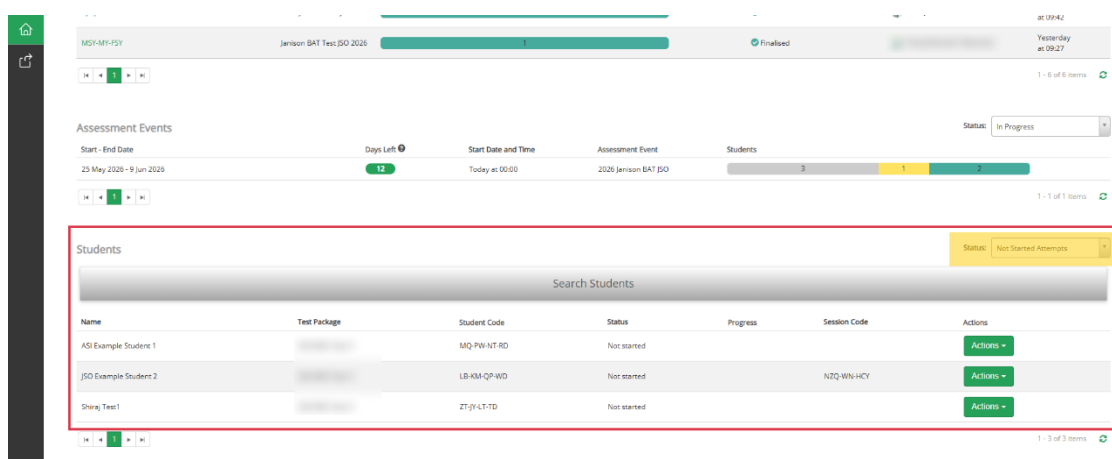
If the supervising teacher can't find the student on the test session's student list, the student will be listed in the student section on the JSOE Teacher Dashboard page. To access this section:

1. From your teacher dashboard, click on the home icon and click on 'School Dashboard'.



2. Scroll down until you see the 'Students' section. Locate the student's name from this list.

**Note:** If the student is not listed, change the filter from 'Not Started Attempt' to 'All'



3. Once you find the student's name, their code is listed under the Student Code column.
4. Ask student to access <https://asi.au.insights.janison.com/auth/onetimecode>
5. Provide students with their student code, and then the test session code.

**Need support?** Email [asi@asi.edu.au](mailto:asi@asi.edu.au) or call +61 2 6125 6228  
7am – 6pm AEST during the exam period.

## D. Student's session has been disconnected/Error page during the exam

If a student's session has been disconnected or they have received an error page during the exam there are several ways to get the student back to the exam. **Their answers from previous attempts will be saved.**

**Note: Image reference (from student's perspective):**

### Sorry, an error has occurred...

Unfortunately this happens sometimes. We do apologise for any inconvenience.

If this error persists, please contact your administrator with a screenshot of this error and what you were doing before you ended up here.

- Error Time: **Thursday, May 14, 2026 at 4:07:18 AM UTC**
- Host: **<http://asi.au.insights.janison.com>**
- Application version: **0.2026.3.6175**

[← Take me home](#)

## First option: Student re-entry using their password

1. Students navigate to this page to continue their attempt:  
<https://asi.au.insights.janison.com/auth/login>
2. Student to enter their email and password.

## Second option: Student re-entry using their access code

### Option 2A: if the test session has not been finalised

Teachers can retrieve student's re-entry passcode from the test session administration page if student forgets their password.

1. From your Test Session Administration page, scroll down to Students list. Find the student's name, and their access code is the 8-character code.

The screenshot shows the 'Test Sessions Administration' interface. At the top, there's a header with the Australian Science Innovations logo and a user profile. Below the header, there are buttons for 'Pause session' and 'Finalise session'. The main content area contains 'Junior Science Olympiad exam conditions' with a list of rules. Below this, the 'Session Code' is displayed as 'KWC-QX-HZQ'. There are also fields for 'Session started at 5:21 PM', 'Last student will finish at N/A', and 'Test session auto finalised at 1:21 AM'. A search bar for students is present, along with 'Allow Start' and 'Submit student' buttons. At the bottom, there's a table with columns for 'Student', 'Username', 'Student Code', 'Status', 'Test Name', 'Progress', 'Time joined', and 'Actions'. The table shows one entry for 'Test test' with a student code of 'RG-VJ-RR-TW' and a status of 'Not started'.

**Need support?** Email [asi@asi.edu.au](mailto:asi@asi.edu.au) or call +61 2 6125 6228  
7am – 6pm AEST during the exam period.

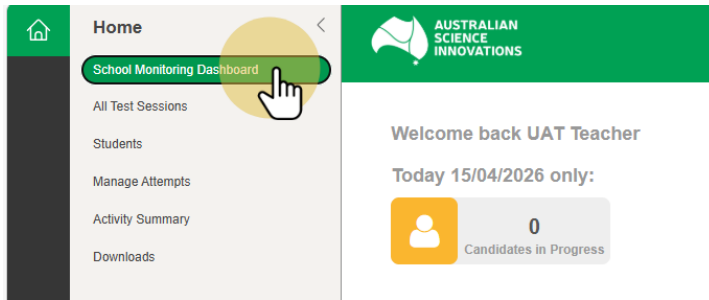
- Ask students to navigate to <https://asi.au.insights.janison.com/auth/onetimecode> and enter their 8-character code, where they will re-enter the exam where they left off.

**Note:** students might need to re-type the URL manually to be able to access the <https://asi.au.insights.janison.com/auth/onetimecode> page

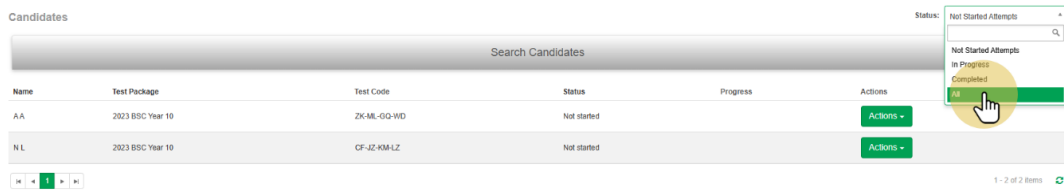
**Option 2B: if the test session has been finalised**

If the affected students need to sit a new *attempt after the previous test session has been finalised, or to sit the exam on a different day*, follow these steps:

- Access your teacher dashboard by clicking the home button on the top left and click ‘School Monitoring Dashboard’.



- On the dashboard, scroll down to the students’ list and changed the filter from ‘Not Started Attempt’ to ‘All’ to show all students’ names.



- The student’s access code is the 8-character located on the highlighted column. Supply the access code to the affected student.

Students

Status: All

Search Students							
Name	Test Package	Student Code	Status	Progress	Session Code	Actions	
Dumm1	Janison JSO BAT 2026	KT-VB-TV-TT	In Progress	0 / 5	BBS-QY-CMN	Actions +	
Example Student 13	Janison JSO BAT 2026	QF-VS-YH-XL	Marked		SSC-BB-SQM	Actions +	
JSO dummy student 10	Janison JSO BAT 2026	ZF-QS-C5-XT	Not started			Actions +	

- Create a **new test session** for the affected students (refer to [page 13](#) for guidance, if needed).
- Share the session code to the students.
- Ask students to access <https://asi.au.insights.janison.com/auth/onetimecode>:
  - On the first page, students will fill in their access code,
  - On the next page, students will fill in test session code of the new test session that you just created.

**Need support?** Email [asi@asi.edu.au](mailto:asi@asi.edu.au) or call +61 2 6125 6228  
7am – 6pm AEST during the exam period.

7. On the next page, a window with their names will pop-up to confirm if the student's details are correct.
8. Student will be able to continue their attempts where they left off. Their previous answers will be saved.

### E. Exam Sluggish or Slow?

---

Please clear the browser cache and refresh the browser. Please also ensure that there is enough bandwidth across your school whilst sitting the exam as per the [technology profile](#) on [page 4](#).

### F. Exam Not Showing Correctly?

---

Please disable any extensions or add-ins in your browser and contact us if the issue continues with a screenshot of the issue if possible.

### G. What Happens If a Student Creates Another Account?

---

We take the most complete set of data for that student.

### H. The Student Didn't Click Submit and Their Attempt Remains 'open' or They Closed Their Browser Window Before Submitting?

---

Their answers are still saved. The supervising teacher will need to submit and finalise the test session. Follow [page 22](#) for guidance.

### I. Clearing a Browser's Cache

---

#### Windows

To do this, press (Ctrl + Shift + Del) in your browser. In the box that appears ensure that 'Cache' or 'Temporary website files' are selected and time (if applicable) is set to 'All time'.

#### Android devices

Open your browser Tap "More" or menu and select Clear browsing data or search history and clear history. Select the types of browsing data you want to delete and tap Clear data.

#### Apple IOS

Go to Settings > Apps > Select browser (Safari, Chrome etc) and tap Clear History and Website Data.

#### Mac

Press (Command + Shift + Del) in your browser. In the box that appears ensure that 'Cache' or 'Temporary website files' are selected and time (if applicable) is set to 'All time'.

Please Note: After clearing your browsers' cache, please refresh the page in your browser.

**Need support?** Email [asi@asi.edu.au](mailto:asi@asi.edu.au) or call +61 2 6125 6228  
7am – 6pm AEST during the exam period.

## SITTING THE EXAM - STUDENTS

This section is provided for your information and helps supervising teachers become familiar with what students see on their screen, starting from the registration page.

1. Students navigate to exam URL: <https://asi.au.insights.janison.com>
2. Students will enter their **school code** provided by the supervising teacher and then click 'Next'.



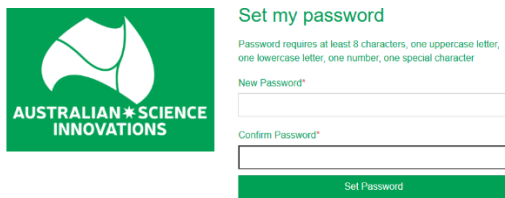
3. On the next page, students will be asked to enter their details. It is important to:
  - Remind students to check that they are enrolled in the correct school. They can confirm this by locating the school's name shown on the registration page (highlighted in the screenshot for reference).
  - Ensure students enter their **first name, last name, Australian Year Level**, and **paper level** correctly, as this information **will appear on their certificate**.

Once all the information has been entered, students click the 'Sign Up' button.

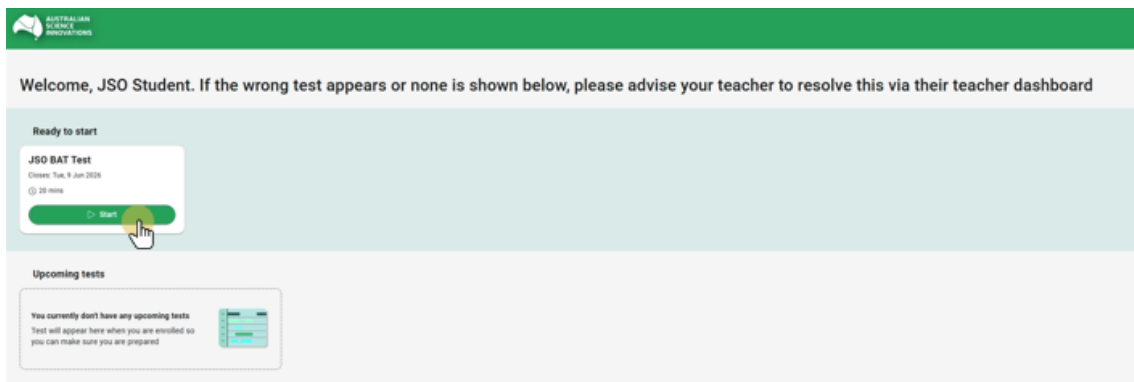


**Need support?** Email [asi@asi.edu.au](mailto:asi@asi.edu.au) or call +61 2 6125 6228  
7am – 6pm AEST during the exam period.

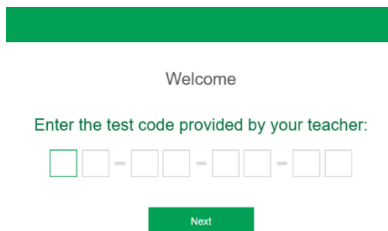
- Next, students will be asked to set up a password. Remind students to keep their password safe, as they will need it if they are logged out during the exam due to any technical issues. To proceed, click 'Set Password'.



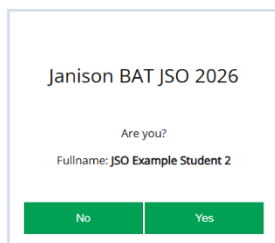
- On the next page, students will see the test session has been set up by supervising teacher. Click on the 'Start' button to enter the exam:



- Students enter the test session code that the supervising teacher has provided:

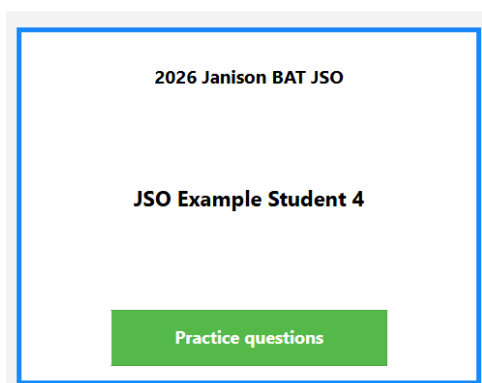


- On the next page, student click 'Yes' if their details are correct:

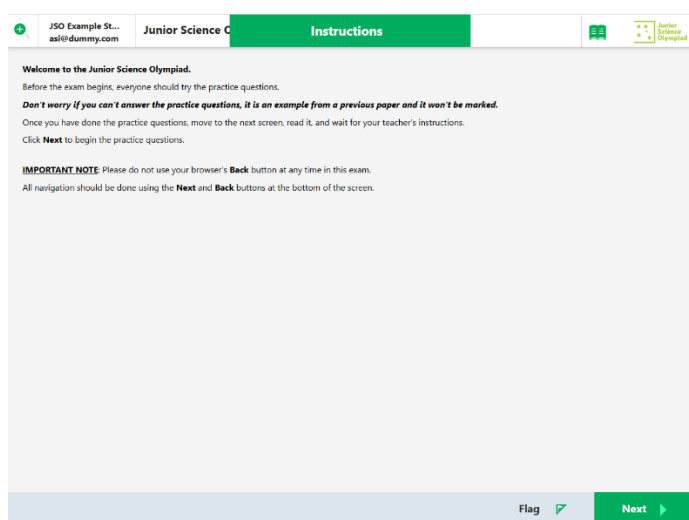


**Need support?** Email [asi@asi.edu.au](mailto:asi@asi.edu.au) or call +61 2 6125 6228  
7am – 6pm AEST during the exam period.

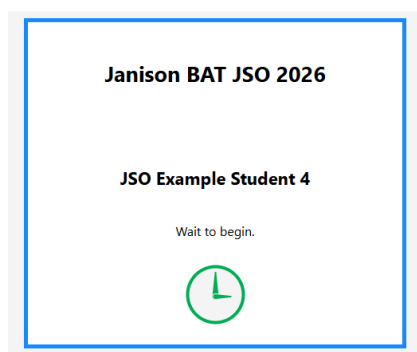
8. On the next page, students will have access to two practice questions become familiar with the style, layout, audio and navigation of the exam. These practice questions are not marked.



9. After clicking the 'Practice Questions' button, student will see the welcome page



10. Once students have completed the practice questions, they will be asked to wait until the supervising teacher starts the exam session. This window will appear on the student's screen while they are waiting:

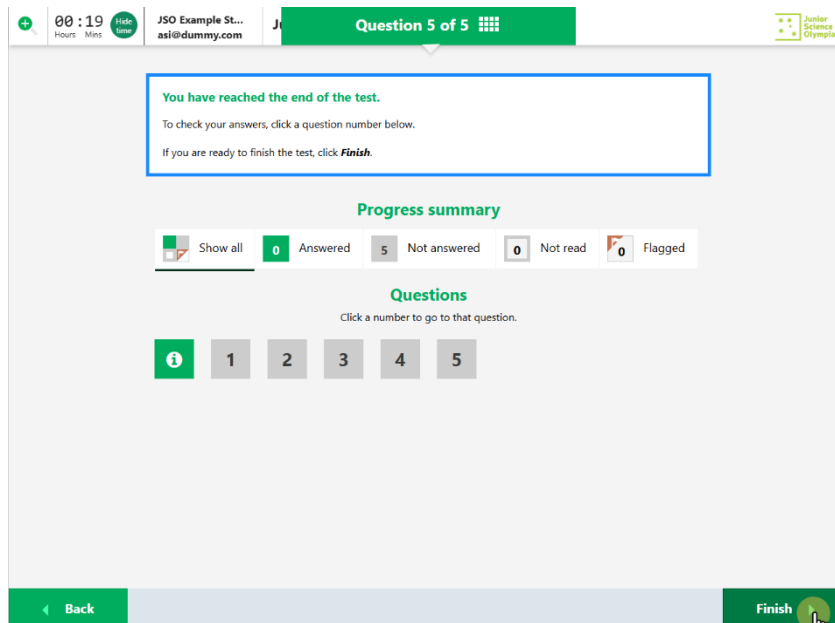


**Need support?** Email [asi@asi.edu.au](mailto:asi@asi.edu.au) or call +61 2 6125 6228  
7am – 6pm AEST during the exam period.

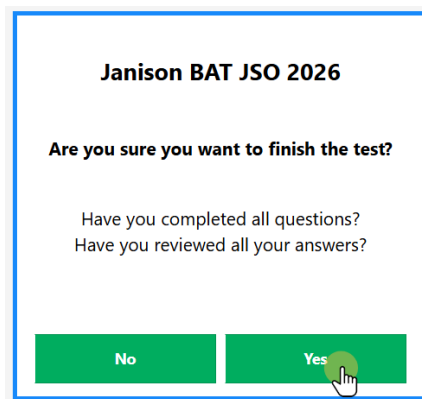
## FINISHING THE EXAM - STUDENTS

For responses to be marked correctly, students must submit their work via their summary page. Warn students five minutes before the exam ends and remind them to submit their responses.

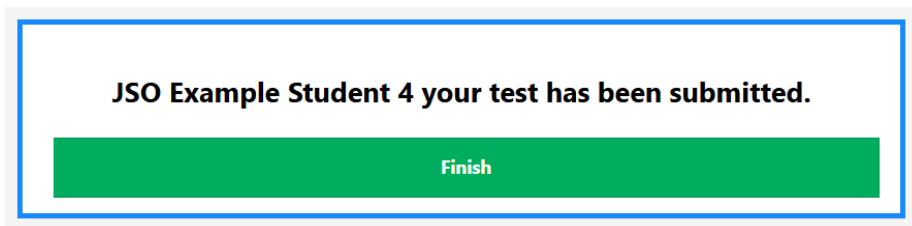
1. In the summary page, click the 'Finish' button in the bottom right corner of the screen to submit their test attempt.



2. Click 'Yes' to continue:



3. This confirmation window will appear.



**Need support?** Email [asi@asi.edu.au](mailto:asi@asi.edu.au) or call +61 2 6125 6228  
7am – 6pm AEST during the exam period.