



## Frequently Asked Questions

What you need to know to complete your assessment

# Frequently Asked Questions

## Supported Internet Browsers

### Q: I am using Firefox / Safari but cannot complete the assessment.

You can only access the Odyssey assessment using **Microsoft Edge or Google Chrome**. Open one of these browsers and paste the assessment link to begin. No specific configurations are needed when using these browsers.

## Internet Connectivity Issues

### Q: I have a weak internet connection.

Make sure the device that you are using has a strong internet connection. Please do a speed test to ensure you have at least a 1 Mbps upload and download speed. You can do a speed test here: <http://evalex.speedtestcustom.com>.

The assessment can also be accessed using your mobile phone, so you can use your own mobile data, or home or internet café data to complete the assessment. Odyssey can be accessed through the following browsers: **Microsoft Edge** and **Google Chrome**. Please note that these are the only supported browsers.

### Q: The questionnaire is not loading. I just see a blank screen.

**Step 1: Check your internet browser and network connection.**

This error is usually caused by an outdated browser or unstable internet connection. Please try updating your browser or accessing a more stable network.

**Step 2: Try another device or change your network.**

Odyssey is a smartphone-enabled assessment solution. If the assessment is still not loading, try an alternate device and make sure the device you are using has a strong internet connection.

### Q: The link won't open / is blocked.

This usually happens when the site you use to access the Odyssey link has blocked it.

**Step 1: Check your security settings.**

Check your antivirus software to unblock and allow access to the link. If you are completing the assessment from a company / work device, ask IT to assist you with unblocking the link.

**Step 2: Try another device or change your network.**

Complete the assessment using an alternate device or a different network connection. Make sure the device you are using has a strong internet connection. For more information, please follow the steps in the "I have a weak internet connection" section of this document.

## Login Issues

### Q: I do not know my username or password.

Step 1: Try this first.

Check the introductory email you received to find your username and password. You would have also received an introductory email when you accessed the Odyssey assessment link for the first time.

Step 2: Check your junk mail or spam folders.

If you cannot locate the email with your details, please check your junk and spam folders for this email.

Step 3: Resend yourself your login details.

If you still cannot find the email, please go to [www.odysseytalent.co.za](http://www.odysseytalent.co.za)

1. Click on the **LOGIN** link.
2. Click on the **forgot password?** Button.
3. Follow the instructions to resend your details.

Step 4: Send us an email for further assistance.

If the prior steps fail, email [info@odysseytalent.co.za](mailto:info@odysseytalent.co.za) with the following information.

- Full name.
- Username.
- Name of the Company that has requested you to complete the assessment.
- Problem and screen-print of the error.

### Q: When I try to login, it says my username and password is incorrect.

Step 1: Verify your username and password.

1. Check the introductory email you received to find your username and password. You would have also received an introductory email when you accessed the Odyssey assessment link for the first time.
2. Check that the username you are entering is correct.
3. Check that you enter your username in the **top** allocated space and your password in the **bottom** allocated space. Make sure you have not switched these around.
4. Check that you enter your password without any spaces between the letters or numbers.

Step 2: Applicable for candidates in another country outside of South Africa.

If you are completing the assessment in a country outside of South Africa, try using your mobile number without the first 0 as your password.

*For example, if your mobile number is +234 8123456789, your password for the assessment will be 8123456789.*

Step 3: Send us an email for further assistance.

If you cannot log in to the assessment, email [info@odysseytalent.co.za](mailto:info@odysseytalent.co.za) with the following information.

- Full name.
- Username.
- Name of the Company that has requested you to complete the assessment.
- Problem and screen-print of the error.

## Stuck on a Game

### Q: I can't move the animals on the island.

Make sure the device that you are using has a strong internet connection. Please do a speed test to ensure you have at least a 1 Mbps upload and download speed. You can do a speed test here: <http://evalex.speedtestcustom.com>.

The Assessment can also be accessed using your Mobile Phone, so you can use your mobile data, or home or internet café data to complete the assessment. Odyssey can be accessed through the following browsers: **Microsoft Edge** and **Google Chrome**. Please note that these are the only supported browsers.

### Q: I am unable to begin the Sentence Construction game.

The first part of the Sentence Construction game is a tutorial that explains how to play. To begin, carefully read the instructions and click **inside** the highlighted circles and directly on the icon **when prompted**.

## Error Messages

### Q: I received a "server failed to load data" error.

Please follow the steps in the "I have a weak internet connection" section of this document. If this does not work, please try accessing a different device when completing the assessment.

### Q: I received a "failed undefined" error.

Follow the steps in the "I have a weak internet connection" section of this document.

### Q: I received an "assessment not created" error.

We were unable to create your assessment because there is an existing assessment record for you the Odyssey system. The credentials you are using now to create a new assessment **do not match** the credentials stored on the Odyssey system. Please try to register again using the **same** first name, last name, and ID number/ passport number/ mobile number you used before.

## Completed the Odyssey Assessment Before

**Q: When I access the assessment, it says that all the questionnaires assigned to me have been completed and that my results have been saved.**

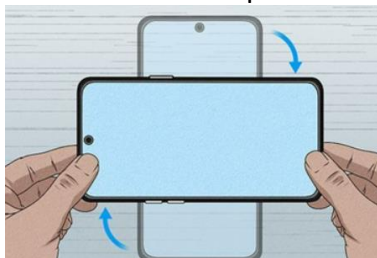
Your Odyssey results remain valid for 3 months unless specified otherwise. If you have taken the assessment at any company within this period, your results will be transferred to the new company. Once the validity period expires, you will have the option to retake the assessment if requested in the future.

## Rotate Screen

**Q: When I access the assessment, it says that my device is on portrait mode and I need to rotate my screen.**

Please rotate your phone screen to Landscape before accessing the link – you should be able to access the assessment.

1. Rotate the phone screen to Landscape:



2. Open Chrome/Microsoft Edge browser (on Landscape)
3. Paste the following link: <https://www.odysse.com/login>
4. Insert your username and password (your ID number) then sign in

## Outcome of the Assessment

**Q: How do I know if I my application has been successful?**

Unfortunately, Odyssey Talent Management is unable to answer specific questions about the recruitment process or the status of your application. You need to contact the hiring company directly for feedback.

## Contact details

**Q: Who do I contact if I'm not able to resolve the issue myself?**

Send an email to [info@odysse.com](mailto:info@odysse.com) with the following information.

- Full name.
- Username.
- Name of the Company that has requested you to complete the assessment.
- Brief explanation of the problem and screen-print of the error.