Frequently Asked Questions

What you need to know to complete your assessment

Odyssey

talent management

Frequently Asked Questions

Supported Internet Browsers

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

Odyssey can only be accessed through the following browsers: **Microsoft Edge** and **Google Chrome**. Please note that these are the only supported browsers. Open Microsoft Edge or Google Chrome and paste the assessment link to begin with the assessment. There are no specified configurations that are applicable when using this browser.

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 that 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 unstable internet connection or an outdated browser. Please try updating the browser you are using or try 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 are using 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.

Use an alternate device or different network connection to complete the assessment. Make sure the device you are using has a strong internet connection as this error can also occur due to a weak 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 have logged off the system and 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 are unable to 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
1. Click on the **LOGIN** link.
2. Click on the **forgot password?** Button.
3. Follow the instructions to resend yourself your details.

Step 4: Send us an email for further assistance.
If the prior steps fail, email info@odysseytalent.co.za with the following information.
- Full name
- Username/ ID number/ passport number
- Mobile number
- 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 are entering 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 telephone number without the first 0 as your password.

Step 3: Send us an email for further assistance.
If you are still not able to login to the assessment, email info@odysseytalent.co.za with the following information.

- Full name
- Username/ ID number/ passport number
- Mobile number
- 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 that 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: I am unable to begin the Sentence Construction game.

The first part of the Sentence Construction game is a tutorial that shows you how to play the game. Read the instructions carefully and click inside the highlighted circles 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.

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 are valid for 3 months. If you have completed the assessment at any company within this timeframe, your results will copy over to the new company. Once 3 months have elapsed, you will be able to attempt the assessment again.

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@odysseytalent.co.za with the following information.

- Full name
- Username/ ID number/ Passport number
- Mobile number
- Name of the Company that has requested you to complete the assessment
- Problem and screen-print of the error