ILM Quality Portal – FAQs

1. Why can't I see QUALITY in the first line navigation bar?

In order to see QUALITY in the first line navigation bar you need to have Quality Add-on Profile. A Primary User at your centre can add this access to your role by going to Settings>Centre Settings>Manage Users.

2. Why can't I find an activity in My Quality Assurance Activities?

If you have more than one centre number, make sure you are searching under the correct one. If you are not sure, you can select 'All centres' from the dropdown menu.

If that is not the problem, check the dates. The period in the search criteria refers to the Planned Activity Date (tentative date indicated by our Quality Team), not the Actual visit date (the date agreed between you and the External Verifier). It is advisable to choose a search period that covers both the past and the future. If you still cannot find the activity, widen the search. One way to do it is to search by last year/month, and if that doesn't work try next year/month. The activity will fall in either of those searches.

3. I already had my External Verifier visit, why can't I display the Centre Activity Report (CAR)? The status is 'Report in Progress'.

The Centre Activity Report (CAR) will only be available for you to view after our Quality Team has processed it and the status has changed to 'Report Completed'.

4. Can I save a copy of my Centre Update form and complete it later before submitting?

Yes. You can save a form and come back to it later by clicking on 'Change'. However, please note that until you submit the form you (or any other user) cannot start a new one

5. How can I print of a copy of a Centre Activity Report (CAR) from Walled Garden?

Open the form in Display mode, scroll to the bottom and click on the **Print** button. From there you can select your local printer. We recommend that you always print forms in landscape mode.

If you wish to save an electronic copy, follow the same process but instead of choosing a printer choose Adobe PDF/Microsoft XPS document writer (depending on what you have available). We recommend that you always save your electronic documents in landscape mode, and selecting A3 as your page size.

6. Why can't I upload my CA2 documents on Walled Garden?

Using the **Attach Docs** button in My Quality Assurance Activities to upload documents may result in a file upload error and should not be used. Instead you will need to click on the activity Reference Number to create a blank CA2 form and then attach the documents **within** this form before submitting.

8. Why can't I view the Activity Planner?

Some features in Walled Garden including the Activity Planner are not compatible with Google Chrome. Please refer to [a page on our website](#) for details of which browsers work with the Walled Garden.