

ImPACT Test Troubleshooting

1. WHAT IS THE BEST WAY TO DETERMINE IF THE SYSTEM IS FUNCTIONING PROPERLY?

A. An easy way to check to see if system is functional is to click on the ImPACT test link \rightarrow go to test and proceed to the page where pull down for school/organization is located \rightarrow if this field is populated then the database and system is functioning properly. If the field does not populate for you, hit refresh several times, if this does not work then re-boot your computer to clear the browser memory cache. If that does not work, please contact support@impacttestonline.com.

2. WHAT ARE THE COMPUTER REQUIREMENTS TO TAKE THE TEST?

- A. Make sure you are using Internet Explorer 6.0 and above or Firefox 1.5 or above and Safari for the MAC running OSX 10.2 and above.
- B. You must have Macromedia FLASH PLAYER 10.0 or newer installed. You can download FLASH PLAYER at www.adobe.com
- C. If you have a **pop up blocker** installed you must turn it **off** for the duration of the test.
- D. Close all other programs on your computer before taking the test.
- E. You need a broadband internet connection
- F. The computer you use must have a mouse
- G. Java Script must be enabled
- H. If you are running Windows 7, make sure power management is set to High Performance; otherwise performance will be slowed negating test scoring.

3. ARE THERE ANY KNOWN PROBLEMS WITH TAKING THE TEST OVER THE INTERNET?

YES, very infrequently, at the end of the test the results will not save properly. The system will just display saving results and not move. This can be caused by a wide variety of things. poor internet connection; being on a LAN with a proxy server installed,; having other programs running while taking the test; firewall timeouts etc. The only solution for this kind of issue is to boot your computer and start the testing process over. The results of your test were never posted to the server so they are not in the system. We have added additional computer code to make this type of issue very infrequent but you need to understand, it is still the internet and as such things can and do occur.

4. HOW LONG WILL THE TEST TAKE?

The test will take approximately 25 to 30 minutes to complete. The system