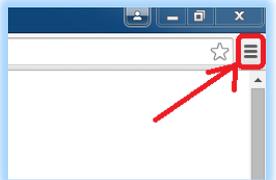
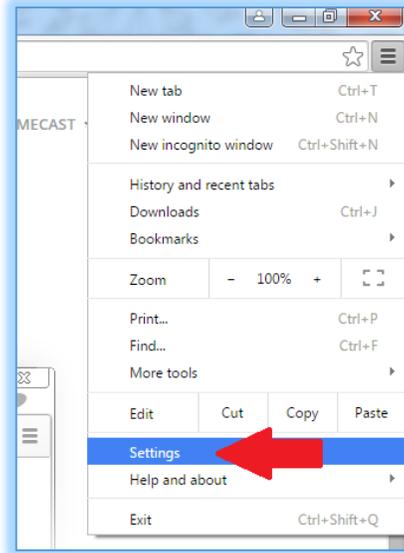


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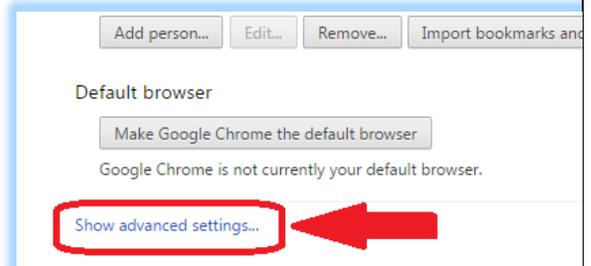
Issue	Solution
<p>Student cannot login to the device. Error message: “No logon servers available”</p>	<p>Make sure the Wi-Fi antenna light is on (see upper right of the keyboard). If the problem persists, connect temporarily with an Ethernet cord.</p>
<p>Test does not open after clicking the “Assessment” link</p>	<ol style="list-style-type: none"> 1. After you click on the link for the Assessment, look at the address bar of your browser and look for this symbol: . This is the “Popup Blocker Icon”. 2. Click on the “Popup Blocker Icon” and select the link you would like to see. In this case it should be the “PCG Secured Assessment”. Select “Always show pop-ups ...” 3. Click on the Assessment link again. The “PCG Secured Assessment” should now open. 4. If you are still having difficulty opening the assessment, then click on the Chrome “Menu” button. 

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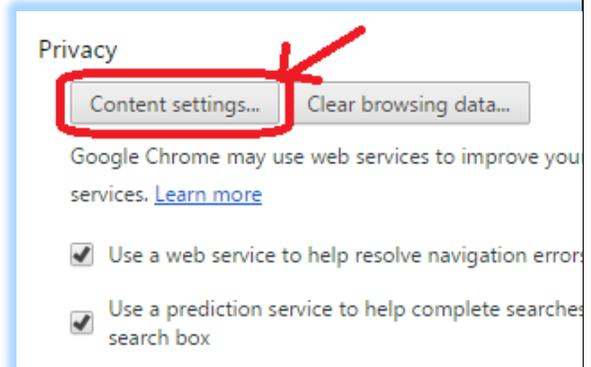
5. Click on "Settings"



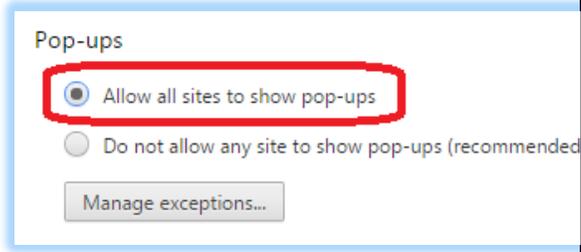
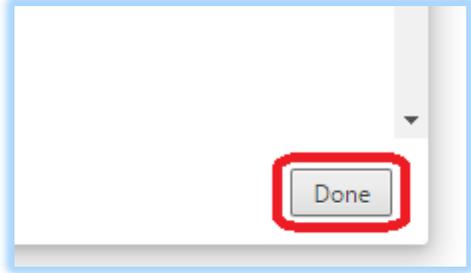
6. Scroll all the way down and click on "Show Advanced Settings ..."



7. Scroll down and find the section named "Privacy". Click on "Content settings..."



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	<p>8. Scroll down and select “Allow all sites to show pop-ups”</p>  <p>9. Scroll all the way down and click on “Done”</p>  <p>10. Now open EdPlan again and open the Assessment. The Assessment should now open because the Popup Blocker is disabled. In other words, the pop-up blocker is disabled.</p>
<p>When trying to take a secure assessment, a blank screen appears after clicking the “Assessment” link.</p>	<p>The PCG Secure Assessment browser is missing. Install PCG Secure Assessment browser from Software Center. Click on the Windows Start button, then type “software” in the box labeled “search programs or files”. Click on “Software Center”. Put a check mark next to “PCG Secure Assessment” and click “Install Selected”.</p>

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Issue	Solution
<p>Cannot see the PCG Secure Assessment browser or any other software in Software Center</p>	<ol style="list-style-type: none"> 1. Click on the Windows start button 2. Click on “Control Panel” 3. Click on “Configuration Manager” 4. Click on the “Actions” tab 5. Click on “Machine Policy Retrieval & Evaluation Cycle” 6. Click “Run Now” 7. Click on “Application Deployment Evaluation Cycle” 8. Click “Run Now” <p>If these steps fail, try them again after connecting the student laptop to our network using an Ethernet cable.</p>
<p>The student gets kicked-out of the secure test but cannot close the secure browser to log back into EdPlan.</p>	<p>Turn off the laptop. Remove the laptop battery. Put the laptop battery back in. Power up the laptop. Login back to EdPlan and click on the link to take the test. The test will continue where the student left off.</p>
<p>Test does not appear correctly on the screen. Missing text toolbar (highlighter, underline, etc.).</p>	<p>Wrong browser. Use Google Chrome</p>
<p>The network is working, but EdPlan is slow on some devices</p>	<p>It is likely that another program or a Virtual Private Network (VPN) app extension is running in the background or routing the communication to EdPlan. To remove extensions from Google Chrome:</p> <ol style="list-style-type: none"> 1. Open Google Chrome 2. Some enabled extensions will appear next to the menu icon . Here is an example for Skype:  3. Others extensions will not show any sign of being enabled, so it is important to take

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the following steps.

4. Click on the **Menu** icon:



5. Click on "**Settings**" on the drop-down menu
6. Click on "**Extensions**" on the left pane
7. Next to each extension, uncheck the **radio button** or click the **trash can**
8. **Close the browser**
9. When you **open the browser again**, the extensions will not be running and will not interfere with EdPlan.

For an up-to-date guide, please visit the Online Assessment web page at:
www.HoustonISD.org/OA and click on "eAssessment" or "EdPlan".