

The following will help you troubleshoot and solve the most common problems students encounter while taking the placement tests online. If you find that these tips do not answer your questions or concerns, see the end of this document for contact information to receive further assistance.

PROBLEM #1:

I cannot access the Web testing site.

SOLUTION #1:

- Make sure the Web address is typed in all lower case letters exactly as it is written on your postcard.
- Try accessing the Penn State Homepage, <http://www.psu.edu>. If you cannot access this site, then the Penn State servers may be down, and you should try accessing the Web tests at a later time.
- Try accessing other Web sites you visit. If you cannot access these Web sites, then your Internet Service Provider may be experiencing congestion, and you should try accessing the Web tests at a later time.

PROBLEM #2:

I got disconnected during one of the tests.

SOLUTION #2:

- Close all open browser windows. Wait a few minutes and try to log back in. Each response you submitted was saved, and the clock stopped when you were disconnected. After you log back in, using the arrows, navigate to the point you were at when you were disconnected. If you are unable to log back in contact the FTCAP Helpline at the number listed at the end of this document.

PROBLEM #3:

After I completed the tests, I got an error message after submitting the survey.

SOLUTION #3:

- You probably clicked "submit" twice. If you close the browser, reopen it, and log back in you should then be able to advance to a Web site containing advising information.

PROBLEM #4:

After I logged in and clicked "Continue," I saw only one window that said "Please close this browser:"

SOLUTION #4:

- You may have a "pop-up blocker" turned on and must turn it off before attempting to log into the testing Web site. Listed below are directions for disabling pop-up blockers for Internet Explorer, Netscape, and Mozilla. **Make sure you are at the log-in screen of the testing site before you begin the process of disabling the pop-up blocker.** If you disable the pop-up blocker before you get to the log-in screen, **the pop-up blocker may turn itself back on** by the time you get back to the log-in screen, and you will receive the page the says "Please close this browser" again.

DISABLING POP-UP BLOCKERS

If you are using Internet Explorer:

- Open Internet Explorer and proceed to the log-in screen of the testing site
- Click on the "Tools" menu, select **Popup Blocker**, make sure the **Popup Blocker off** is selected.
- **IF** the above do not work, we recommend you download and use either **Mozilla** (<http://www.mozilla.com/en-US/firefox/>) or **Netscape** (<http://browser.netscape.com>) and use one of these as your Web browser to access our testing site. Be sure that no matter which Web browser you choose you disable the pop-up blockers. Both Mozilla and Netscape are free downloads, and each only takes a few minutes to download, install and set up. You will not replace Internet Explorer by downloading these, and Internet Explorer will still be available as before on your computer. Mozilla and Netscape are simply other Internet browsers you can use to access the Web.

If you are using Mozilla:

- Open Mozilla and proceed to the log-in screen of the testing site
- Click on the "Tools" menu
- Select "Options"
- Within Options, click "Content"
- Make sure "Block Pop-up Windows" does **NOT** have a check mark next to it

If you are using Netscape:

- Open Netscape and proceed to the log-in screen of the testing site
- Click on "Tools"
- Select "Security Center" a small window will pop up in the lower right hand corner with various options
- Select the "popup blocking" option. This will open more options.
- Select the blue arrow next to "For This Site"
- Another window will open, select "Allow Unrequested Pop-up Windows", scroll down and click "Done"
- Close the window

NOTE: Netscape will open the pop-up windows in a new tab that could be located behind the window that says, "Please close this browser window..." To open the testing window/tab, find the tab at the top of the screen and click on it to open the test window/tab.

PROBLEM #5:

I can access the first part of the site but not the part that lets me log-in to the tests

SOLUTION #5:

- You may have a "young adult" or "minor" account, which restricts your browser from accessing secure Web pages. To check if you have a restricted account, access the following Web site: <http://www.psu.edu>. If you can see this page, then you **CAN** access the placement tests Web site. In that case you have a restriction on your computer that **WILL NOT** let you access secure Web sites. You will need to have this restriction removed from your account, or you may need to log-in under a parent/legal guardian's account. If you access <http://www.psu.edu> and **CANNOT** see this page, then there is a problem with our Web testing server. In this case, you should try accessing the Web tests at a later time.

PROBLEM #6:

I could not exit from the practice test or I got a "Time Expired" message. I clicked "OK" and nothing happened.

SOLUTION #6:

- This usually happens when you are using the AOL browser (*which you should not be!*) and your time expires. If you were using the AOL browser, close it and switch to Mozilla, Netscape, or Internet Explorer. If you need to switch browsers, directions to download and turn the pop-up blocker off for Mozilla or Netscape refer to Solution #4.
- If you were already using one of these browsers, close the browser, reopen it, and log back in. When you get to the test cover page, click "Continue." When you get to the next page, click "Exit" to continue on to the next test. Each response you submitted was saved, and the clock stopped when you closed your browser. After you log back in, you should be able to pick up where you left off. If you cannot, contact the FTCAP Helpline at the number listed at the end of this document.

PROBLEM #7:

I just got to a test that has graphics on it & the graphics will not display

SOLUTION #7:

- If you are using Internet Explorer, Gecko, or Safari with a Macintosh Computer (*which you should not be!*), you will need to switch to Netscape or Mozilla. If you are using a PC, you will need to switch to Mozilla, Netscape or Internet Explorer.
- If you are using the AOL browser (*which you should not be!*), you will need to switch to Mozilla, Netscape or Internet Explorer.
- For links to download Mozilla or Netscape and directions to turn off the pop-up blocker program on each of these two browsers refer to Solution #4.
- Each response you submitted was saved, and the clock stopped when you closed your browser window. After you log back in, you should be able to pick up where you left off. If you cannot, contact the FTCAP Helpline at the number listed at the end of this document.

PROBLEM #8:

I got a "Page cannot be displayed" or "Application timed out" message

SOLUTION #8:

- This message is typically caused by Internet congestion or other connection problems your Internet Service Provider may be experiencing. Try logging in again or at a later time.
- If you were in the test when you got this message, each response you submitted was saved, and the clock stopped when you were disconnected. After you log back in, you should be able to pick up where you left off. If you cannot contact the FTCAP Helpline at the number listed at the end of this document.

PROBLEM #9:

I try to log-in but the testing site will not let me log-in

SOLUTION #9:

- Make sure you do NOT use dashes when typing your Penn State student identification Number (PSU ID). Your Penn State student ID number begins with a 9 and was given to you on the letter offering you admission to Penn State. If you do not know your PSU ID and cannot find this letter, contact the FTCAP Operations Office at 814-865-2578 between 8 a.m. and noon or 1p.m. and 5 p.m Eastern Time. If you call you will be asked to provide your date of birth, your full middle name, and the city/state of your home address before you will be given your PSU ID number.
- Make sure you follow the instructions exactly for entering the **first five** characters of your last name
- If you just accepted your offer to Penn State, it may take a few days for your information to be registered in our system, and so you should try again in a few days
- Your PSU ID or last name may be listed incorrectly in our database. Contact the FTCAP Helpline number listed at the end of this document to verify your information.

PROBLEM #10(a - e):

- a) I received a "JavaScript error" in the middle of the test
- b) I saw only a blank screen
- c) I tried to use the back button and the computer screen froze
- d) I erased an answer in a text box and I got a "Page has expired" message
- e) My computer screen froze, I cannot move backward or forward, and the test clock continues to run

SOLUTION #10:

- Close your browser window, reopen it, and log back in. When you get to the test cover page, click on "Continue." On the next page, click "Resume." If these steps do not work, you may need to restart your computer and follow these steps again.
- Each response you submitted was saved, and the clock stopped when you closed your browser. After you log back in, you should be able to pick up where you left off. If you cannot, contact the FTCAP Helpline at the number listed at the end of this document.

For additional help please contact the FTCAP Helpline:

Phone (814) 865-8270

Or email the FTCAP Helpline at:

L-FTCAP-TECH@LISTS.PSU.EDU