If you are having trouble logging into Scantron, it is probably an issue with your computer setup or configuration. Please try these suggestions prior to contacting your teacher. If you do need to contact your teacher, please have the following information available:

- Your operating system (ie. Windows XP, Vista, Windows 7, Safari for Macs, etc.)
- The browsers you have attempted to use and their versions (ie. IE 8, IE 9, Firefox Mozilla 21.0)
- Description of what happens when you attempt to log on, select test, etc.

➢ If you are having trouble with logging on to Scantron, be sure you are using Internet Explorer 8, Internet Explorer 9 or Mozilla Firefox (latest version).
  - http://www.microsoft.com/en-us/download/internet-explorer-9-details.aspx
  - http://www.mozilla.org/en-US/firefox/new/#download-fx
➢ If you use Firefox, be sure you have the latest Quicktime installed
  - http://www.apple.com/quicktime/

Symptom:

Won't let you log in:
- Clear java and browser cache.
- If you get to the log in screen where you see your school name, click on the school name and it will take you to a main login page. Retype your school site number
- Be sure you are using the correct school id number. Don't copy and paste the number as it sometimes adds a space to the end

Items missing from screen or things don't show up
- Be sure you are using one of the browsers above. Always try both browsers (Firefox and Internet Explorer)
- Be sure you have the latest Adobe Flash
  - http://get2.adobe.com/flashplayer/
- Try another computer(your child can take the assessment on any computer as it is web-based)

Can't hear the audio test?
- Download latest version of Quicktime (see above)

Click and nothing happens
- Pop up blockers are keeping it from coming up. Disable browser popup blockers and. Remember most third party toolbars (such as Google, Yahoo, etc) have popup blockers. Disable them or turn off the toolbars. Usually the only thing you should have checkmarked is the Menu and Favorites bar. Everything you should uncheck. After unchecking, restart your browser.