

## Basic Troubleshooting

- When opening Internet COMPASS, a table appears showing an improper screen resolution:
  - a. Close Internet COMPASS.
  - b. Right click on the desktop of the computer.
  - c. Go to Properties.
  - d. Click the Settings tab.
  - e. Drag the arrow for screen resolution down to 800 x 600.
  - f. Click Apply. OK.
  
- When logging in, the screen says the workstation is not registered:
  - a. Click **Ctrl + Alt + Q**.
  - a. Click **Home**. This will initialize the computer.
  - b. Log-in with **staff ID** and **password**.
  - c. If the error message still appears stating to register the workstation, contact the IT person at your high school to register the workstation.
  
- Computer is slow loading test package:
  - a. If that computer has not run Internet COMPASS in a few weeks or months, it may take extra time to update the program and load the test. If problems still occur, contact the ACT Help Desk.
  
- Computer freezes during testing or student cannot complete test:
  - a. If possible, click **Ctrl + Alt + Q**. Click **Home**. This will initialize the computer. If not possible, move to another computer.
  - b. Log-in with **staff ID** and **password**.
  - c. Log into same test package.
  - d. Enter student's last name and student ID.
  - e. Select "**Go on from where I was**".
  
- Correcting misspelled names or incorrect student ID's:
  - a. Go to [www.act.org/ecompass](http://www.act.org/ecompass).
  - b. Enter your user name and password. Click **Enter** or Click Login
  - c. Make certain you are on the '**SESSIONS**' tab.
  - d. Enter the student's last name (as they entered it) or their ID number. Press **GO**.
  - e. If more than one student appears select the one you need to correct.
  - f. Click the **Demographics** tab
  - g. Click **Edit**
  - h. Now you can make any changes or corrections you need to make.