

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.
 - 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.