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`.
  b. Click `Home`. This will initialize the computer.
  c. Log-in with `staff ID` and `password`.
  d. 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.