

# Troubleshooting Technical Issues

Below are technical recommendations for using the VKRP web portal and suggestions for troubleshooting.

**Please Note:** The mathematics, self-regulation, and social skills assessments are required to be administered online by teachers. Schools should provide teachers with on-site technology support and provide adequate bandwidth for data collection to make sure that the application will work efficiently on devices. The minimal download speed to run the application is 3.1 Mb/sec, with a speed of 5.0 Mb/sec preferred.

## Check your device.

- Regardless of your device's age, for the best experience, we recommend closing all other open applications, tabs, and windows while conducting assessments.
- Teachers must have access to a desktop, laptop, or tablet that will support the online application. A phone is **not** recommended for conducting assessments as the screen will be too small.

## Check your internet speed.

- For the best experience, conduct the assessment from a desktop or laptop with a wired connection.
- If you are using wireless internet, ensure you are close to your router, so your signal is strong.
- Be sure your device is connected to the school's main Wi-Fi network. Tech support may need to assist if your device is not connected. Guest networks are typically slower and may not be ideal for the VKRP application.
- Next, check the speed of your wireless connection by going to a site such as [speedof.me](https://speedof.me)
- While most speed tests work the same way, your local tech support may have a different tool for this. If so, the tool your tech support uses may be more accurate for your area. Please consult with your local tech support about expected speeds within your classroom and any connectivity concerns.

## Check your browser.

- Ensure your browser (Google Chrome, Mozilla Firefox, Microsoft Edge, or Safari) is updated to the most recent version. The VKRP application is designed to work across all major browsers and is tested using the latest versions of those browsers.

### **Check your pop-up blocker settings.**

- Pop-up blockers must be disabled to use the VKRP web portal.
- This [site](#) shows you how to disable your pop-up blocker.
- If you cannot disable your pop-up blocker, check with your local tech support. They may need to add the VKRP website [www.vkrp.virginia.edu](http://www.vkrp.virginia.edu) to a list of safe websites.

### **Contact your local tech support.**

- If your school/program disables certain websites from being accessed on the network, make sure they add [vkrp.virginia.edu](http://vkrp.virginia.edu) to their list of allowed sites.
- You may receive communication from the email address [vkrp@virginia.edu](mailto:vkrp@virginia.edu). Check with your local tech support to ensure messages from VKRP are not blocked by any spam filters.
- Contact your IT support staff for assistance with any of the above.

### **Contact VKRP.**

- Please reach out to the VKRP team with any questions via one of the following:
  - Call our toll-free hotline at 866-301-8278
  - Email us at [vkrp@virginia.edu](mailto:vkrp@virginia.edu)
  - Use our online chat feature while you are in the VKRP web portal

VKRP will keep you up to date concerning any issues with the assessment via a banner at the top of the VKRP landing page. Please let us know if you experience any issues with the web portal immediately so we can investigate and quickly resolve.