

Troubleshooting Technical Issues

Below are our recommendations for using the VKRP web application and our suggestions for troubleshooting.

Please Note: The mathematics, self-regulation, and social skills assessments are required to be administered online by teachers. As such, teachers must have access to a desktop, laptop or tablet that will support the online application. The application requires one of the following browsers (utilizing the most up to date version) Google Chrome, Mozilla Firefox, Microsoft Edge, or Safari. In addition, the operating systems that are supported include Windows 10, MAC OS 11, iPads 15. As well as further updated versions of the previously stated operating systems.

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 the devices teachers are using. 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 devices' age, for the best experience, we recommend closing all other open applications, tabs, and windows while conducting assessments.
- A phone is not recommended for conducting assessments as the screen will be too small.

Check your internet speed.

- For the best experience, we recommend conducting 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. Your local tech support will need to assist if your device is not connected. Guest networks are typically slower and may not be ideal for the VKRP application.
- Next, you can check the speed of your wireless connection by going to a site such as: 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 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 application.
- This site shows you how to disable your pop-up blocker https://virginia.servicenow.com/its/?id=itsweb_kb_article&sys_id=1401752bdb8553404f32fb671d9619cc
- If you cannot disable your pop-up blocker, check with your local tech support. They may need to add the VKRP site to a list of safe websites (vkrp.virginia.edu).

Contact your local tech support.

- If your school disables certain websites from being accessed on the school's network, make sure they add vkrp.virginia.edu to their list of allowed sites.
- You may receive communication from the email, vkrp@virginia.edu. Talk with your local tech support to make sure messages from that email are not blocked by the school's spam filters.
- Contact your school's IT support staff for assistance with any of the above.

Contact VKRP.

- Toll-free 1-866-301-8278 x1
- Email – vkrp@virginia.edu
- In webportal chat feature

VKRP will keep you up to date with any issues with the application. Please let us know about your experience so we can investigate and resolve any issues that arise.