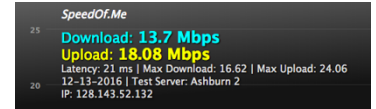


Below are our recommendations for using the VKRP web application and our suggestions for troubleshooting.

Check your internet speed.

- First, if you are using wireless internet, ensure you are close to your router so your signal is strong.
- Next, you can check the speed of your wireless connection by going to: speedof.me
 - Near the bottom of the page, click “Start Test.” Let the test run until you get results for a download and upload speed. **We recommend a download speed of at least 3.1 Mbps, with a preferred speed of 5.0 Mbps.**



Sample results from speed test

Check your browser.

- Ensure your browser is updated to the most recent version.
- We recommend the following browsers:

	Minimum Version	Recommended Version
Google Chrome	v. 11	v. 55+
Mozilla Firefox	v. 4	v. 50+
Internet Explorer	v. 10	v. 11+
Safari	v. 7	v. 10+

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: <http://www.wikihow.com/disable-popup-blockers>
- If you cannot disable your pop-up blocker, check with your school's IT support. You may need to add the VKRP site to a list of safe websites.

Clear your browser cache.


- You may need to clear your cache to ensure best performance of your browser.
- This site has information for clearing your cache: <http://www.refreshyourcache.com/en/home>

Contact your school's IT support.

- Contact your school's IT support staff for assistance with the above.

Contact VKRP.

- Do not contact PALS for questions concerning VKRP assessments.
- Use the chat window feature in the application, or contact us at:

 **(866) 301-8278, ext. 1**

 **vkrrp@virginia.edu**