

EPGY Web and e-learning Course Troubleshooting Tips

- *Many problems can be solved by restarting the student computer and browser and checking all plugs.*
- *Browser certification instructions at the end of this document.*

Common reasons for **short sessions or missing session minutes** worth considering:

1. A student clicks "Run Course" more than once, opening multiple session windows and only one session may be reported properly. To rule this out, please ask the students to make sure that only one session is open at a time in the browser.
2. A student did not end the session using the "End Session" button at the bottom of the session window, cutting short the reported data to the server. To end sessions well, please ask the students to close any sessions either by letting them time out, or by using the "End Session" button.
3. A student ran math races for the entire session.

I get the message **"Warning the page has expired"**

Solution: Empty the browser cache

Safari - click "Safari" then "Reset Safari"

Internet Explorer - click "Tools" then "Delete Browsing History" and "Delete All."

Mozilla Firefox – click "Tools" then "Clear Private Data" and "Clear Private Data Now"

Error **"session failed to initialize login expired"**. It means that there is a problem with cookies on the internet browser. The student needs to empty the browser cache (delete cookies) and go to the certify page <http://epgyschools.stanford.edu/certify> to make sure that they pass the "Cookies" test on the Display tab.

Problem 1: The computer is **"frozen."**

Solution: You can "unfreeze" the computer by doing a **Force Quit**. Holding down apple+alt+escape will get you to the force quit screen. Then you will be able to force quit Safari.

Problem 2: **Safari disappeared** from the dock.

Solution: If you click on the Apple and then Recent Items, you will be able to open up Safari. To keep Safari on the dock you can click on the icon and hold down the mouse button. Choose the "keep in dock" option.

Problem 3: A student is getting a **"record not found"** message.

Solution A: This problem can occur if no password is entered, or if the user name and/or password are entered incorrectly. The user name and password are NOT case sensitive, but they are **sensitive to spaces**. If you continue to have problems, then close the window and start again.

Solution B: Make sure you are logging into the correct school site. Go to <http://epgyschools.stanford.edu/> and select your school page.

Problem 4: A student logged in, but all I see on the screen is a **Math Race**.

Solution: The student probably clicked the "X" on both the login window and the work window. You must close the Math Race and login again. Those windows must be left open. When the Math Race is finished it will close automatically and move to the work window.

Problem 5: A student is logged in, but either the Math Race or the work **window has disappeared**.

Solution: If the student clicks outside of either the Math Race or the work window, then they will "disappear." They are just hiding behind other windows. You can either move or minimize the windows.

Problem 6: A student **does not hear anything** during the **Math Race**.

Solution: There is no sound during the Math Race.

Problem 7: A student **does not want to do the Math Race**.

Solution: We want the students to do the Math Races, but if they need to skip them they can click on the "X."

Problem 8: The **Math Race does not open**.

Solution: Your popup blockers may be on. They must be turned off when the students are on the epgyschools.stanford.edu web page. PC: See notes at Problem 23 regarding turning off pop-up blockers. Mac: The shortcut “apple+k” turns them on and off. After the popup blockers have been turned off, clicking the replay button will start the Math Race. (Please note that Math Races are disabled for all students enrolled in the EPGY Grade K-2 Math course).

Problem 9: The **Math Race has finished**, but we still see the message **“enjoy the math race.”**

Solution: Try clicking replay. A new Math Race will open. You can close it to open the work window.

Problem 10: A student **does not hear anything** while doing the **exercises**.

Solution: Not all of the exercises have sound. If they do and there is no sound then check the volume knob on the headphones. They seem to work best with the knob in the middle position. You should also check the volume control on the keyboard. Sometimes students will have their headphones plugged into the wrong hole on the computer.

Problem 11: A student **does not hear anything** while listening to a **lecture**.

Solution: Make sure that the lecture is actually playing. If not, then click the play button. If the lecture does not play then it may not be working. The student should read any text and then click the “X” to move on.

Problem 12: A student was watching a **lecture** or doing a **Geometry exercise**, and the **window disappeared**.

Solution: If the student clicks outside of either the lecture window or the geometry exercise window, then the windows will “disappear.” They are just hiding behind other windows. You can either move or minimize the windows.

Problem 13: A student **missed the lecture** when the window was hidden, or a student wants to **hear the lecture again**.

Solution: You can click on the lecture button. If there is a lecture associated with the exercise then it will usually be highlighted. If not, then you can search through the available lectures.

Problem 14: A student **does not understand the exercise**.

Solution: You can try to search for a lecture that will help.

Problem 15: When entering numbers the **digits are reversed**.

Solution: Some problems will ask the students to type the ones digit first, just as if they were doing the work on paper.

Problem 16: During a **Geometry exercise** a student is **drawing the figure correctly**, but it is **marked incorrect**.

Solution: The instructions usually ask them to select segments and/or points. They must be highlighted red to be marked correct.

Problem 17: There are **images missing** in an exercise.

Solution: This could be due to either a temporary problem with the image loading or a problem with the exercise. Try to “figure it out.” If that does not help then just click on ok and move on. Please notify me of the problem.

Problem 18: I noticed a **problem with an exercise**. What should I do?

Solution: You can write down the exercise number found in the top-left corner of the work window. (example: G2.077E2) Please email it to Schoolsupport@epgy.stanford.edu along with details of the problem. I will try to get it fixed.

Problem 19: A student has **more than one work window open**.

Solution: The student may be logged in twice. End all of the sessions, restart the browser, and start again.

Problem 20: A student clicked **“end session and quit,”** but there are still exercise **windows open**.

Solution: Click the “X” on all of the other windows.

Problem 21: A student can’t click **“end session and quit”** because either a **lecture or a Math Race is in front of the work window.**

Solution: Click on the “X” to close either the lecture or the Math Race. Then the student can “end session and quit.”

Problem 22: A student can’t click **“end session and quit”** because a **Geometry exercise is in front of the work window.**

Solution: If you click the “X” on the Geometry exercise window then another exercise will pop up. Get to the work window and click “end session and quit.” Then the Geometry exercise window can be closed.

Problem 23: A student can’t click **“end session and quit”** because **“end session” button is not visible on small screens.**

Cause i: On some netbooks, the applet cannot be expanded enough to make "end session" button visible. It is hidden under the lecture button.

Solution a: Set default student session length a bit shorter and let them time out naturally.

Solution b: Use command and minus keys to reduce size of browser text.

Cause ii: On Mac Safari browser, the default small applet size hides the "End session" button under the lecture button. Students don't see it and don't know to resize the window. This causes a tendency to end sessions improperly by shutting the browser window. This cuts the session data short and results in missing minutes.

Solution a: remind students to resize their applet window and use the end session button.

Problem 24: I want review a lecture from a completed session. I do know how to replay a session, however, the replay lecture button is often grayed out or does nothing if it's not grayed out.

Solution: The session replayer only replays student exercises, not the lectures. As a workaround to replay a specific lecture, the student can go ahead and log into a new active session, and replay ANY lecture in the lecture browser, not just the one relevant to the current exercise. For this to be most effective, the student should note down lecture titles during regular active sessions. We recommend a dedicated math notebook for all EPGY students, and this would be a good place to list them.

Problem 25: **My computer does not pass certification.**

Before certifying your computer, please make sure all pop up blockers are turned off and cookies are enabled. Detailed certification instructions follow for MAC and PC:

Problem 26: **EPGY software certification page (and other EPGY pages) crash(es) my PC** in IE and Firefox.

Resolution: Here is the link that explains how to configure DEP

http://ask-leo.com/how_do_i_turn_off_data_execution_prevention_errors.html

MAC Browser Certification:

If you are using a Macintosh, please follow these steps:

I recommend that you use only Safari with EPGY K7Math

Open Safari

Click the "Safari" menu bar then choose "Preferences" and go to

"Security" and uncheck "block popup windows"

Type <http://epgyschools.stanford.edu/certify> in the "Address" line then press "Enter"

Make sure that you pass all of the tests with a status of OK.

Run the course and make sure that you see the Math Races, hear the lectures, and see the exercises.

PC Browser Certification:

If you are using a Windows PC:

Open Internet Explorer

Click "Tools" then "Delete Browsing History" and "Delete All"

(or click "Tools" then "Internet Options" and delete cookies, clear history, and delete files then "OK")

Type <http://epgyschools.stanford.edu/certify> in the "Address" line then press "Enter"
Make sure that your browser passes all of the tests with a status of "OK"

Disable PopupBlockers:

Please click here http://edit.companion.yahoo.com/config/slv4_page?.p=pubtry and make sure that you see the popup window! If you do not see the popup window, see the directions below for deleting/disabling popup blockers.

Internet Explorer -

Click "Tools" then go to "Popup Blocker" and make sure that you see "Turn On Popup Blocker" (which means that popup blocker is already turned off)

Google Toolbar with Pop-up Blocker -

Click the "Settings" button on the Google toolbar then go to "Options" and move to the "More" tab. Uncheck the "enable popup blocker" box then click "OK"

Yahoo toolbar -

Click the arrow next to the icon that looks like a window with a shield inside of it and uncheck "enable popup blocker"

After deleting or disabling popup blockers, please empty the java and browser caches and restart your computer.

MORE PopupBlockers:

If popupblockers are somehow STILL ACTIVE, delete your google and yahoo toolbars completely.

Check the icons in the bottom right corner of your screen (next to the clock). Some programs may interfere with EPGY, such as Norton Internet Security. Please close these applications.

If all else fails on your PC, please install Mozilla Firefox here <http://www.mozilla.com/en-US/firefox>.

Open Mozilla Firefox then click "Tools" and go to "Options" and then the "Privacy" tab. Make sure that the box next to "Accept cookies from sites" is checked and that you see "keep cookies until they expire."

Click on the "Content" tab and uncheck the box next to "Block Pop-up Windows." Click "OK."

Go back and click "run the course" then "run course" again. Make sure that you see the Math Races. Then, confirm that you see both lectures and exercises.

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