Troubleshooting Tips: Computer

Below are some simple and fast ways to troubleshoot unexpected results when training on **Activate**. If these tips don't resolve the issue, please don't hesitate to call and speak to a **Support Representative at 877-360-9229 x 2.**

Before you work through these troubleshooting steps, check your *Internet connection*. You must be connected to the internet in order to access **Activate**. If students are kicked out of their accounts in the middle of a lesson, or you see an error message like "*unable to access Activate at this time*", there is a strong chance that something is impacting your Internet connection. **Activate** may not be recognized as a "safe" site by your firewall settings, or your type of connection may not be strong enough to handle the amount of students playing at the same time. Our support team can help you troubleshoot, but you may ultimately need to talk to your school, district, or board IT department.

Troubleshooting on a Computer

1) Restart your web browser
Sometimes browsers get "stuck" if they have been open for a long time, you have many tabs open at the same time, or you are running many different programs at the same time. To help the browser run smoothly again, close all open browser windows, and shut down any programs you don't need. After you have finished doing this, open a brand new browser window and log back into **Activate**.

2) Try a different web browser
many issues can be sidestepped simply by using a different web browser. Try a different browser than the one you are using (e.g. Mozilla Firefox, Google Chrome, Safari). For example, if you are using Firefox, try doing the same thing in Google Chrome. If you see the same thing happening in multiple browsers, move on to **step 3** below.

3) Clear your browser cache
Web browsers store a large amount of information as you browse the internet. As a result, your browser may fill up with "junk" cookies and other website data that affects its performance. This junk data stored in your web browser can cause the **Activate** screen to appear blank after you log in (as a student). Clearing your browser cache "cleans" your web browser, clearing specific types of stored data. This is usually a simple process and normally takes less than five minutes. Instruction how to clear the browser cache is below.

Why is my screen freezing?

There could be several reasons that a student's screen freezes after they log in successfully to **Activate**. This article covers four ways to resolve the issue.
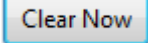
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
 Mozilla FireFox- Click **History** in the Toolbar at the top of your browser. A drop-down list of options opens. Select **Clear Recent History** from the drop-down list. The **Clear Recent History** window opens. Make sure these boxes *are* checked: Browsing & Download History, Cookies, Cache, and Offline Website Data. *Uncheck* all other boxes if you would like to preserve this data. Click Clear Now (Clear Now). The window disappears as Firefox clears the browser cache. Close all open Firefox windows, open a new window in Firefox, and sign in to **Activate**.

Google Chrome- Click the **Customize** button in the top right-hand corner of your screen, and then select **History** from the drop-down list. Your history in Google Chrome opens in a new tab. Click **Clear browsing data**. The Clear Browsing Data window opens. Select **the beginning of time** from the drop-down menu at the top of the window. The top four boxes are checked by default (Browsing and Download history, Cookies, Cached images). Leave these boxes checked and make sure the bottom four are not checked (Passwords, Autofill, Hosted app, Content licenses), and click **Clear browsing data**. The window disappears as Chrome clears the browser cache. Close all open Chrome windows, open a new window in Chrome, and sign in to **Activate**.

Safari-Select **Safari** from the menu at the top of your screen, *or* click the **Tools** icon on the right side of the toolbar. Select **Reset Safari** from the drop-down menu. The **Reset Safari** window opens. All of the boxes may be checked by default. Make sure you select **Empty the Cache** and **Remove all Cookies**, and if you have the option, also select **Remove all website data**, and then click **Reset**. Close all open Safari windows and quit Safari (⌘Q) to close the browser completely. Open a new window in Safari, and sign in to **Activate**.

When experiencing random disruptions with the program like- continuous freezing, games are not stopping, spinning wheel and other unexplainable events it will be very helpful for us to understand the problem by having the user activate the Javascript Console or DevTools. Below are instructions how to access the Javascript Console or DevTools so a screen shot can be sent to Support@C8Sciences.com for troubleshooting.

To access the DevTools, on any web page or app in Google Chrome you can use one of these options:

- Open the **Chrome menu** at the top-right of your browser window, then select **Tools** > **Developer Tools**.

- Right-click on any page element and select **Inspect Element**.

Before reloading the screen on the computer that has shown the abnormalities use either of these methods to open the console at the bottom of the page as seen in the photo below. Take a screen shot and send to Support@C8Sciences.com.

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