

The Assessment Center Tech Check Guide is designed to provide you guidance to determine if your computer is meeting minimum or recommended requirements. Use this guide and the diagnostic test link 'Is Your Computer Assessment Center-friendly?' to ensure your computer set-up is compatible with Assessment Center.

Assessment Center Support is available by calling 1-888-778-7737 Monday through Friday, 7:00 am to 6:00 pm ET. Email support is available at k12support@corek12.com. All emails are returned within one business day.

Is Your Computer Assessment Center-friendly?

Use the 'Is Your Computer Assessment Center-friendly?' link found on the log-in page (<http://ac.corek12.com>) to diagnose the following settings:

- Proxy Server Detection
- Operating System
- Browser Version
- Cookies Enabled
- Cache settings
- SSL enabled
- Screen Resolution
- Connection Speed
- Pop-up Blocking software

The diagnostic will make the following recommendations:

Network Recommendations

Since Assessment Center is a dynamic website, with all data stored on CORE K12 servers, it requires fast unhindered connections to the Internet.

Proxy Network

The online check tested the cache settings on your desktop, however, if you have a proxy network you must disable caching that ends with corek12.com on your proxy.

Firewalls

If you are using MS Proxy 2.0 we recommend upgrading to ISA proxy. For more information on ISA Proxy, go to <http://www.microsoft.com/forefront/edgesecurity/isaserver/en/us/default.aspx>.

CORE K12 IP Addresses

Proxy servers and other filtering software can interfere with some of the program's pages, particularly those originating on the secured server. IP addresses are provided to make CORE K12 pages transparent to proxies and filters.

Many of our clients use proxies and this means changing IP addresses so students in schools may continue to access our site. If you need to make exceptions by IP address please contact us, otherwise set corek12.com as an exception domain.

- URL: ac.corek12.com
- Port: 80 and 443

Platform and Browser Recommendations

Platform: PC

Below are the minimum and recommended OS, hardware, and Web browsers for using Assessment Center on the PC.

Operating Systems	
Supported	Windows 2000, Windows XP, Windows Vista, Windows 7
Recommended	Windows XP, Windows Vista, Windows 7

Processor	
Minimum	Intel Core Solo 1 GHz
Recommended	Intel Core™ 2

Random Access Memory (RAM)	
Minimum	256 MB
Recommended	2 GB

Web Browsers	
Supported	Internet Explorer 6.0 and above, Firefox 2.0 and above
Recommended	Internet Explorer 8.0, Firefox 3.6

Platform: Apple Macintosh

Below are the minimum and recommended OS, hardware, and Web browsers for using Assessment Center on an Apple Macintosh.

Operating Systems	
Supported	OSX Tiger and above
Recommended	OSX Snow Leopard

Processor	
Minimum	Mac G5
Recommended	iMac 3.06 GHz

Random Access Memory (RAM)	
Minimum	512 MB
Recommended	2 GB

Web Browsers	
Supported	Safari 3.0 and above, Firefox 2.0 and above
Recommended	Safari 4.0, Firefox 3.6

Also Note:

- CORE K12 website uses SSL to log in to Assessment Center, with encrypted transmission of data between web browsers and web servers (128 bit).
- Users' cookies are stored upon log in. If the user closes the web browser, the cookie is deleted.
- A user session expires after 50 minutes of inactivity. Cookies need to be enabled because they are used for session expiration.
- The Sign Out process deletes the user's cookie.

Browser Settings

Cache

Cache (Stored Internet Files) should be set to check every page against the originating server every time the page is accessed, or the user may not see the latest published content. Stored (cached) pages can interfere with the teacher and administrator test creation process and with student test-taking.

Internet Explorer 8.0

1. Launch Internet Explorer
2. Select **Tools** from the main menu, then **Internet Options**
3. Select the **General** tab
4. In the **Browsing History** section, checkmark **Delete Browsing History on Exit**
5. Select **Delete**
6. Checkmark **Temporary Internet Files** (leave other settings as they are)
7. Select **Delete**
8. Once the deletion is complete, select **Settings** in the Browsing History section
9. Choose the radio button **Every Time I Visit The Webpage**
10. Select **OK**, then select **OK** in the main Internet Options window to close it

Cookies

The browser must be cleared of all old cookies and set to accept all new cookies. Assessment Center uses cookies to ensure that each user only has access to the appropriate parts of the site.

Internet Explorer 8.0

Clear Old Cookies

1. Launch Internet Explorer
2. Select **Tools** from the main menu, then **Internet Options**
3. Select the **General** tab
4. In the **Browsing History** section, select **Delete**
5. Enable checkmark **Cookies** (leave other settings as they are)
6. Select **Delete**
7. Select **OK**, then select **OK** in the main Internet Options window to close the window

Accept All New cookies

1. Select **Tools** from the main menu, then **Internet Options**
2. Select the **Privacy** tab
3. In **Settings** section, move slider to **Accept All Cookies**.

Firefox 3.6

Clear Old Cookies

1. Launch Firefox
2. Select **Tools** from the main menu, then **Options**
3. Select **Privacy** from the top menu
4. In the History section, select **Show Cookies**
5. Select **Remove All Cookies**, then **Close**

Accept All New cookies

1. Select **Tools** from the main menu, then **Options**
2. Select **Privacy** from the top menu
3. In the History section, use the **Firefox Will:** drop-down to select **Use Custom Settings for History**
4. Enable checkmark **Accept Cookies From Sites**
5. Select the **Exceptions** button and make sure that "Corek12.com" is not included in the exceptions list.
6. Select **OK** to close the window

Safari 4.0

Clear Old Cookies

1. From the Safari main menu, select **Edit**, then **Preferences**
2. Select the **Security** tab
3. Select **Show Cookies** button
4. Select **Remove All**, and confirm **Remove All** in pop-up
5. Press **Apple + Q** to quit Safari and refresh browser

Accept All New cookies

1. From the Safari main menu, select **Edit**, then **Preferences**
2. Select the **Security** tab
3. In the Accept Cookies section, select **Always**
4. Press **Apple + Q** to quit Safari and refresh browser

Enabling SSL

Internet Explorer 8.0

1. Launch Internet Explorer
2. Select **Tools** from the main menu, then **Internet Options**
3. Select the **Advanced** tab
5. Scroll down to the **Security** section
6. Make sure that **Use SSL 3.0** and **Use TLS 1.0** are both checked
7. Select **Apply**, then **OK** if prompted

Firefox 3.6

1. Select **Tools** from the main menu, then **Options**
2. Select **Advanced** from the top menu
3. In the **Protocols** section, make sure that **Use SSL 3.0** and **Use TLS 1.0** are both checked
4. Select **OK**

Safari 4.0

SSL is always enabled on Safari. No configuration is required.

Browser Security

For optimal performance with Assessment Center, we recommend setting your Browser Security Settings to medium security.

Internet Explorer 8.0

1. Launch Internet Explorer
4. Select **Tools** from the main menu, then **Internet Options**
2. Select the **Security** tab
3. Select **Internet** from the four icons at the top of the window
4. In the Select Security Level for this Zone section, move the **Allowed Levels For This Zone** slider to the medium level
5. Select **Apply**, then **OK**

Firefox 3.6

1. Select **Tools** from the main menu, then **Options**
2. Select **Security** from the top menu
3. In the Warning Messages section, select **Settings**
4. Uncheck the following:
 - I am about to view an encrypted page
 - I leave an encrypted page for one that isn't encrypted
 - I'm about to view an encrypted page that contains some unencrypted information
5. Select **OK**, then select **OK** in the main Options window to close the window

Browser Scripting Settings

Internet Explorer 8.0

1. Launch Internet Explorer
2. Select **Tools** from the main menu, then **Internet Options**
3. Select the **Security** tab
4. Select **Internet** from the four icons at the top of the window
5. In the Security Level for This Zone section, select **Custom Level**
6. Scroll to the Scripting section
7. Under Active Scripting, choose the **Enable** radio button
8. Select **OK**, then **Yes** in the verification pop-up, then **OK** to close the Internet Options window

Firefox 3.6

1. Select **Tools** from the main menu, then **Options**
2. Select **Content** from the top menu
3. Enable checkmark **Enable Javascript**
4. Select **OK** to close the Options window

Safari 4.0

1. From the Safari main menu, select **Edit**, then **Preferences**
2. Select the **Security** tab

3. In the Web content section, enable the checkboxes for **Enable Java** and **Enable Javascript**
4. Press **Apple + Q** to quit Safari and refresh browser

Browser Pop-ups

If your browser comes with a pop-up blocker, it is recommended the pop-up blocker have exceptions for corek12.com domains.

Internet Explorer 8.0

1. Select **Tools** from the main menu, then hover over **Pop-up Blocker**
 - If submenu reads "Turn On Pop-up Blocker", do nothing
 - If submenu reads "Turn Off Pop-up Blocker", select **Turn Off Pop-up Blocker** to disable popup blocking

Firefox 3.6

1. Select **Tools** from the main menu, then **Options**
2. Select **Content** from the top menu
3. Disable Checkmark for **Block Pop-up Windows**
4. Select **OK**

Safari 4.0

1. From the Safari main menu, select **Safari**
2. Look at the option **Block Pop-up Windows**
 - If there is no checkmark in front of this option, do nothing
 - If there is a checkmark in front of this option, select **Block Pop-up Windows**

Monitor Resolution

Assessment Center is best viewed with a screen resolution of 1024 x 768.

PC Monitor Resolution

- Windows 2000 and Windows XP
 1. Right click on the desktop
 2. Select **Properties**
 3. Select the **Settings** tab
 4. Adjust the **Screen Resolution** slider to 1024 x 768
 5. Select **Apply**, then **OK**
- Windows 7
 1. Right click on the desktop
 2. Select **Screen Resolution**
 3. Next to Resolution, adjust the slider to 1024 x 768

For an Apple Macintosh OSX or higher

1. Select the Apple Button
2. Select **System Preferences**, then **Display and Screen Savers**
3. **Select** on **Display** and then select resolution 1024 X 768 from the list

Connection Speed

The minimum recommended connection speed is 256k.

Additional Software Requirements

- Acrobat Reader 9.0 or better to print tests designed to be given on paper

Frequently Asked Questions

Q. When I try to Sign-in to Assessment Center, I'm sent back to the sign-in page.

A. 1) Clear your cache (stored Internet files) of old data. 2) make sure your system is set to accept cookies.

Q. A student signed-in to his account, but ended up in another student's account.

A. This is a caching (stored Internet files) problem. One student's data is being stored on the computer, so when another student tries to sign-in on that computer, the browser refers to the previous student's data.

1. Clear your cache (stored Internet files) of old data.
2. Make sure your cache settings are set to check against the server every time a page is loaded. Always have students log out of Assessment Center and "quit" the browser when they are finished with the program. Then, have the next student re-launch the browser. If students are ending up in other accounts on different computers, then the network proxy is probably set to enable caching. This could be caused by cookies being saved on the proxy.
3. Make sure caching is disabled on the proxy network.

Q. I got a "Page Cannot Be Displayed" message.

A. You are probably having an intermittent problem getting a connection across the Internet. Use the Refresh or Reload button at the top of your page to request the page again from the server. If this problem persists after refreshing, please contact Assessment Center Support.

Q. A test item has an error or a gif that fails to load.

A. Please contact Assessment Center Support with the Question ID number.

Contact Us

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