System Requirements and Troubleshooting

The system requirements for *ezclasstest* are shown in Table 2. Table 1 below provides some tips for troubleshooting. Step-by-step instructions for various browsers are provided on pages 17 – 70.

Table 1: Troubleshooting for *ezclasstest*

Popup Blockers:	Must be turned "off" during administration, that is, pop-ups must be ALLOWED. If a popup blocker is "on," then a blank screen will appear when you click on the "Login" button or the e-exam will open in a small window. If this happens, then you have a hidden pop-up blocker on your system.
Trusted Sites:	You may need to list the assessment server as a trusted site in your web browser or proxy server. If so, please use www.ezclasstest.com as the trusted site.
Cookies:	Must be enabled. If cookies are disabled, you will continue to see the following error message: "The password entered is incorrect."
Java Scripting:	Must be enabled. If Java scripting is disabled, the system will display "Page Cannot Be Displayed" which will state a "Java Scripting Error."
Proxy Caching:	Must be turned "Off" during administration. This setting should be checked in advance.
Logging In Difficulties:	If you are having difficulties on the Login page, hit F5 on your keyboard (Apple + R on the Mac) to Refresh the screen and try logging in again.

Table 2: System requirements for *ezclasstest*

Computer Requirements	**PC:** Windows 7, Windows 10	**MAC:** OSX 10.8 +
Supported Browsers	**PC:** Edge Firefox v. 31 + Chrome v. 1.0 +	**MAC:** Safari v. 6.0 + Firefox v. 31 + Chrome v. 1.0 +
Mobile Device Requirements	**iOS:** v. 5.0 + Recommended device screen size for optimal user experience is an 8" screen, but 10" or bigger is preferred.	**Android:** v. 3.0 +
Fonts	The standard Browser Font setting should be: · Language Script: Latin Based · Web Page Font: Times New Roman · Plain Text Font: Courier New	