

Preparing Your Device for Online Assessments

The suggestions for optimizing your device to take online assessments listed below have been made specific to safeMedicate. However, items 3 through 7 below are relevant to all online applications.

With the increased use of our devices for almost every aspect of our lives, it's important to remember that without maintenance, those devices can have loading issues, which can cause the screen to display an irregular pattern or to freeze.

All online products rely on a strong Internet connection and an up-to-date and “unencumbered” browser. Users operating on a wireless public network or with a public local device, such as those found in a computer lab, need to be particularly aware of their connection and browser.

Before using safeMedicate, especially prior to starting an assessment, we recommend the following:

1. Run the Test Your System Now feature on the safeMedicate Login page before using any new or unfamiliar device. Make any necessary changes to ensure the device meets the minimum standards.
2. Open ONLY ONE iteration of safeMedicate. If you open safeMedicate in a second window (even on a different device), the original screen freezes.
3. Clear the browser history (cache) and cookies, and if operating on a public machine, clearing all the stored site data is also a good idea.
4. Open only one window (or tab). Running multiple applications, especially those that involve audio or video downloads (such as an application playing music), reduces the ability of each application to run properly.
5. Be sure you have significant bandwidth when you log on. If you're on a public network and your initial screens load slowly, you can try rebooting the device to acquire a stronger signal.
6. Check to be sure your browser doesn't have any plug-ins or add-ons that could be interfering with the loading process or try a different browser.
7. Make sure the date and time on your clock is set correctly and aligns with the time used by your instructor.