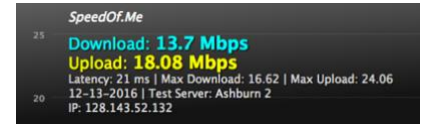


Below are our recommendations for using the VKRP web application and our suggestions for troubleshooting.

**Check your internet speed.**

- First, if you are using wireless internet, ensure you are close to your router so your signal is strong.
- Next, you can check the speed of your wireless connection by going to: [speedof.me](http://speedof.me)
  - Near the bottom of the page, click “Start Test.” Let the test run until you get results for a download and upload speed. **We recommend a download speed of at least 3.1 Mbps, with a preferred speed of 5.0 Mbps.**



Sample results from speed test

**Check your browser.**

- Ensure your browser is updated to the most recent version.
- We recommend the following browsers:

	Minimum Version	Recommended Version
<b>Google Chrome</b>	v. 11	v. 83+
<b>Mozilla Firefox</b>	v. 4	v. 77+
<b>Internet Explorer</b>	v. 10	v. 11+
<b>Safari</b>	v. 7	v. 13.1+

**Check your pop-up blocker settings.**


- Pop-up blockers must be **disabled** to use the VKRP web application.
- This site shows you how to disable your pop-up blocker: <https://wmich.edu/helpdesk/internetdisablepopups>
- If you cannot disable your pop-up blocker, check with your school’s IT support. You may need to add the VKRP site to a list of safe websites.

**Contact your school’s IT support.**

- Contact your school’s IT support staff for assistance with the above.

**Contact VKRP.**

- Do not contact PALS for questions concerning VKRP assessments.
- Use the chat window feature in the application, or contact us at:

 **(866) 301-8278, ext. 1**

 **[vkrrp@virginia.edu](mailto:vkrrp@virginia.edu)**