
Troubleshooting

Issue	Solution
General/undefined issue	<p><i>If you have issues in one browser, please try another web browser</i></p> <p><i>You can also try clearing your cache.</i> The following website has an excellent explanation on how to clear your web browser's cache, cookies, and history: http://kb.iu.edu/data/ahic.html</p> <p><i>You may want to have your Internet router in the same room with your computer.</i> You may also want to place your router on a shelf to make it higher.</p>
Trouble connecting to ScoreCenter Lessons – (i.e., the lesson will not load, and the web page times out).	<p><i>Using your web browser, please try to go to:</i> https://www.softchalkcloud.com</p> <p>If this site does not load, please contact your internet service provider with the following information:</p> <ul style="list-style-type: none">• Disable WAN blocking and firewall protection for https://www.softchalkcloud.com• Please tell them that you are unable to connect to the domain https://softchalkcloud.com from any devices that are connected to your network, and that the problem is not limited to just one computer on the network <p>If you are unable to contact your internet service provider, please try to connect to https://www.softchalkcloud.com at a different location other than your home.</p>

Finish and Save Buttons - Not Appearing or Working Properly or your Score is Not Submitting Properly

This is a ScoreCenter or SCORM lesson that should have a Finish button to submit scores.

- There is no Finish button on the last page of the lesson
- A disabled Finish button (i.e., "grayed out" button) appears at the end of lesson
- There is a Finish button on the last page of your lesson, but you click on the Finish button, and nothing happens.
- There is a Finish button on the last page of your lesson, but you click the Finish button, and you get a message: *Error submitting to ScoreCenter.*

1. See the previous page – Trouble connecting to ScoreCenter lessons.

2. If you have a SoftChalk Cloud account, make sure you are logged out. (If you close your browser, you are NOT logged out automatically.) Go to <https://softchalkcloud.com> and click **Logout** in the upper right corner. (If you see the word Login in the upper right corner, then you are logged out.)

3. Your web browser pop-up blocker may be blocking the content.

To Allow Content from Your Blackboard server (or other LMS server):

In **Firefox**, select **Tools/Options/Content** and beside the Block pop-up windows, click the **Exceptions** button. Enter the web address for your learning management system (for example Blackboard) and click **Allow**. Click **Close**. Click **OK**. Close your browser and re-open your browser.

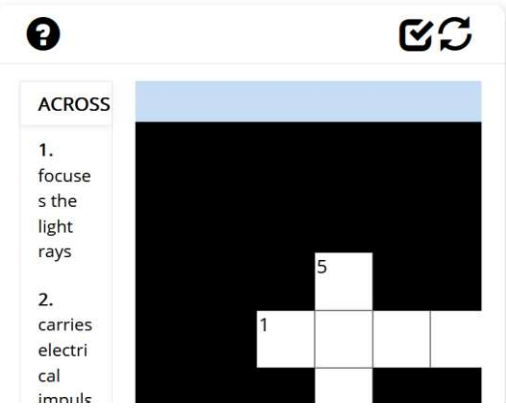
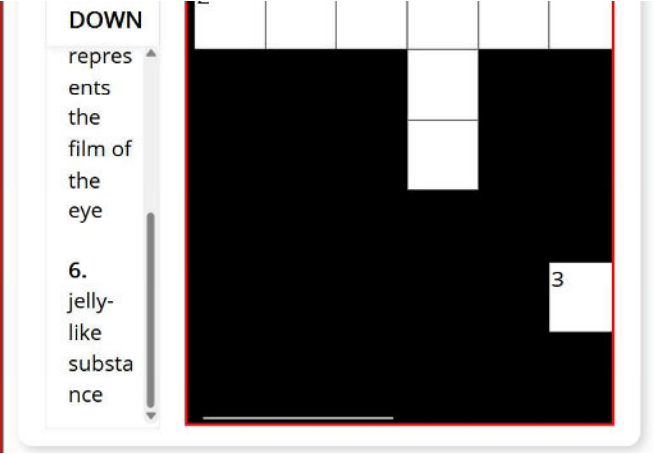
In **Internet Explorer**, select **Tools/Pop-up Blocker**. If you have the pop-up blocker turned on, select Pop-up Blocker Settings. Enter the web address for your learning management system (for example Blackboard) and click **Add**. Click **Close**. Close your browser and re-open your browser.

4. If you are using **Internet Explorer 11**, be sure to turn off the Compatibility View. Within Internet Explorer 11, choose the Tools menu and **de-select Compatibility View** (make sure there is NO checkmark beside it).

5. Be sure you are a supported browser (see the [System Specifications page on our website](#)).

6. Make sure the day/time is set correctly on your computer.

If your computer time is off, then when you access a ScoreCenter lesson, the lesson will appear, but you will not get a message that the lesson is connecting to the ScoreCenter and there will no **Finish** button at the end.

	<p>7. If you receive a security warning message when logging into Blackboard, click NO (see the Security Warning Message).</p> <p>8. If you have gone through the above checklist, you may need to uninstall and do a "clean" install of your web browser or try a different web browser. (When doing the "clean install," do not include add-ons or other items.) You can do a Google search on how to uninstall programs on your computer. Then do a search for your browser installer such as "Firefox Installer."</p>
<p>Part of my activity looks cut off (see an example below of a crossword)</p> <hr/> <p>Crossword Activity</p> 	<ul style="list-style-type: none"> • Rotate your device. • Reset the zoom feature on your browser • Look for scrollbars: 
<p>I have a blank box where content should appear for an activity.</p>	<p>If you are accessing SoftChalk 7 or lower lessons (or if you are using Internet Explorer 8), make sure that you have Flash Player 10 or higher installed for your browser. (You should have an icon appearing in the blank box telling you to install Flash Player.)</p> <p>If you are still having problems, please contact your instructor who can contact us. (The issue may be that your institution's Blackboard administrator needs to make a change.)</p>
<p>Scoring Issue</p>	<p>Do NOT install the Google Chrome Toolbar within Internet Explorer. We have had reported scoring issues when this is done.</p> <p>For details, see the section System Specifications and Supported Web Browsers.</p> <p>If you get a security warning screen, click No. (See the Security Warning Screen.)</p>

	<p>Make sure you:</p> <ul style="list-style-type: none"> • Click the Check Answer buttons. See the sections Check Answer/Check Answers Buttons and Quiz Group – Questions Displayed One at a Time. • Complete all your activities. See the sections Finish Button for Activities and Complete Your Activities. <p>If you think you have an inconsistent score, please contact your instructor with the following info:</p> <ul style="list-style-type: none"> • Detailed description on any actions taken • Lesson hyperlink • Screenshot of issue/score
<p>Email Score or Print Certificate Does not work</p>	<p>If you get a security warning screen, click No.</p>
<p>Lesson loading message, please wait message but lesson does NOT load. I am using Internet Explorer 9 (IE9).</p>	<p>For your Internet Options, click the Security tab. Click Trusted Sites and click the Sites button. Click Add to add the web address of your Blackboard server.</p>

If you have problems after reading this guide, please contact your instructor or technical person at your institution. They can contact SoftChalk to help troubleshoot.

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