

TROUBLESHOOTING

To provide you and your students with the best possible learning experience, The Stock Market Game (SMG) utilizes some of the latest email and Web technology. However, this technology is not infallible. You may experience difficulties receiving announcements and email messages from the SMG program or accessing the SMG Web site. This troubleshooting document was created to assist you with resolving these potential issues.

Visit the Teacher Support Center as soon as you receive your SMG Advisor ID and password. Use the teaching materials in the Teacher Support Center to create a binder of ideas to use in emergencies where you and your students do not have access to the Internet or the SMG Web site.

IMPORTANT! Before attempting to resolve any technical issues on your own, it is strongly recommended that you contact your SMG Coordinator and your school computer network administrator.

MY TEAMS AND I CANNOT ACCESS THE SMG HOMEPAGE TO LOGIN

In some instances, access to certain Internet sites are blocked to prevent students from viewing inappropriate content. As a result, some legitimate sites are grouped together with sites containing inappropriate content. Because the SMG site contains the word “Game” it might be blocked by your school or school district. Contact your school network administrator or computer technician to remedy this situation.

If you receive an error message stating that the DNS entry is not known or the server is unavailable, please try entering the following in your browser’s address bar: <http://129.32.33.113>.

MY TEAMS AND I CANNOT LOGIN TO EITHER THE PORTFOLIOS OR TEACHER SUPPORT CENTER

IDs and passwords for the SMG program are case sensitive and must be entered as they were assigned. If you or your students have changed your passwords and have forgotten what they are, ask your SMG Coordinator to send you an updated set of passwords.

SOME PAGES OF THE SMG SITE WILL NOT DISPLAY

The SMG program’s Teacher Support Center and online team portfolio utilize some of the latest Web technology. For the best possible experience of both SMG

elements, make sure you have the latest version of your Web browser installed. Consult your browser’s Help section for information about checking your browser version and how to update it, if necessary.

Both the Teacher Support Center and the online team portfolio are best viewed with Internet Explorer.

SOME PAGES OF THE SMG SITE DISPLAY OUTDATED INFORMATION

The pages of the SMG program’s Teacher Support Center and online team portfolio are consistently updated with new information. This is particularly true for the pages of the team portfolio. If you receive complaints from teams regarding old or inaccurate information being displayed when they logon to their portfolios, please instruct them to clear the browser’s cache. Instructions for clearing the cache can usually be found in the browser’s Help section.

THERE ARE TERMS IN SMG THAT MY STUDENTS DO NOT RECOGNIZE

SMG is an educational program. Learning investment terms like “Total Equity,” “Buy Margin Requirement,” and “Minimum Maintenance,” is part of successfully participating in the program. The team portfolios provides many of the same functions as a commercial trading portfolio and uses similar terminology. Please encourage your students to make full use of their portfolio Help sections for definitions of unfamiliar words and an explanation of unfamiliar concepts. Students

may access the Help section by clicking on the yellow “glowing” question mark on their blue Trading tab of the online portfolio.

I AM NOT RECEIVING SMG EMAIL MESSAGES

Many schools and school districts have implemented SPAM filtering software to prevent SPAM and fraudulent email messages from cluttering your inbox. As a result legitimate messages from the SMG program, like the one containing your teams’ IDs and passwords, are blocked and automatically deleted. If you believe this is happening to you, please contact your SMG Coordinator immediately. You may also ask your school network administrator or computer technician to allow messages from:

170.224.33.4 or
rtpussxdnsb03.raleigh.mebs.ihost.com

170.224.33.5 or
rtpussxdnsb04.raleigh.mebs.ihost.com.

However, the first thing you should do is contact your SMG Coordinator.

WHEN I ENTER OR SUBMIT INFORMATION, I RECEIVE A MESSAGE THAT MY SESSION HAS TIMED OUT

As a security concern, both the SMG team portfolio and the Teacher Support Center automatically logs users off after 15 minutes of inactivity. If this occurs, instruct your teams to check their Pending Transactions page for the trade they were entering before re-entering a trade.

MY TEAMS ARE LOGGED INTO THEIR PORTFOLIOS WHERE SHOULD THEY BEGIN?

Once teams are logged into their portfolios, they should first check their Team Information box to insure the information is correct. Next, they should check their Account Summary to make sure their Cash Balance is correct. If there is no cash in the Cash Balance, it may be that their balances have not yet been

set up. They should check back the following day.

If they have confirmed that their team information and cash balance are correct, encourage them to surf through the site to familiarize themselves with the pages. They should also be encouraged to spend some time in the Help sections of each of the pages and in the Mutual Funds Education Center.

MY STUDENTS’ TRADES ARE NOT APPEARING IN THEIR PORTFOLIOS

Check Transaction Notes for descriptions of the trades entered. If a trade your students entered did not process as planned, the Description column of Transaction Notes should provide an explanation of what occurred. Please also ask the team in question to clear their browser’s cache and try viewing the page again.

Teams should also check Transaction History for possible corporate actions (dividends, mergers, name changes, stock splits, etc.) that may have impacted their portfolio.

I AM LOGGED INTO THE TEACHER SUPPORT CENTER, WHERE DO I BEGIN?

The best place to start in the Teacher Support Center is the In the Classroom section. Click either the purple tab or section heading named “In the Classroom” to access its main page.

You may also chose to surf the site by clicking on the tabs or the section headings for detailed descriptions of what is available to you in each part of the site.

WHEN I CLICK A LINK IN THE TEACHER SUPPORT CENTER NOTHING HAPPENS

The Teacher Support Center employs pop-ups to provide teachers with fast and efficient access to the site’s content and function. If you click a link and it seems that nothing is occurring, try disabling your browser’s pop-up blocker. If you have multiple desk-top windows open, try searching under them.

WHERE DO I GET ADDITIONAL HELP?

If you need additional assistance, please do not hesitate to contact your SMG Coordinator. You may contact your SMG Coordinator by logging into your Teacher Support Center and clicking the Help Desk link under Manage Student Portfolios. You may also contact your SMG Coordinator by visiting www.stockmarketgame.org, clicking “How to Register,” and making the appropriate selections for your local SMG program.