

What to Do When You Can't Access The SMG WORLDWIDE Web Site

The Internet and the computer networks that connect you to it are not infallible. Like any technology, from an overhead projector to a video cassette recorder, there are times when the machine seems to have a will of its own and, despite your efforts, simply will not perform the functions you expect. With a computer, these might include difficulties connecting to the SMG WORLDWIDE site in order to make student trades or not being able to log onto the Internet at all.

If you are experiencing difficulty with connecting to the internet and the SMG WORLDWIDE site, here are some helpful steps that might diagnose and/or rectify the problem:

CLEARING YOUR BROWSER

The problem could be with your browser.

- (a) Close your browser and then open it again.
- (b) Clear your browser's cache. (Cache is space where files are kept to speed up access to pages you have previously visited)

The way to clear cache varies from browser to browser.

REMEMBER

In order to take advantage of all the enhancements to the SMG WORLDWIDE site you must be using the latest version of Netscape Navigator or Internet Explorer

WITH NETSCAPE NAVIGATOR VERSION 4.0 AND ABOVE

- (a) Select "Edit " from the top menu bar, then

- (b) Select "Preferences," from the "Edit" sub-menu and then
- (c) Double click on "Advanced". You'll see a sub-listing that includes "Cache."
- (d) Select cache. On the right side of the screen you'll have two options "clear memory cache" and "clear disk cache"
- (e) Click on each of those to clear your cache.

WITH NETSCAPE NAVIGATOR 3.0 OR BELOW

- (a) Select "Options" from the top menu bar and then
- (b) Select "Network Preferences" from the "Options" sub-menu. This will give you options which include "clear memory cache" and "clear disk cache"
- (c) Click on each of those to clear your cache.

WITH INTERNET EXPLORER

- (a) Select "View" from the top menu bar and then
- (b) Select "Internet Options" from the "View" sub-menu.
- (c) Click on the "General" tab. In the middle of the "General Options" area it will say "Temporary Internet Files"
- (d) Click on "Delete Files" This will delete your cache.

It's a good idea to clear the cache on a regular basis. These usually unnecessary files can take up hard drive space and slow down your computer.

ALTERNATIVE ACCESS

If you receive an error message stating something to the effect of the server is unavailable or the DNS entry is not known, try connecting to the SMG site by using the address – **http://32.97.3.197**

Be sure to type the address exactly as shown in the location box.

ANALYZING CONNECTION PROBLEMS

Are you able to connect to other Internet sites? If you can access other Internet sites, but not the SMG WORLDWIDE site, contact the SMG Coordinator in your area and ask him/her to try to access the site and your student portfolios.

If your Coordinator is able to access these resources then you are probably experiencing a problem with your local Internet Service Provider (ISP) or your school's System Administrator.

If your Coordinator is unable to access the SMG WORLDWIDE site, then it is likely that the site is down, and you will have to use your back-up plan.

If there is a problem with SMG WORLDWIDE server, you can be certain that SMG staff are trying to rectify it as quickly as possible.

Backup Suggestions

ENTERING TRADES AT A LATER TIME

If the SMG WORLDWIDE web site is down, you might consider entering team trades yourself, as a last resort later in the day when the site is up again. To do this you would need a list from each team with the team number, password, ticker, transaction type, # of shares. Another idea is to have one student on each team, who has Internet access at home, enter the team trades.

SUBSTITUTE ACTIVITIES

Since all technology experiences glitches, you'll need a backup plan for the time when things go wrong. It is a good idea to keep a folder of substitute activities handy in coping with technical errors.

IF YOU HAVE NO ACCESS TO ANY WEB SITES

Learning From the Market: Integrating SMG WORLDWIDE across the Curriculum and The Stock Market Game Guide are just two of the many printed teacher resource materials associated with SMG WORLDWIDE. They contain a range of lessons for a variety of skill and knowledge levels. In addition, two newsletters specifically written for students in grades 4 through 12, StockTalk and In the News, provide engaging alternatives to going online. These materials may be obtained from your SMG Coordinator.

Your local newspaper is also a valuable information source on business, and economics. Each of these resources is rich in ideas for teaching stock market concepts with or without the Internet.

IF YOU HAVE ACCESS TO INTERNET RESOURCES OTHER THAN SMG WORLDWIDE WEB SITE

The two SMG newsletters mentioned above are also available at the Securities Industry Association's web site at the following address: <http://www.sia.com/html/sifee.html>

You may want to have your students investigate some of the other economics and stock market information available online. The following sites are just a few of the many economic education sites:

American Stock Exchange

<http://www.amex.com/>

New York Stock Exchange

<http://www.nyse.com/>

SEC Investor Education and Assistance

<http://www.sec.gov/oiea1.htm>

Hoover's Online

<http://www.hoovers.com/>

Museum of American Financial History

<http://www.mafh.org/>

Dow Jones.Com

<http://dowjones.wsj.com/p/main.html>

Securities Industry Association

<http://www.sia.com>

Nasdaq Market

<http://www.nasdaq.com/>

Edgar Data Base

<http://www.sec.gov/edgarhp.htm>

Standard & Poor's Personal Wealth

<http://www.personalwealth.com>

Bridge

<http://www.bridge.com>

Wall Street Journal Classroom Edition

<http://info.wsj.com/classroom>

BigCharts

<http://www.bigcharts.com/>

National Council on Economic Education

<http://www.nationalcouncil.org/>