



TROUBLESHOOTING: STUDENT LOGOFF ISSUES IN THE VIRTUAL CLASSROOM

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TROUBLESHOOTING SUGGESTIONS

Education2020 has built the Virtual Classroom to ensure academic accountability for students as much as possible. As such, we've included many security features that students may come across as they progress through their courses.

If you have students who are occasionally or consistently being logged out of the Virtual Classroom without intentionally having logged themselves out, it's quite likely that some of the safety measures we've put in place are being activated by the student's actions.

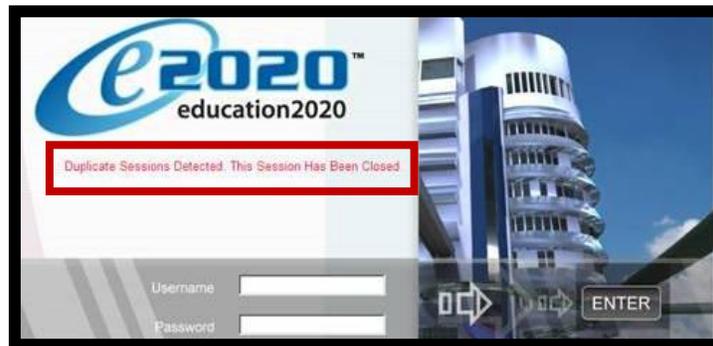
There are several types of notifications that students may receive if they come across any of these built-in safety features:

- **Duplicate Sessions Detected, This Session Has Been Closed.** This indicates that the student has opened up another tab or browser window and has logged into the Virtual Classroom two or more times.
- **Logged out.** This indicates that the student has been sitting idle for an extended amount of time (usually 35 minutes +) and has timed out of the system.
- **Unable to Verify Session.** This indicates a network or filter issue.

The following information will help isolate possible causes of why students get logged off of the e2020 system without intentionally logging themselves out.

MULTIPLE TABS/MULTIPLE BROWSER WINDOWS

- Check and see if students are using multiple tabs in their browser window, or multiple browser windows, to display the Virtual Classroom in more than one instance.
 - e2020 only allows one Virtual Classroom session open at a time per student. If a student chooses to open a second session in another browser window, they will receive a duplicate login message when trying to attempt a second login to the system.
 - If the student chooses to continue the second login, their first session will be automatically closed by the e2020 system and they will lose any work they've completed on their current activity in their original session.
 - With tabbed browsing in the same browser window, the browser **initially** treats a duplicate login as the same session and does allow the student to log in to the system for a second time. This duplicate login will become an issue when the student attempts to submit their assessment/assignment for a grade; the multiple open sessions will cause them to get kicked out of the system and lose their work. For example, the student may have an assessment open in one window and be attempting to watch the lecture video in the other.
 - The screen will say "Duplicate Sessions Detected, This Session Has Been Closed".



MULTIPLE TABS/MULTIPLE BROWSER WINDOWS FROM THE TEACHER'S PERSPECTIVE

When students are logged out of the Virtual Classroom by the system while *working on an activity*, for any of the reasons included in this guide, the teacher will see a record of this in the Gradebook and most likely in the Recent Actions report. Notice that in several instances the student's assessment score is a 0% and the time spent on the activity is 00:00:00. This is usually indicative of the student being logged out of the Virtual Classroom by the system.

Gradebook Records:

Graded Attempts:				
GID	Score	Start Of Attempt	Time Spent	
122311853	80%	3/3/2010 11:52:38 AM	00:48:47	View Results
Other Attempts:				
GID	Score	Start Of Attempt	Time Spent	
121850993	10%	3/1/2010 6:19:58 PM	00:42:36	View Results
122000206	0%	3/2/2010 11:57:51 AM	00:00:00	View Results
122028253	0%	3/2/2010 12:51:27 PM	00:00:00	View Results

Recent Actions Report:

Recent Actions			
Student	Teacher	Action	Date
Doe, John	Smith, Jane	Duplicate Virtual Classroom Session	3/1/2010 12:48:57 PM
Doe, John	Smith, Jane	Duplicate Virtual Classroom Session	3/1/2010 11:52:27 AM

BACK/FORWARD MOUSE NAVIGATION AND HOT KEYS

Students should never use any combination of hot keys or browser navigation buttons to access pages in the Virtual Classroom. The use of hot keys and browser navigation will, in almost all cases, log the student out of the Virtual Classroom and they will lose their work.

- **Please make sure students are using the forward and back buttons (navigation buttons) in the Virtual Classroom** as opposed to the browser forward and back buttons or hot keys.
- Students will be immediately be forced out of their current activity and back to either the Lobby or the Activity Completion landing page if they use the browser forward and backwards buttons.
- Students may also be forced back to the login page with a message stating "Duplicate Sessions Detected. This Session Has Been Closed."
 - Students will lose whatever progress they've made in the activity upon which they were working if this happens; this includes assessments, for which they'd have to have another available retake in order to take the assessment again and move forward in their course.
- Students should not use **ctrl+N** or **ctrl+T** to open a new browser window or tab while in an assignment or assessment because they will eventually be logged out of their current session and lose their work.
- Students should not use a combination of the **Shift** key plus their mouse wheel to move forward and backward in the Virtual Classroom. Again, they will lose their work.

Internet Browser Back and Forward Buttons Students Should NOT Use.



Sampling of Navigational Buttons Inside the VC that Students SHOULD Use.



CONNECTIVITY/NETWORK ISSUES

- If students receive a message stating "Logged out" on the login screen, they have either logged out of the system voluntarily, been logged out by the system due to security issues, and/or the student's session timed out after 35 + minutes of inactivity.
- If students receive a message stating "Unable to verify session" on the login screen, this is indicative of a network or filter issue. Another time this may happen is if cookies are blocked.
 - In Internet Explorer you may modify the way cookies are handled in the Advanced Privacy Settings dialog box to accept 1st and 3rd party cookies.



- If this is a continuous issue, please contact e2020 support so that we can work with your school's IT staff to resolve this problem.
- Connectivity issues may also be an issue. For example, students working wirelessly could be losing connectivity while in the system if the wireless access points do not cover the entire room. This can cause students to receive lost server connection errors or be kicked out of their current activity. We recommend hard wired computers to alleviate this potential reason for students being involuntarily logged out of the Virtual Classroom.
- Due to traffic shaping, if multiple ISPs are being used on your network, this too can be a source of students losing their sessions. As long as students stay in one session and one window, this will not affect the system. However, the instant they open an additional tab or window, they could be kicked out due to the connection being routed through two different internet connections. Please note that if this is occurring, you may see a message that says "Unable to Verify Session" in red on the Virtual Classroom login screen.
- Verify the bandwidth in the lab and see if you are below the minimum requirement. Currently our minimum is 56kbps per concurrent user (with a local media appliance). You can check this by going to <http://speedtest.net> and checking your connection speed to Scottsdale, AZ, where our servers are located.
- Please verify that http://*.education2020.com is added to your trusted sites and enabled through all filters as an exception.
 - You can determine this by looking in the lower right-hand corner of the browser window while in the Virtual Classroom. You will notice a green check mark next to text that will say "Trusted Sites".



- o If you do NOT see the text that reads, "Trusted Sites" you may add http://*.education2020.com to the list of trusted sites.
- o In Internet Explorer, open the browser and click **Tools > Internet Options**. Click on the **Security tab**, and then click on **Trusted Sites**.



- o Click the **Sites** button and a new window will open. Please type **http://*.education2020.com** in the text box and click **Add**. (You may need to first uncheck the box that says "Require server verification".)
- o Close the window, and exit Internet options.
- o Close Internet Explorer, re-launch it, and attempt access again.

