


## HOW TO RESOLVE WEB SITE ISSUES

If you are having difficulties accessing content on the ATI Web site, try these troubleshooting steps before calling Support.

1. Check your browser. Refer to [ATI's Technical Requirements](#) to confirm that you are using a supported browser.
2. Clear your browser cache and browser history:
  - [Chrome](#)
  - [Firefox](#)
  - [Safari](#)
3. Change your cookie settings:
  - [Chrome](#)
  - [Safari \(on a Mac\)](#)
  - [Safari \(on an iPad/Phone\)](#)
4. [Check other settings for Chrome version 80.](#)
5. [Check remote testing with Proctorio requirements.](#)

### Clear your Browser Cache and Browser History

#### Chrome

1. At the top right corner of the Chrome browser, click the **Three Ellipse**  icon.
2. Select **History**, and then select **History** again to open the Settings window.


---

**Note:** You can also open the Settings window and access browsing history directly from Chrome by pressing **Ctrl + Shift + Delete**.

---

3. On the left of the page, click **Clear Browsing Data** to open the Clear browsing data window.
4. From the *Time range* drop-down menu, select **All Time**.
5. Select all check boxes and then click Clear browsing data.
6. Close all browser windows.
7. Reopen [www.atitesting.com](http://www.atitesting.com) in a new browser window.

#### Firefox

1. At the top right corner of the Firefox browser, click the  icon.
2. Select **Library**, select **History**, and then click **Clear Recent History**.


---

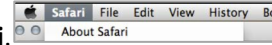
**Note:** You can also open the Settings window and access browsing history directly from Firefox by pressing **Ctrl + Shift + Delete**.

---

3. From the *Time range to clear* drop-down menu, select **Everything**.
4. Select all options and then click **Clear Now**.
5. Close all browser windows.
6. Reopen [www.atitesting.com](http://www.atitesting.com) in a new browser window.


## Safari

1. At the top left corner of the screen next to the **Apple**  icon, click **Safari**.
2. Select **Clear History**.
3. Select a duration of **All History**.
4. Select **Clear History**.
5. Close all browser windows.
6. Reopen [www.atitesting.com](http://www.atitesting.com) in a new browser window.



## Change your Cookie Settings

### Chrome

1. At the top right corner of the Chrome browser, click the **Three Ellipse**  icon.
2. Click **Settings**.
3. In the search bar at the top of the screen, enter “Site Settings”.
4. Click **Site Settings**.
5. Click **Cookies and site data**.
6. Disable **Block third-party cookies**.
7. Close all browser windows.
8. Reopen [www.atitesting.com](http://www.atitesting.com) in a new browser window.

### Safari (on a Mac)

1. Open Safari.
2. Click **Safari** in the upper left corner of the screen.
3. Click **Preferences**.
4. Click the **Privacy** tab.
5. Clear the check box next to **Prevent Cross Site Tracking**.
6. Close all browser windows.
7. Reopen [www.atitesting.com](http://www.atitesting.com) in a new browser window.

### Safari (on an iPad/iPhone)

1. Open the **Settings** app.
2. Tap on **Safari**.
3. Scroll down to the *Privacy and Security* section.
4. Clear the check box next to **Prevent Cross Site Tracking**.
5. Close all browser windows.
6. Reopen [www.atitesting.com](http://www.atitesting.com) in a new browser window.

## Check Other Settings when using Chrome Version 80

If you are using Chrome Version 80, perform these additional steps:

1. In the address bar, enter “chrome://flags” and press **Enter**.
2. In the search bar at the top of the screen, enter **SameSite**.
3. Change the following two settings to **Disabled**:
  - SameSite by default cookies
  - Cookies without SameSite must be secure
4. After changing the settings to disabled, click the blue **Relaunch** button at the bottom of the page.

[Go back to the top](#)

## Check Remote Testing with Proctorio Requirements

If your institution has chosen to use Proctorio, you can now take assessments remotely on either a PC (Windows 10 or later) or a Mac (Mac OS® x 10.13 or later). To test remotely, you must have the following:

- **Browser:** Google Chrome
- **Microphone:** Any microphone, either internal or external
- **Webcam:** 320 x 240 VGA resolution, either internal or external
- **Internet Speed:** 0.092 – 0.244 Mbps.  
(Test your internet speed using [www.speedtest.net](http://www.speedtest.net))

If you meet the above requirements and are still experiencing difficulty:

- Make sure you have installed the latest version of the Proctorio Google Chrome plug-in.
- Try using a different IP address or internet connection. For example, some students have connected successfully to their iPhone hotspot instead of a weak, home connection.
- Close or stop any programs or processes that are taking resources from your computer and reducing its ability to run Proctorio.
- Arrange for the PC or Mac on which you are testing to be the only device connected to the network.

[Go back to the top](#)