SABIS®
Online Practice
and Testing

Student Device Setup and
Troubleshooting Tips
V. 1.1

Introduction

Students may log in to **SABIS® Digital Platform** using their own credentials to practice SABIS® online quizzes and take SABIS® exams.

To ensure a successful experience it is important that the below set up is performed on your device prior to the session(s), and that you are familiar with the troubleshooting tips and tricks included here to be able to quickly resolve any issues that you may face.

Device Set Up

A. Device Time Zone

Ensure that the *time zone* on your device matches that of the country time zone where your school is located.

1. Tap on **Settings** on your tablet and then on **General Management.**

   (if you are using a computer, press the windows key on your keyboard, , and type in "*time zone*" to search for "*Date and Time*").

2. Navigate to and tap on **Select time zone**.

3. Select the correct time zone according to the country where your school is located.

B. Google Chrome Cache

Ensure that you regularly clear your *cache & cookies* that are stored on your device when using **Google Chrome**.

1. Open up **Google Chrome** from your tablet.

2. Tap on the menu, ⋮, found at the top-right corner.

3. Tap on **History**   (or **More tools** if you are using a computer)

4. Tap on **Clear browsing history***.*

5. Select a **Time range** from the drop-down list. It is recommended to select "*All time*".

6. Make sure that the boxes next to "*Cookies and site data*" and "*Cached images and files*" are checked.

7. Tap on **Clear data**.

Do's and Don'ts

Do's

1. Use *Google Chrome* as your internet browser.

2. Use your own student credentials to log in to **SABIS® Digital Platform** (SDP).

3. Use an *Android* tablet or a *Windows* operation system – other devices such as *Apple* devices may not function properly.

Don'ts

1. When attempting a quiz or an exam, do not toggle or switch between questions too quickly. Allow some time for the SDP system to load the next question.

2. Do not try to open more than 1 instance of the quiz or exam using another tab within *Google Chrome*.

3. Do not refresh the page unless there is an absolute need to do so.

Troubleshooting Steps

If you do happen to face an issue during the quiz and/or exam session, there are a few steps that you may take to try and resolve the issue.

1. Check your internet connection to make sure that you have a strong connection.

   Note: If you receive a "500 Error", refresh the page on *Google Chrome*, or close *Google Chrome* and open it up again.

2. If you are using a different internet browser other than *Google Chrome*, make sure that you switch to using *Google Chrome*.

3. Ensure that pop-ups in the *Google Chrome* browser are allowed by turning off the pop-up blocker.

   i. Within **Google Chrome**, tap on the menu icon, ⋮, found at the top-right corner.

   ii. Tap on **Settings** and Navigate to **Site Settings**.

   iii. Navigate to **Pop-ups and redirects** and set it as "*allowed*" by swiping the toggle button to the right.

      Note: It will turn blue if pop-ups are allowed.

4. If issues are faced with specific questions when your tablet is in landscape mode (i.e. horizontal orientation), switch you tablet to portrait mode (i.e. vertical orientation) accordingly.