

Connected Mathematics 3

Technology Troubleshooting Tips

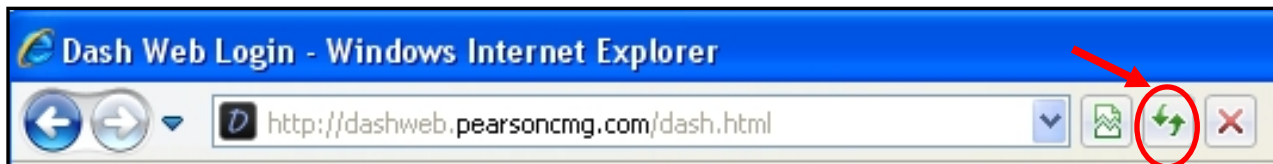
Before contacting Pearson's Technical Support Hotline (1-800-234-5832), please try these simple actions to troubleshoot basic problems within Dash like a screen freeze, CMP3 content stalls while loading, a spinning wheel or hourglass, etc.

ACTION 1: Refresh Your Browser. Sometimes the simple step of refreshing your browser will create a new connection with the Pearson server and improve system performance. Below are screenshots that illustrate how to refresh your browser.

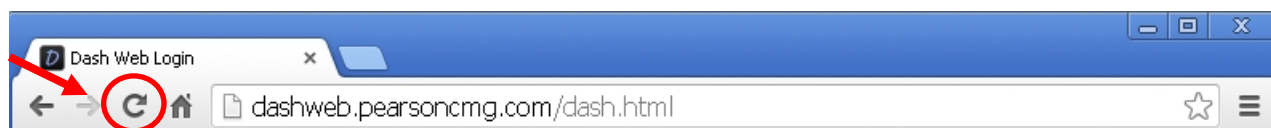
Safari



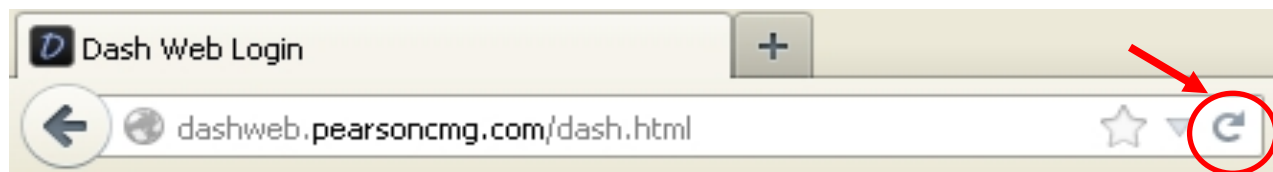
Internet Explorer



Chrome



FireFox



More tips on the flip side

Action 2: Clear your internet browsing history Also referred to as purging your cache, emptying out your browsing history will require your computer or tablet to use the most up to date content from Pearson which may also improve system performance.

Browser	Instructions
Internet Explorer 9.x	<ol style="list-style-type: none"> 1. From the top right of the browser window, click the Tool option and select Internet Options. 2. Under Browsing History click Delete. 3. Select Temporary Internet Files and Cookies and then click Delete. 4. Click Delete. 5. Click OK.
Firefox (PC)	<ol style="list-style-type: none"> 1. From the Firefox browser, select the Firefox drop-down, and then click Options. 2. Select the Advanced panel. 3. Click on the Network tab. 4. In the Cached Web Content section, click Clear Now. 5. Click OK to close the Options window. 6. Click Tools > Clear Recent History 7. Set Time range to clear to Everything. 8. Click the arrow next to Details to expand the list of history items. 9. Select Cookies and make sure that other items you want to keep are not selected. 10. Click Clear Now to clear the cookies and close the Clear Recent History window.
Safari	<ol style="list-style-type: none"> 1. From browser Safari menu, click Empty Cache. 2. To confirm the deletion, click Empty.
Chrome	<ol style="list-style-type: none"> 1. In the Chrome browser, click the Chrome menu on the top right hand corner of the browser toolbar. 2. Select Tools from the drop-down list and then select Clear browsing data. 3. Select Empty the cache and Delete cookies and other site and plug-in data. 4. From the menu at the top, select beginning of time. 5. Click the Clear browsing data button.