

Conversion to Excent Online

Information in this document includes:

What End Users Will Need

- An exclusion should be added to Internet Explorer's Proxy Server settings.
- Adobe Acrobat Reader should be installed on the user's computer.
- You can also add a URL shortcut to the users desktop or Favorites so they don't have to remember the web address.

Troubleshooting Web-Based Access

- Common Errors and Their Causes
 - Web Browser Settings
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Adding a Proxy Server Exclusion for Excent Online

In order to bypass the proxy server when using Excent Online, you must add a line to the exceptions list in Internet Explorer settings. This will speed up the program's access.

1. Open Internet Explorer.
 2. Click the Tools menu and choose Internet Options:
 3. Click on the Connections Tab, and then click the LAN Settings button.
 4. Click on the Advanced button.
 5. Enter **excent.polk-fl.net** into the box. Be sure there is a semicolon separating each of the entries. If it isn't spelled right, it isn't going to work correctly.
 6. Click OK on each form to apply the settings.
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Downloading and Installing Acrobat Reader

1. You can download the Acrobat Reader software from <http://www.adobe.com/products/acrobat/readstep2.html>
2. Follow the directions on the site to download and install.

Note: You will only need to install Acrobat Reader if it is not present on the user's computer. If Adobe Acrobat is already installed, be sure to uninstall the previous version before installing an updated version.

Adding User Shortcuts

To Add the Excent web site to the Favorites

1. In the address bar of Internet Explorer, type in <https://excent.polk-fl.net>
2. Click the Go button or press Enter.
3. After the page loads, choose Add to Favorites from the Favorites menu.

To add a URL shortcut on the desktop

1. Right click on the desktop area, and choose New, then Shortcut from the menus.
2. In the location box, type <https://excent.polk-fl.net> and click Next.
3. In the Shortcut Name box, type Excent Online and click Finish.
4. A URL shortcut will appear on the desktop. The users can double click on it to connect to the Excent server.

Troubleshooting FAQ

Resolving Common Internet Errors

The most common Internet Errors are included below as well as the steps to resolve them.

The page cannot be displayed

The page you are looking for is currently unavailable. The Web site might be experiencing technical difficulties, or you may need to adjust your browser settings (like the proxy server exception).

Unable to Connect to <http://excent.polk-fl.net>

This error indicates that your Web browser cannot get to the Web site wanted. There are a variety of reasons why this might happen.

- There may be network problems.

Try connecting to other Web sites such as your district's website. If you can connect to that site, but not Excent, the problem is probably with the server. Notify Chris English at 519-8328.

Too Much Network Traffic

This error tends to occur for two reasons as follows:

- The site you are trying to see has too many other people already connected to it.
- Use the Reload button to try to connect to the site again, or wait and try again later.
- There may be a problem with your computer's cache (temporary files your Web browser keeps to improve speed).
 - Clear your Web browser's disk cache.

- Go to Tools on the Menu Bar. Select "Internet Options". On the General Tab, in the Temporary Internet Files field, click "Delete Files".

The Requested URL Was Not Found ("Cannot Open" "Cannot Retrieve")

This error will appear if the browser cannot locate a Web site to connect to at the address you specified.

- Use the Reload button to try to connect to the site again, or wait and try again later.
- Clear your Web browser's disk cache. See directions above.
- Try connecting to other Web sites to see if it is computer or network related.



Web Browser Settings

Issue: A user tries to log in but is pushed back to the log in screen. User name and password are erased upon returning back to the log in screen.

Make sure that default browser tool bar settings are evident as shown in the screen shot below. No additional tool bar menus should be installed such as Google, Hot Bar, email utilities, or pop up stopper programs. Uninstalling of these items may be necessary and a reinstallation of default settings may need to be done.

How to Change Your Display Settings

Issue: A user cannot see the scroll bar on the right side of the screen or is otherwise unable to see the entire screen. Changing the display settings may resolve this issue.

Windows:

- Go to START
- Choose SETTINGS
- Choose CONTROL PANEL
- Double-click on Display
- Go to the last tab Settings
- Move the "slider" for the screen area field towards More (right).
- Try 800 x 600 or 1024x 768
- You may want to try different settings to see which works best for your preference.

How to Check IE version

Issue: A user tries to open a form from the Form Menu Bar but cannot. This is typical of a user trying to use Excent Online without having the minimum requirement for Internet Explorer.

Windows:

- Open Internet Explorer.
- Choose the Help Menu from top tool bar.
- Choose About Internet Explorer.
- Note version number.
- Click OK.