

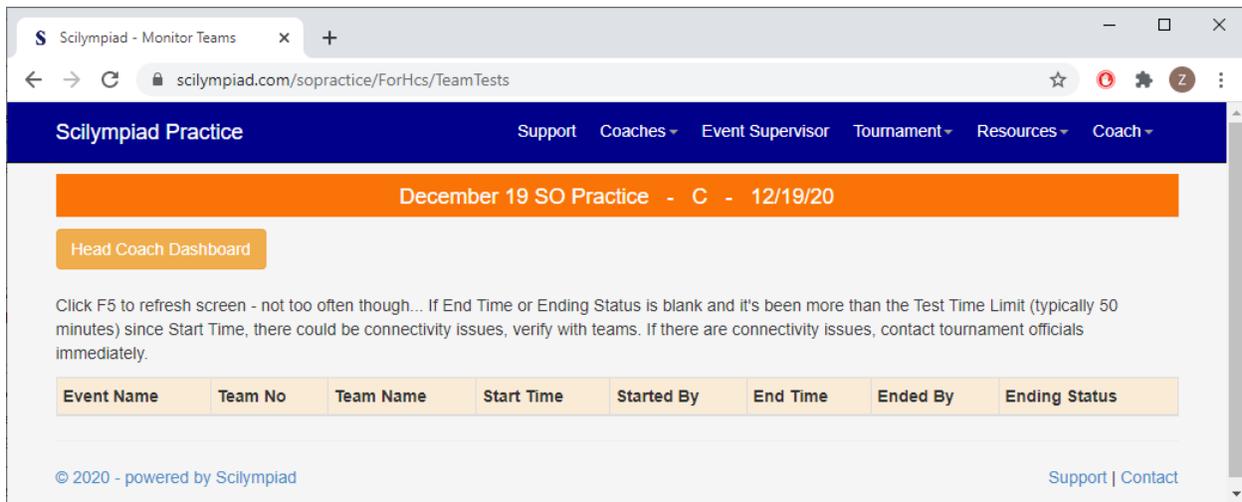
Tournament Day

Excerpts from Scilympiad Summary Guides

Monitor Team Competition

Be available to assist your students and monitor their progress by logging in to the Head Coach Dashboard → **Monitor Team Competition**

Online Appeal Form: with everything online this season, online Appeal can serve as both appeal, issue reporting or special request such as time extension



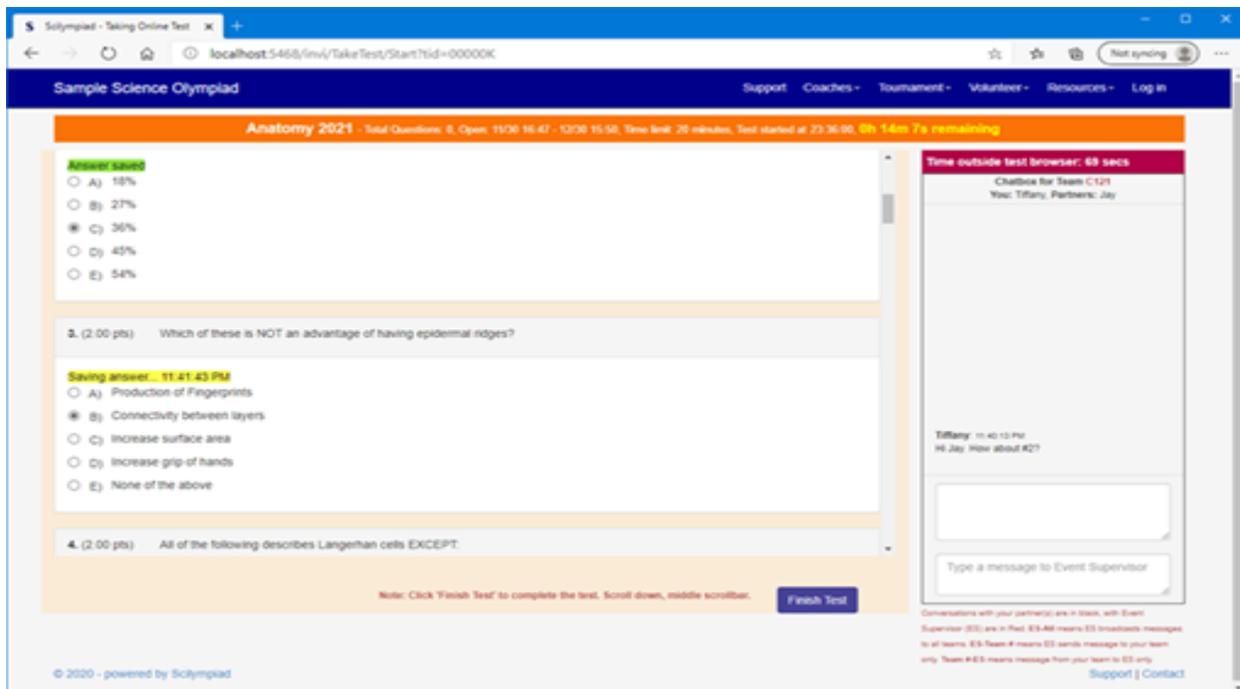
When students report an issue, ask them the following and include screenshots of the entire page with the URL in the Address bar:

- What browser and device they are using?
- Are they behind the school firewall?
- Do they have other intensive apps running, like Discord or Zoom or Netflix (some did)?
- Do they have javascript and popup enabled and cookie accepted?
- Do they use school-issued devices and email?
- Are they in the correct tournament? Show screenshot.
- Do they have multiple browsers open accessing Scilympiad?
- Ask the partners the same
- Team #, Login IDs, what test
- If issue is related to unable to save answers then ask the students to record the timestamp, test name, question #, team # and test time remaining
- Please relay the above-mentioned responses to the online Appeal Form and email screenshots to Tournament Director. When email please briefly specify issue, school name, team # and Login IDs

Helping students troubleshoot their technical issues

Below are the common issues and resolutions:

- **Issue:** It doesn't work! (no explanation)
- **Resolution:** Make sure students are in the right tournament, log in correctly. Most issues can be resolved by simply refreshing the screen or logging off, closing the browser and logging back in and not opening multiple browsers.
- **Issue:** Unable to save answers
- **Resolution:** Connectivity is the most likely cause. When students answer a question, a green notification 'Answer saved' appears at the top of the answer instantly as shown in the image below. However, if the yellow message 'Saving answer... timestamp' stays for more than 30 secs, it's a connectivity issue. Ask the students to record the timestamp, test name, question #, team #, test time remaining, then refresh the screen or close/open the browser and try to answer the question again. If the issue persists, try another browser or computer, check their connectivity. Can they access any page on Scilympiad? Most of the teams experiencing this issue were tracked down to using either iPhone, or school-issued chromebooks, school-issued emails, behind school firewall, local wifi glitches. Different browsers have different limits on the number of concurrent communication channels, having Discord or Zoom running in the same device can also be the cause. Run the apps in another device or use a different communication method.



- **Issue:** Unable to see partner's and Event Supervisors' messages

- **Resolution:** If students are still able to connect to Scilympiad and save answers but unable to communicate through the chat box and synchronize answers among partners, make sure they do not have many browsers open in the same device or other communication apps, such as Discord or Zoom running on the same device. Different browsers have different limits on the number of concurrent connections, and these may use up the channels.
- **Issue:** Students cannot get back to the test
- **Resolution:** Test may have an external link that doesn't open in a new tab or browser. When students click on the link, it opens in the same tab/browser, replacing the test, and students cannot get back to the test. Close the browser and reopen it, log in and see if students can continue. If not, notify the event supervisor immediately.
- **Issue:** Students cannot see the embedded images.
- **Resolution:** The test includes embedded image links from external websites which may not be available at the moment or has security conflicts. Notify the event supervisor immediately.
- **Issue:** Students cannot log in to take the tests
- **Resolution:** If they use emails to log in, make sure they have registered with the tournament. Make sure the emails match what head coaches submitted. On many occasions, coach submitted one email, and student logged in using another email. If they use Login ID, make sure the spelling is correct, Login ID, first name, last name match exactly what head coaches submitted.
- **Issue:** After students log in, they don't see their assigned events or see the message, 'You have not been assigned to a tournament'
- **Resolution:** This year, teams often sign up for many tournaments across the country. Make sure they are in the right tournament for the day by looking at the URL and title page.
- **Issue:** Profile mismatch in the student Login page
- **Resolution:** If participants use emails to log in, make sure they click on Login using Email. If they use Login IDs to log in, make sure they click on Login using Login ID. All information they enter must match exactly what coaches submitted since all their team and event assignments are based on that Student Roster.
- **Issue:** Student is kicked out of a test immediately after clicking the Start button
- **Resolution:** Make sure the participant's computer time is correct and that they're not using Safari. Make sure they select the correct test. Make sure their partner did not already start the test and use up the time. Log off and back in to see if it helps.
- **Issue:** Student is kicked out within a minute in the test
- **Resolution:** Log out and log back in to continue the test. If the test status is now "Test Submitted," check your partners to see if they are still in the test, if yes, check your device clock, time zone setting, daylight savings, etc. If all look correct, contact the Event Supervisor to reset the time.
- **Issue:** Student started the event and wasn't ready
- **Resolution:** Ask the Coach to contact the Tournament Director. Tournament Directors will use their discretion to allow participants to resume the test.

- **Issue:** Student was kicked out of the test and wondered if answers were saved.
- **Resolution:** ES, SM or directors can see the number of answers saved in the Grade Teams page and can assure participants their answers have been saved and will be graded.

- **Issue:** The CADER for Write It CAD It cannot see any instructions
- **Resolution:** This is due to either:
 1. The CADER started the test before the Writer has submitted their test: Make sure the CADER only starts the test after the Writer has completed their part. This is a non-issue for tournament running this in a single time block.
 2. The Writer's response didn't save and it's blank: Make sure the writer periodically clicks outside of the textbox as that triggers autosave. Also make sure to click outside of the editor and click Finish Test.