

NIH Toolbox - Computer hardware and software FAQs

Do I need an internet connection to use NIH Toolbox measures?

- Internet connectivity is a requirement for use of the NIH Toolbox measures.
- Wired high speed connection is the recommended type of connection, but a wireless high speed connection could be used if it is a stable connection.
- It is highly recommended that any wireless connection be tested to ensure its stability and connectivity before actual data collection occurs.
- Cellular internet is not recommended.
- There is no offline version of the NIH Toolbox.

What are the *basic* equipment requirements?

Laptop with Windows 7

Browser requirements: NIH Toolbox instruments have been optimized to run and are supported on Internet Explorer 11

Minimum screen resolution of 1366 x 768 (1440 x 900 preferred) The Internet Explorer browser that is open on the external monitor must be set to full screen.

Internal Bluetooth (**only required if you are using the NIH Toolbox Standing Balance Test**)

Up to 4 USB ports

TROUBLESHOOTING QUESTIONS:

Nothing is displayed on the monitor or the monitor is displaying weird colors:

Check the VGA cable and ensure it is connected firmly into the VGA port on the left side of the laptop, then follow the steps below to setup 2 screens.

You only see one screen on a two-screen instrument:

Move the monitor to the left side of the laptop. OR, if that does not correct it:

Right click on the desktop

Choose "Graphic Options"

Choose "Output To"

Mouse Over "Extend Desktop"

Select "Monitor + Laptop"

OR, if that does not correct it:

- Make sure that pop-ups are enabled for the Assessment Center website: Tools: Popup blocker

OR, if that does not correct it:

- Hover over the Internet Explorer icon in the system tray at the bottom of the screen and see if two windows are there. If so, click on the window you could not see.

OR if that does not correct it:

- Click the participant screen and hit CTRL + R (or F5) to refresh

On the examiner (laptop) screen...

I can't see the Start Test button:

Verify that your screen resolution is set to 1366 x 768 or 1440 x 900

OR

- Grab the title bar of the examiner screen and move it up and down a bit on the screen to see if it adjusts itself

OR

- Grab the lower boundary of the screen and expand the window size.

I can't see the title bar:

This can happen if your laptop resolution is not set to 1366 x 768. There should be no reason you should have to move the window, so you can simply leave it alone until you are finished testing your participant.

The examiner screen doesn't open automatically at the beginning of a test (or during a test):

- First hover over the IE icon in the system tray on the external monitor to see if there are two instances open. If yes, select the examiner window. It should open on the laptop and stay open. If it opens on the participant screen, click on the title bar and drag the window from the monitor screen to the laptop screen. This should correct the problem. If necessary, close out of the browser and then reopen.

When you hover over the IE icon in the system tray, if only one instance appears, click on the open browser to select it and press F5, select refresh on the menu bar or click CTRL + R to refresh the screens.

The shading on the examiner screen is uneven:

From the Tools menu of IE, make sure Compatibility mode is selected.

When attempting to log a participant in...**I get an error saying the PIN and Password combination is wrong:**

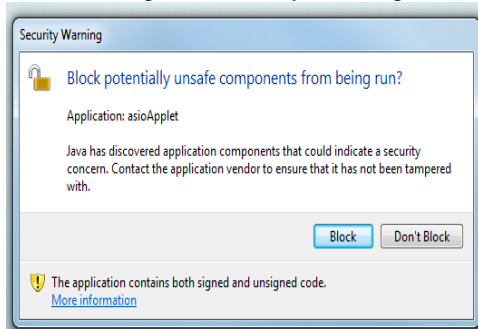
- Log in as yourself
- Click on Registration Details found on the Administration tab in Assessment Center
- Verify that the password listed is the one you believe you entered.

I get an error saying no assessment is scheduled for this participant:

- Log in as yourself
- Click on Registration Details found on the Administration tab in Assessment Center
- Select View Schedule Details
- Verify that the schedule start and end date listed includes today's date. If not, adjust the schedule:
- Edit the End Date for the Baseline or Retest event to a date beyond the current date.
- Click the pencil icon to the left to save – the line turns green to indicate the testing window is now open.

NIH Toolbox Words-In-Noise Test Security Warning

I am seeing this security warning for NIH Toolbox Words-in-Noise Test



Due to recent updates to Java, you will need to adjust these settings on your computer to use the NIH Toolbox Words-in Noise (WIN) Test

Java Settings:

- Go to Control Panel on your computer
- Open Java
- Go to the Advanced tab in the window that opens
- Scroll Down until you see Mixed Code and select "Enable – hide warning and run with protections"
- Click OK