

Blank screens during assessment

If you are getting a blank screen during the assessment or if the assessment window does not load, you may have a program installed that is blocking it. The following is a list of programs that may be at fault.

Internet Pop-Up Blockers

Antivirus software - If it does script blocking, such as some versions of Norton Utilities.

Internet Security software - If it blocks pop-ups or scripts.

You will need to disable the function on these programs, so the test screens can be presented. If you need assistance with this, please contact the vendor of the software you use.

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<http://pearsonassessmentsupport.com/support/index.php?View=entry&EntryID=1721>