



BEACON HILL
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E-EXAM TROUBLESHOOTING

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Tips on Using the e-Exam Form

When the "Submit for Grading" button on the e-Exam form is pressed, the form attempts to launch the default browser on your computer and open the Beacon Hill exam-grading Web page, showing your results.

Before your exam results are displayed, you should see a message asking for your permission to allow the form to access the Internet (click OK/Allow).

If You Receive No Response:

If you do not receive a response from the grading program, or you receive an error message (e.g. "cannot process form of this type . . ."), there is a chance that your firewall settings are preventing the *e-Exam* form from accessing the Internet. In some cases, the form still works and we receive the exam data. Check your Email as our grading program automatically sends a message with exam results.

If you did not receive your results or an E-mail message, and you originally saved the *e-Exam* form to your computer before submitting it, try opening a blank form from the *Resources* page of our Web site and complete, print, and submit the form *without saving it first* (this will allow the form to function outside of your firewall).

AOL, Mozilla/Firefox Users:

Close AOL or Firefox, open Internet Explorer or Google (web browser) and then submit your *e-Exam* form. This will allow the form to access the Internet without being blocked by firewall settings.

Mac Users:

Mac computers come with a PDF viewer program called "Preview." This program cannot process the *e-Exam* form. Download Adobe Acrobat Reader, then use the *e-Exam* form.

As an alternative, you can fax in your answer sheet to 1-877-902-4284. We will grade it within 24 hours on weekdays.