

## Accessing the Online Classroom

### How to Access the Art of Problem Solving Online Classroom

Your classroom will be open prior to the beginning of your class. We advise every student to log in to class approximately five minutes early to account for any difficulties you may have in connecting. If you are new to Art of Problem Solving, you should test the classroom environment sometime before the first class to make sure that you are able to log in. The classroom will be open for one week before the first class meeting.

On the first day of class, we will have an instructor available in class 20-25 minutes prior to the start of class to answer any questions you may have about how the course will operate.

#### Here are the instructions for accessing the Virtual Classroom:

1. Make sure that you are logged in to the site using your AoPS username. You can do this by clicking on the **Sign In** button in the upper-right corner of the page.
2. Click on the **My Classes** link in the **Online School** menu at the top of the screen. During class times, there will also be an orange bar at the top of the screen which is a link to your classroom.
3. If necessary, click on the appropriate class. (For most students, this step will not be necessary.)
4. Click the **My Classroom** button in the upper right corner of the course webpage. If the classroom does not load, please follow the troubleshooting steps below.

### Art of Problem Solving Online Classroom Connection Troubleshooting

If you are unable to get into the classroom, below are some of the common problems and fixes.

#### Common issues:

1. Double-check that you are logged into the site.
2. Disable any pop-up blockers and Internet security software you have installed on your computer. Most popular browsers have built-in pop-up blockers. The **Classroom** page has information about how to disable pop-up blockers on the most commonly used browsers. However, you may have additional pop-up blockers or Internet security software installed on your computer that you may need to disable. Please consult the documentation of these programs for instructions on how to disable them.
3. If you are getting a *Username in use* error, then please close your classroom window, wait a few minutes, then click the **Classroom** link again.

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4. You must have JavaScript enabled. If a message appears stating that you do not have JavaScript enabled, then please check your web browser's documentation for instructions on how to enable JavaScript.
5. Try restarting your computer and then logging back into the Art of Problem Solving website.
6. If you have tried all of the above, including rebooting your computer, we recommend that you try a different browser such as Firefox (available at <http://www.firefox.com>) or Chrome (available at <http://www.google.com/chrome>).

### **If you are using an office or school provided computer, or if you are at a school, hotel, library, office, or another public place:**

1. If your location has guest accounts and user accounts, make sure you are logged in with a user account.
2. Contact your IT department to allow connections to port 9899.
3. Contact your IT department to whitelist [artofproblemsolving.com](http://artofproblemsolving.com) on all virus, firewall, parental control, and Internet security software.

### **If you are on a home network and using your own personal computer:**

1. If you have another computer available, please try to connect with it.
2. Disable all virus, firewall, parental control, and Internet security software. Please consult your security software documentation or product technical support for details on how to disable these packages.
3. Disable any firewall that is enabled on your network router. Please consult your network router's documentation or manufacturer's technical support for details on how to disable the firewall. (More specifically, your router must be able to communicate through port 9899. Disabling the firewall on your router should allow communication on all ports.)

You can find additional troubleshooting tips on the Classroom page, or call us at (858) 675-4555.