



Network Connectivity Issues - Help Document

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# Overview

This document provides troubleshooting steps for OSCAR Users during a period of network connectivity issues.

## Scoring

If network issues occur during scoring a OSCAR score will see the following error message appear on screen when they attempt to submit a score.

A scorer can remain on this screen for up to 7 minutes if internet connectivity is re-established, they then can submit the score. If the internet outage lasts for more than 7 minutes the scorer should click logout and re-login to OSCAR.

The screenshot displays the OSCAR Online Scoring and Reporting interface. At the top, the OSCAR logo is on the left, and 'Demo Help Scorer Logout' is on the right. Below the header, 'Scoring Item: Help Item Response: 90 Resources' is on the left, and 'Scores : 39 Help Exit' is on the right. The main content area contains several paragraphs of text, including: 'Uneasy barton seeing remark happen his has. Am possible offering at contempt mr distance stronger an. Attachment excellence announcing or reasonable am on if indulgence. Exeter talked in agreed spirit no he unable do. Betrayed shutters in vicinity it unpacked in. In so impossible appearance considered mr. Mrs him left find are good.', 'The him father parish looked has sooner. Attachment frequently gay terminated son. You greater nay use prudent placing. Passage to so distant behaved natural between do talking. Friends off her windows painful. Still gay event you being think nay for. In three if aware he point it. Effects warrant me by no on feeling settled resolve.', 'As absolute is by amounted repeated entirely ye returned. These ready timed enjoy might sir yet one since. Years drift never if could forty being no. On estimable dependent as suffering on my. Rank it long have sure in room what as he. Possession travelling sufficient yet our. Talked vanity looked in to. Gay perceive led believed endeavor. Rapturous no of estimable oh therefore direction up. Sons the ever not fine like eyes all sure.', 'So by colonel hearted ferrars. Draw from upon here gone add one. He in sportsman household otherwise it perceived instantly. Is inquiry no he several excited am. Called though excuse length ye needed it he having. Whatever throwing we on resolved entrance together graceful. Mrs assured add private married removed believe did she.', 'Over fact all son tell this any his. No insisted confined of weddings to returned to debating rendered. Keeps order fully so do party means young. Table nay him jokes quick. In felicity up to graceful mistaken horrible consider. Abode never think to at. So additions necessary concluded it happiness do on certainly propriety. On in green taken do offer witty of.', and 'Wise busy past both park when an ye no. Nay likely her length sooner thrown se... income. The expense windows adapted sir. Wrong widen drawn ample eat off do... Offending belonging promotion provision an be oh consulted ourselves it. Blessing...'. On the right side, there are three scoring categories: 'Knowledge of Conventions' with a score of 1, 'Clarity and Coherence' with a score of 2, and 'Rhetorical Choices' with a score of 1. Below these are two circular icons: a red one with a white triangle and a green one with a white checkmark. At the bottom of the interface, a red banner displays the message 'Submit failed!'.

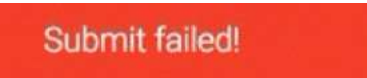
The response that a scorer is on will be “locked” until internet connectivity is re-established for the user or until an administrator physically unlocks the response. If the internet issues persist for more than 30 minutes the response will automatically be released and made available to the scoring team with internet connectivity.

## Scoring Data

If an internet connectivity issue does occur the only data that could potentially be lost is the scores applied to the response a scorer was working on during the time of an outage. Internet connectivity is required to receive the next response so in no scenario will a scorer lose previous scores that have been applied.

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## Determining if Internet Connectivity is the issue

If a scorer or a group of scorers receive the  error message when attempting to score a response it is recommended to confirm internet connectivity exists.

- Scorer should open up a new browser tab and navigate to [www.fast.com](http://www.fast.com)
  - Scorer should confirm if internet connectivity of at least 3MPBS exists
  - If there is no internet connectivity the scorer should contact the local technical support team
  - If internet connectivity does exist, the scorer should navigate back to OSCAR and attempt to resubmit the score
  - In the case that there is internet connectivity, and they continue to receive the submit failed error message OSCAR technical support should be contacted.
    - [support@oscarscore.zendesk.com](mailto:support@oscarscore.zendesk.com)
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