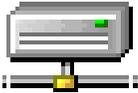
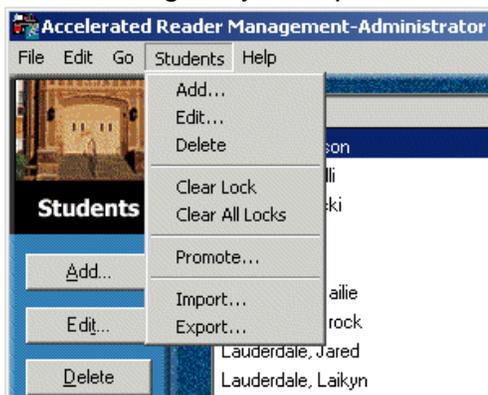


AR Troubleshooting Tips

Tangipahoa Parish School System

- ☒ One very common mistake with AR not working correctly is that the computer is **not logged onto the network**. Remember that you have to be on the network to be able to access Accelerated Reader.
- ☒ Something to remember... If the AR program ever gives you a screen where you should chose to register this product... You should ALWAYS check **“Register this product using a PREVIOUS installation.”** The reason being is that we have already installed and registered the product on the server at your school.
- ☒ If Accelerated Reader is not working correctly, the first thing you should do is this. Double Click **“My Computer”** and look to see if you have the icon for the mapped drive for Accelerated Reader. This is what the icon looks like.  It should be named **“accreadr\$ on servename (P:)”**
Remember that at your school it will not say “servename” it will say the name of your server... for example **“accreadr on ves-dc (P:)”**. (If you don't know the name of your server, email vickib@tangischools.org for that information.)
- ☒ If your mapped networked drive is missing follow the directions below:
 - ☞ Click on the down-pointing arrow in the **“Drive Field”** and click on the P: drive and type in **accreadr\$ on servename** and click **“OK”** (remember NOT to type servename... type the name of your server for your school.)
- ☒ Sometimes when you log onto Accelerated Reader the **data cannot be located**. There may be no students or quizzes available to you. If that is the case follow these steps:
 - ☞ Log into Accelerated Reader Management and go to **“School”** and then **“Preferences”**
 - ☞ Click **“Data Location”** and then **“Edit”**
 - ☞ Click **“Next”** and then the second radio button **“Select an existing location”**
 - ☞ Click the **“Select Location”** button at the top and then in the **“Look In”** box click the down arrow and choose **“accreadr\$ on servename”** For example **“accreader\$ on ves-dc”**
 - ☞ Double click the **“Base Data”** folder and then double click the data filename folder... For example... **“ves-ar”**
 - ☞ The **“Look In”** box at the top should now read for example **“KES-ar”**
 - ☞ Click **“OK”**, **“Next”** and **“Finish”**
- ☒ If students are unable to take a Quiz then they are probably **“Locked Out.”** This happens when the student logs in incorrectly three times. If at all possible, every time you are in the Accelerated Reader Management Program just go to **“School”** then **“Students”** then click **“Student”** on the top menu bar and in the drop down menu click **“Clear All Locks.”** This will help the entire school if you do this regularly as a preventative maintenance procedure.



These are some of the most common troubleshooting techniques that I use and may help you when you encounter problems with Accelerated Reader at your school. If you have ANY questions at all, please don't hesitate to contact me. E-mail vickib@tangischools.org Office 345-1181; Fax 419-1389; Cell 320-3708;

When you email me with AR problems please include the name of your computer that you are having problems with. Most of the time, the name of your computer is your three school initials and the tag number... but sometimes it's not. To find the "official name" of the computer follow these steps:

- 🖥️ Right click on "My Computer"
- 🖥️ Left click on "Properties"
- 🖥️ Click the tab at the top that says "Computer Name"
- 🖥️ Your computer name should be in the middle of the box, after "Full Computer Name"

