

Troubleshooting

The SIFMA Foundation is proud of the reliable service it provides to Stock Market Game participants. However, there are occasions when your students may experience issues accessing their team portfolios. This troubleshooting document was created to help you quickly resolve some commonly reported access issues.

If the suggestions provided in this document do not resolve the issues you are experiencing, please contact your SMG Coordinator to determine whether it is an issue specific to your local computer or a national issue. If it is not a national issue, contact your school computer network administrator for additional assistance.

I have not received my team IDs and passwords.

Schools and districts have SPAM software to block fraudulent email messages from cluttering your inbox. As a result, legitimate messages like the one containing your SMG team IDs and passwords are sometimes blocked or automatically deleted. If you believe this is happening to you, please add your Stock Market Game coordinator's email address and "sifma.org" to your email program's "Safe Senders List." Also, ask your school network administrator or computer technician to allow messages from **209.191.158.252** and **167.212.2.56**.

My teams cannot log in.

IDs and passwords for the SMG program are case sensitive and must be entered as they were assigned. If you or your students have changed your passwords and have forgotten what they are, please contact your SMG Coordinator to request a current set of passwords.

Some pages on the SMG site aren't loading.

The SMG website works best on Google's Chrome browser. If you are experiencing issues with the Teacher Support Center or your team portfolios loading, try using Mozilla's Firefox browser. Mac users can also try on Apple's Safari web browser.

Also, please check that you have enabled pop-ups for the Stock Market Game site. You can do this by going into the appropriate section of your browser's security settings and either allowing all pop-ups or adding "stockmarketgame.org" and "smgww.org" to your pop-up blocker's exceptions list.



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The pages of my SMG team portfolio display outdated information.

The Stock Market Game site is dynamic. This means it updates throughout the day. However, while the transactions in a Real-Time game are executed immediately like they are in the real world, only the SMG portfolio's *Transaction Notes* and *Pending Transactions* pages are updated in real-time. The remaining pages are updated the following business morning after overnight trade processing and settlement occurs.

Trades aren't appearing in my team portfolio.

Check the portfolio's *Transaction Notes* section for descriptions of the trades entered. If a trade your students entered is not appearing in their portfolios, the Description column of *Transaction Notes* should provide an explanation of what may have occurred. Please also ask the team to clear their browser's cache and try viewing the *Account Holdings* page of their portfolio afterwards.

If you are using Google's Chrome browser, you can clear the cache by clicking on the Menu icon on the upper righthand side of the browser (it looks like three dots, one on top of another). This will bring up a menu with several options. Mouseover the word "History." This will bring up the History menu. Click the word "History" on the History menu. This will open the History page.

Click "Clear Browsing Data." A dialog box will appear with options to select the span of time you would like to delete and the types of files. This box is organized into two tabs: *Basic* and *Advanced*. Stay in the *Basic* tab and clear data from "All time" in all three categories: *Browsing history*, *Cookies and other site data*, and *Cached images and files*. Click "Clear data" and try reloading the page or reopening the browser.

Teams should also check their portfolio's *Transaction History* page for possible corporate actions (dividends, mergers, stock splits, etc.) that may have impacted their portfolio.

I'm receiving a message saying, "My session has timed out."

As a security feature, both SMG team portfolios and the Teacher Support Center automatically log users off after 15 minutes of inactivity. This means that the computer's mouse has not been moved and nothing on the screen has been clicked.

Nothing happens when I click a link in the Teacher Support Center.

The Teacher Support Center uses pop-ups to provide simultaneous access to teaching materials in different sections of the site. If you click a link and it seems that nothing is happening, try disabling your browser's pop-up blocker or creating an exception in your browser's security settings to allow pop-ups from the Stock Market Game site. You can do this by going into the appropriate section of your browser's security settings and either allowing all pop-ups or adding "stockmarketgame.org" and "smgww.org" to your pop-up



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blocker's exceptions list. Also, if you have multiple windows open on your computer, try looking underneath them. Sometimes the pop-up opens underneath an already open browser window.

I've logged into the Teacher Support Center. Where do I begin?

Click the "**Start Here**" tile on the Teacher Support Center's landing page. It will provide selected resources that provide you with the first steps to engaging your students in learning about investing through The Stock Market Game.

Where should my students begin once they have logged into their team portfolios?

This will differ depending on how you introduce The Stock Market Game to your students. Students are encouraged to click through their online team portfolio to familiarize themselves with it. They might also begin by checking their account information at the top of their *Account Summary Analyzer* page to ensure it is correct. Next, they should check the *Account Summary* section to ensure *Cash Balance* and other values are correct. If you have just registered, it may be that the *Cash Balance* has not been set up yet. They should check back the following day.

Is there a glossary of terms for my students?

SMG is an educational program. Students' familiarity with terms like "Total Equity," "Buy Margin Requirement," and "Minimum Maintenance," is among the factors we use to measure successful participation. SMG team portfolios offer many of the same features as many commercial online brokerage sites. In addition to this functionality, each of the SMG portfolio pages provides its own *Help* section and glossary.

Please encourage your students to make full use of their portfolio *Help* sections. They can access these sections by clicking on the blue "i" icon or blue underlined text.

In addition, students can mouseover the *Resources* tab on the menu bar at the top of their portfolio and select "Glossary of Financial Terms" from the dropdown options.



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