To prevent technical issues during your assessment, please review the following tips:

- LAN, Cable, or DSL connection is highly recommended. Satellite and wireless connections are not recommended as performance may be suboptimal due to latency and signal instability.

- The assessment must be completed on a laptop or desktop computer. It is NOT compatible with tablets or smartphones.

- Students must download Adobe Reader for the test to work.

- The assessment works with the browsers listed below. The software can be downloaded at no cost.
  - Google Chrome 3.0+ (preferred)
  - Mozilla Firefox 6.0+ (preferred)
  - IE 7.0+
  - Safari 3.0+ (for Apple products)

- Prior to initiating the assessment, follow the steps listed in the intro email to ensure PC capability or check system requirements by clicking the “Is my Computer Ready?” button above the student login. This will scan for pop-ups, Adobe Reader, and Adobe Flash Player.

- *Do not click the back button in your browser, refresh the screen, or close out of your browser and attempt to re-enter the assessment at a later date. Your assessment will lock if you do.*

If you get locked out of your assessment, please exit and re-enter the assessment. If you are unable to login to your assessment, please contact the DeVry Help Desk at 877-784-1997. For all other technical issues, please contact the McCann Help Desk at 877-614-6105 or via email at collegesuccess@mccanntesting.com. If you are unable to reach the help desk or have any questions, please contact your admissions representative for assistance.

The hours of availability (CST) are listed below for DVU and McCann:

**DeVry Help Desk**
Monday- Thursday: 7:00 am – 10:00 pm  
Friday: 7:00 am – 9:00 pm  
Saturday: 8:00 am –9:00 pm  
Sunday: 9:00 am – 10:00 pm

**McCann Help Desk**
Monday: 6:30 am –7:00 pm  
Tuesday - Thursday: 6:30 am – 10:00 pm  
Friday: 6:30 am – 4:30 pm  
Saturday: 8:00 am – 4:00 pm