This IT Reference Sheet will help with initial setup and troubleshooting of your DIBELS Data System (DDS) account.

- The DDS is a web-based application
- Recommended browsers: latest version of Firefox, Internet Explorer or Safari
- Adobe Reader is required to view and print PDF Reports
- Flash and JavaScript (enabled) are required for administration of the easyCBM Math assessments

**Issue 1:** User receives timed-out message immediately after logging into the account.
**Solution 1:** Enable cookies on your web browser. Cookies must be enabled in order to track your session when logged into your DDS account. See your web browser help pages for directions on enabling cookies.

**Issue 2:** User is able to access public non-secure pages but can’t access secure pages within the Data System account.
**Solution 2:** Configure your school’s firewall to allow https access. The DDS is a secure site using https access. If your school has a firewall in place, your IT director will need to configure the firewall to allow https access for our site.

**Issue 3:** PDF report is downloaded and the page is blank or displays non-alphabetic characters.
**Solution 3:** Re-install the most current version of Adobe Reader. Reports generated in PDF format should be viewed with the latest version of Adobe Reader. Adobe Reader is available as a free download for PC and Mac at [http://www.adobe.com/](http://www.adobe.com/).

**Issue 4:** Incomplete images appear on the easyCBM Math assessments.
**Solution 4:** Ensure JavaScript is enabled and Flash is updated on your web browser. See your web browser help pages or your IT director for directions.

**Issue 5:** The easyCBM assessment is freezing or running very slowly.
**Solution 5:** Check with district IT support regarding network connection speed, network load and/or router overload. Scheduling testing for times your district load is low may help resolve network problems.

Please contact us at support@dibels.uoregon.edu or (888) 497-4290 if you encounter additional technical problems accessing the Data System. While we don’t provide general IT support, we may be able to offer suggestions to help troubleshoot.