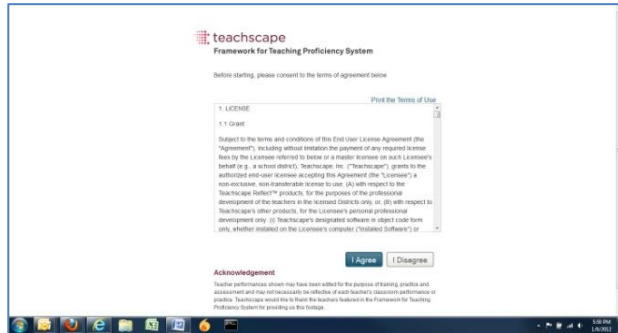
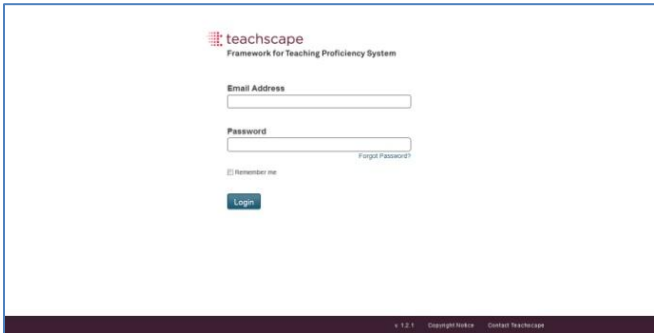


# Teachscape Framework for Teaching Proficiency System Start-Up Guide

*This guide is designed to make sure your computer is properly configured to watch videos in the Framework for Teaching Proficiency System. Please complete the following steps before using the system.*

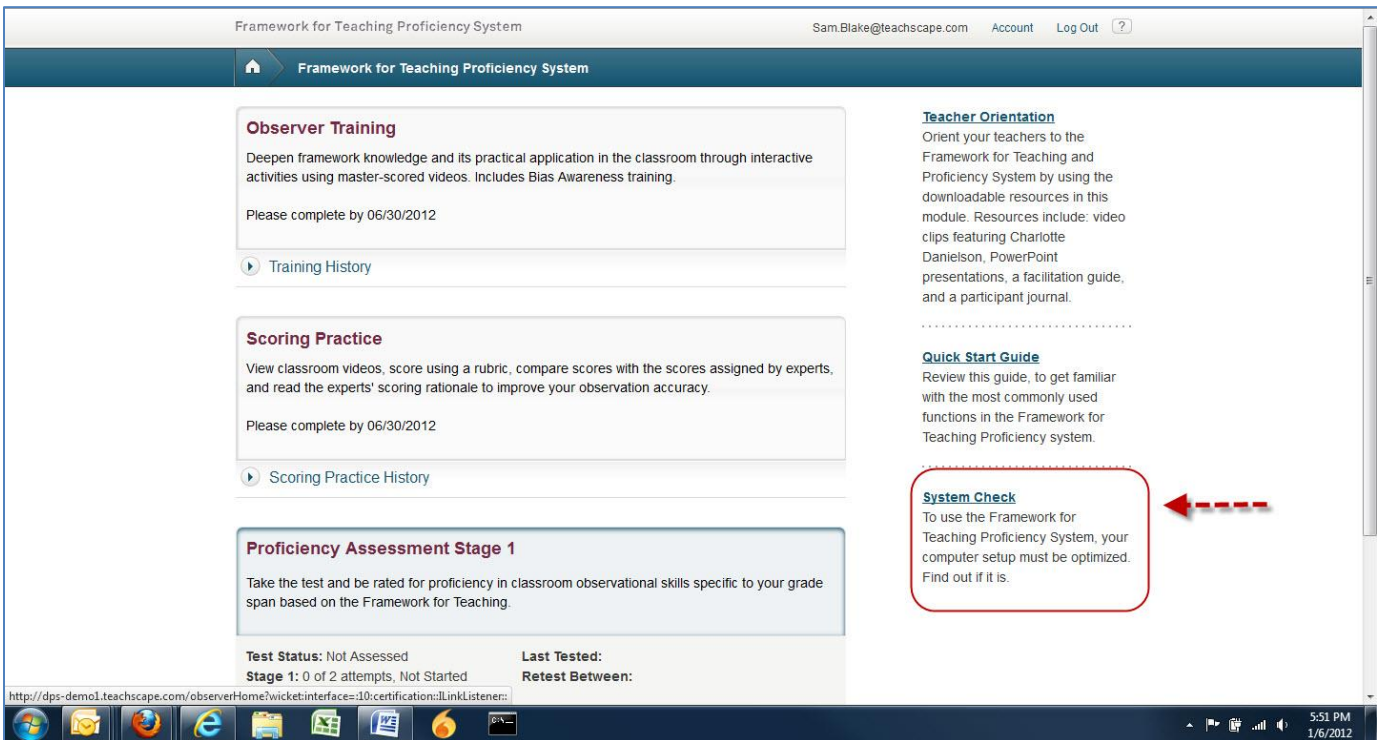
## Step One: Login to the FfTPS System

1. Go to <http://proficiency.teachscape.com> and login with the username and password provided to you by your school administrator or Teachscape
  - a. If this the first time you have logged in, a License Agreement screen will appear
    - i. Click 'I Agree' to continue



## Step Two: Run System Check

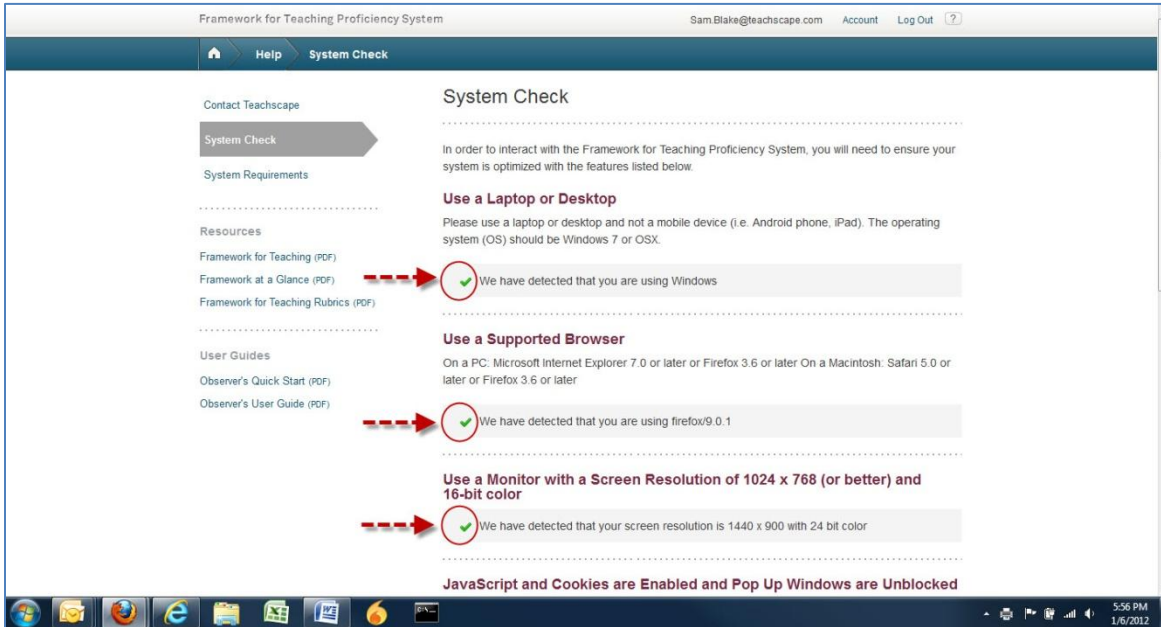
1. At the 'home' screen, locate and click on the 'System Check' link on the lower right hand side of the page



**Note: The System Check auto detects your computer's software and Internet settings for compatibility with the FfTPS website and videos.**

### Step Three: Confirm System Check

1. On the System Check page, please review each of the fields presented
2. Verify that a green checkmark appears next to each one. This indicates that your system is OK to run FfTPS
3. If any green checkmarks do not appear, please follow the instructions provided below the field



**Note:** Adobe Flash Player is a web browser plug-in required to view FfTPS videos. If the System Check indicates that you need to install or upgrade the Flash Player, please follow the steps provided by the System Check or go to one of the web links below:

1. To check which version of Adobe Flash Player is installed on your computer, go to: <http://www.adobe.com/software/flash/about/>.
2. To install the latest version of Adobe Flash Player, go to <http://get.adobe.com/flashplayer>.

**If you are using multiple web browsers, e.g. Firefox and Internet Explorer, you will need to install the Adobe Flash Player plug-in for each browser.**

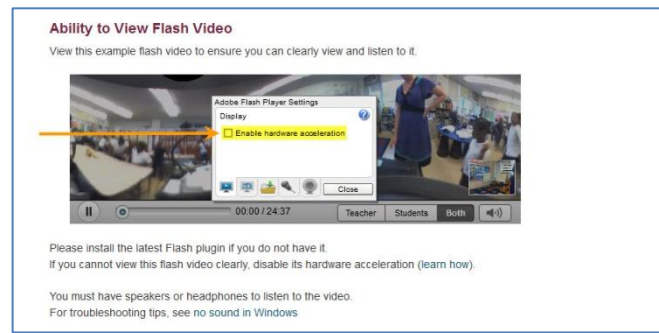
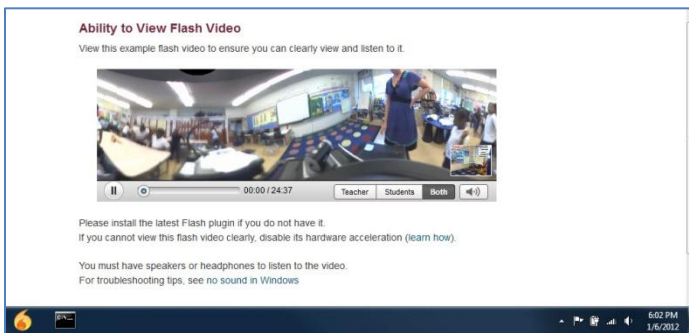
## Step Four: Play Sample Video

1. At the bottom of the System Check page is a sample video for testing your video player settings and network connection

**Please play the video all the way through to make sure everything is working properly before starting your FfTPS assessment**

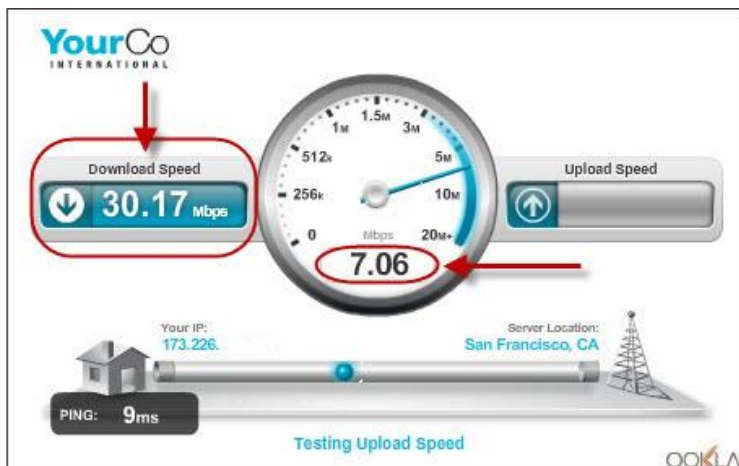
**Note:** For Windows machines the *hardware acceleration* feature in Adobe Flash Player is turned on by default and is known to cause video playback issues (e.g. choppiness & freezing).

- To turn off (*disable*) *hardware acceleration*, please follow the steps below:
  - While the video is playing, right-click directly on the video screen and a menu will appear
  - Click on “Settings” and a dialogue box will appear.
  - Uncheck the box next to “enable hardware acceleration”
  - Click on “Close”
- For the acceleration change to take effect the webpage needs to be refreshed by pressing the F5 button on the keyboard



**Note: If you use different computers at work and home, please make sure you complete the above steps on all computers before start or continuing the assessment.**

If the video plays slowly, it may be helpful to run a speed test at [www.ookla.com/speedtest](http://www.ookla.com/speedtest). The FfTPS system requires a minimum download speed of 2.0 Mbps. The image below is an example of the results you might see.



If the speed test results are below 2.0 Mbps, please call Teachscape Support for assistance.

**You are now ready to begin your FfTPS practice! Once practice is complete, you may begin the assessment.**

## ***Contacting Teachscape's Customer Support Team***

If a technical issue occurs during a test, please call Teachscape's support team right away – Please do not end or complete the testing before calling for assistance. FfTPS support agents are standing by to help with any issues that may come up during your FfTPS experience.

If you have questions regarding FfTPS or the start-up guide please don't hesitate to call Teachscape Support

### **Teachscape Support can be reached at:**

1-888-479-7600

[support@teachscape.com](mailto:support@teachscape.com)

Weekdays from 8:00am to 5:00pm EST

For escalations, please contact

Tamlynn Turney

Sr Manager, Technical Support

1-415-748-3585

[tamlynn.turney@teachscape.com](mailto:tamlynn.turney@teachscape.com)