

SmarterMeasure FAQs

My computer timed out or I received a page request error.

- **Step 1:** Contact SmarterMeasure support via email at support@SmarterServices.com.
- **Step 2:** If you are working from an off-campus computer, check high security settings in your browser. In Internet Explorer click Tools > Options > Security then set the security level to medium or low.
- **Step 3:** If a student is using Hughes Satellite Internet Service, they may experience problems that we cannot fix. This issue resides with Hughes and not SmarterMeasure. If this is the case, we often suggest students try completing SmarterMeasure on an alternate computer such as at a library or a friend's house.
- **Step 4:** Wait for SmarterMeasure support to contact you within 24 hours to determine if there were any technical issues on our side.

When I click on the SmarterMeasure link in eTC I don't get connected to the assessment.

- **Step 1:** Contact the Tri-County Service Desk at servicedesk@tctc.edu or 646-1779.
- **Step 2:** See Student Support Information link in eTC for details related to Service Desk availability.

How do I get back in to see my SmarterMeasure results more than once?

- **Step 1:** Click on the SmarterMeasure link on the GetReady tab in eTC.
- **Step 2:** Click on link to return to results. Results are available for 10 years.