

## Troubleshooting Guide for Personal Finance

Problem	Answer
1. Where do Students login to take the Personal Finance Test?	Login on DESE Web Site under Personal Finance and click students: <a href="http://www.dese.mo.gov/divimprove/assess/Personal_Finance.html">http://www.dese.mo.gov/divimprove/assess/Personal_Finance.html</a>
2. Where do I find instructions for setting up the Personal Finance test?	Download Users System Guide from Web Site above. Instructions begin on page 7 and go through page 12.
3. When I set up an account and get the message: "...pending status awaiting approval from and administrative team member," what do I do?	The District Test Coordinator has to login into the system and approve your status under the Personnel tab. A School Test Coordinator can also do this if he/she has an established account. The District Test Coordinator name and email address is preloaded into the system.
4. What do I do if the District Test Coordinator is incorrect in the system?	The first step that should be taken, if not already done, is to make sure the core data reflects the correct DTC.
5. Can the District Test Coordinator be changed if the wrong person is in the system?	Yes. Login using the previous DTCs e-mail address and password. The new DTC can then add themselves as the DTC and then delete the previous DTC from the system.
6. What if I don't have access to the previous DTCs password?	You can contact DESE at (573) 751-3545 or 800-845-3545 and talk to Bill Gerling or Drew Linkon.
7. What happens if I forget my password?	There is a reset for your password in the system.
8. How often are the DTCs updated in the system?	Once per year when DESE receives the new core data-normally it will be in October.
9. Can student information be entered days before a test?	Yes, but the Examiner or School Test Coordinator will have to give the test on the day the sixteen character alpha-numeric Testing Session Key is generated for or delete it and set up a new session. Students will have to be provided with individual passwords.
10. What information do students need to enter the system to take the test?	MOSIS ID, self-generated password, and testing session key.