

The Stock Market Game™ Program

What To Do When You Can't Access The Stock Market Game Web Site

The Internet and the computer networks that connect you to it are not infallible. Like any technology, from an overhead projector to a video cassette recorder, there are times when the machine seems to have a will of its own and, despite your efforts, simply will not perform the functions you expect. If you are experiencing difficulty with connecting to the Internet and the SMG site, here are some suggestions that might help you resolve the situation:

Checking your browser version. The problem could be with your browser. The SMG site makes active use of today's Web technology. Make sure that you are using the latest version of either Netscape or Internet Explorer.

To check which version you are using, start your browser and click Help on your browser's menu. A drop down menu should appear with "About *your browser's name*" among its options. Select it and your browser's information should appear on screen.

Clearing your browser's cache. The cache is where Web page information is kept to speed up access to pages and sites you have visited. Clearing the cache will remove this stored information and allow for a fresh download of a page's information. This sometimes will fix difficulties you may have accessing a site you have visited before. **Please Note:** It is a good idea to close and restart your browser after you have cleared your cache to insure that the changes have taken effect. Your browser's cache should be cleared on a regular basis to assist in the maintenance of your computer's performance.

With Internet Explorer Version 5.0 or higher

- (a) Select "View" from the menu bar at the top of the screen.
- (b) Select "Internet Options" from the "View" sub-menu.
- (c) Click on the "General" tab. In the middle of the "General Options" area it will say "Temporary Internet Files"
- (d) Click on "Delete Files" This will delete your cache.

With Netscape Version 4.7 or higher

- (a) Select "Edit" from the menu bar at the top of the screen.
- (b) Select "Preferences," from the "Edit" sub-menu.
- (c) Double click on "Advanced". You'll see a sub-listing that includes "Cache."
- (d) Select cache. On the right side of the screen you'll have two options "clear memory cache" and "clear disk cache"
- (e) Click on each of those to clear your cache.

Alternative Access. If you receive an error message stating something to the effect of the server is unavailable or the DNS entry is not known, try connecting to the SMG site by using the address: <http://129.33.32.113>.

Please Note: Be sure to type the address exactly as it appears here. An incorrect address may cause you to receive further error messages.

Analyzing Connection Problems. Are you able to connect to other Internet sites? If you can access other Internet sites, but not the SMG site, contact the SMG Coordinator in your area and ask him/her to try to access the site and your student portfolios. If your Coordinator is able to access these resources then you are probably experiencing a problem with your local Internet Service Provider (ISP) and/or your school's computer network.

If your Coordinator is unable to access the SMG site, then it is likely that the site is down, and you will have to use your back-up plan. If there is a problem with SMG server, you can be certain that technical staff at the Securities Industry Foundation for Economic Education (SIFEE) are trying to rectify it as quickly as possible.

Back Up Plan Suggestions. It is a good idea to keep a folder of alternate activities handy for use when the SMG Web site is inaccessible. Visit the **Teacher Resource Center** and print out 2 or 3 activities appropriate for your students prior to introducing the SMG program to your class. You may also want to print out some of the newsletters collected in the **Teacher Resource Center**.

In addition to materials in the **Teacher Resource Center**, SIFEE has compiled a list of **Supplemental Teacher Resources**. This list contains audio visual materials and printed materials that may be used in the classroom when the SMG Web site is unavailable. You may obtain this list from your SMG Coordinator.

If you are able to access the Internet but unable to access the SMG site, you might consider entering team trades yourself later in the day. To do this you would need a list from each team with the team number, password, ticker symbol, transaction type, and number of shares. Another idea is to have one student on each team, who has Internet access at home, enter the team trades.

You may also want to visit or have your students visit the following online resources:

TEACHER RESOURCES

Merrill Lynch Investing Pays Off
<http://volunteer.ml.com/ipo/resources/>

New York Stock Exchange (Click on About NYSE and select Education)
<http://www.nyse.com>

SEC Investor Education and Assistance (Click on For Teachers and Students)
<http://www.sec.gov/oiea1.htm>

STUDENT RESOURCES

Hoover's Online
<http://www.hoovers.com>

The Nasdaq Stock Market
<http://www.nasdaq.com>

Yahoo! Finance
<http://finance.yahoo.com>