Troubleshooting Tips

A participant can't find the Cover Letter and link.

Check the following:

1. Is their email address correct on the diagnostic system?

2. Did the Cover Letter go into the participant's junk mail folder? Sometimes the company's spam filter won't allow delivery of our emails. It is a "Best Practice" to ask participants to add **tda@teamdiagnostic.com** to their safe sender's list when you send your "Welcome" letter.

Note: Once you have determined the issue, you can resend the "invite" from your portal on www.teamdiagnostic.com.

Participants can't log in.

This is often caused when a participant sends their personal link to another participant. Each participant receives a unique link to their diagnostic, which is tied to their email address.

Participants can log in, but can't get past the first question.

This is usually because Active X is not enabled on the PC they are trying to use. You can send this to the user:

"It sounds like you may be experiencing a PC issue. The Team Diagnostic™ requires that "ActiveX" be enabled on your PC. ActiveX is a standard technology created by Microsoft for use on their Windows operating system. It enables your PC to interact with the diagnostics (e.g., to see the fonts and graphics, to select your answers, to scroll through the text, etc.). Please contact your IT support for assistance with enabling Active X. Another solution is for you to use the PC of one of your teammates who has already successfully progressed through the diagnostic."

If you need additional support, please send questions to: **deploy@teamcoachinginternational.com.**