

Tech Readiness Data Sheet

While your district prepares to implement the FastBridge application, we want to provide you with some additional tips and tricks to share with your IT or technical staff in your district to ensure your network and technology is ready to start using the FastBridge application.

The FastBridge application does not require any additional software to be installed on the local computers within your district as the application runs via a web browser. As a result, if your district is running into issues with the FastBridge application there are certain settings to double-check that will help you resolve them. We have grouped some common issues by category below.

Run compatibility check:

You MUST run this diagnostic tool first: <https://app.fastbridge.org/diagnostics.do>

Please follow all instructions after the diagnostic runs.

Additional network setup:

1. Whitelist IP addresses from FastBridge

- Our site uses both HTTP and HTTPS and should be on your firewalls white list. It must be on every firewall; the main one for the computer's overall network, but also local networks if your district has separate smaller firewalls setup at each school (e.g. via a router) or if you utilize Wi-Fi routers with firewall capability. YouTube must be accessible in order to access videos in our knowledge base.
- If you have issues connecting to the FastBridge site, add the following wildcard domains to the whitelist (this can help with older firewalls).
 - *.fastbridge.org
 - *.cloudfront.net

2. Content filtering

This is an option in most firewalls and/or routers with firewall capability. Filtering prevents undesirable sites from being accessed over your network. Turn this off. If you cannot turn this option off then add our URL to its whitelist. This may be a separate whitelist from the firewall's main one.

3. Wireless bandwidth congestion

Schools are often in areas of heavy Wi-Fi utilization, causing the Wi-Fi channels to become saturated. When this happens, access to FastBridge can timeout causing unpredictable behavior. Make sure you are optimizing the wireless bandwidth you have at your location.

4. Access Point (AP) load

This occurs when large groups of students, or classes in the same physical area are assessing with FastBridge on Wi-Fi based devices such as netbooks or tablets. The wireless access point at the school suddenly must contend with multiple and potentially hundreds of wireless connections accessing all at the exact same time. Unless your wireless access point is robust enough to handle the surge, students and teachers can often experience lag, dropped connections, failed tests and so on while the access point contends with managing all those devices. Ask your AP manufacturer to provide you with a maximum number of simultaneous connections that it supports, and make sure to stay inside that amount. Adding access points as you need them during test times could be one way to manage this hurdle.

5. Wi-Fi vs wired

Wired is better. If you can move students to wired machines during testing (even just a portion of them) that can sometimes take the strain off the wireless systems as mentioned above.

6. Total bandwidth

Because our testing employs streaming audio, the amount of students who can test simultaneously is dependent greatly on your total bandwidth. For example, 50 concurrent students can work with available bandwidth of 7.5 mbps, while 500 concurrent testing students require 75 mbps. Bandwidth is an absolute requirement for FastBridge to operate. Bandwidth should be tested frequently and especially before a testing window is about to open.

To check bandwidth, use our system diagnostics tool: <https://app.fastbridge.org/diagnostics.do>

Computer/device issues:

1. Web browser

For more information, go to <https://app.fastbridge.org/diagnostics.do> and click **View FastBridge System Requirements** to read our technical requirements document.

2. Diagnostic results

It is recommended that the FastBridge System Diagnostic program is run BEFORE ANY MAJOR ASSESSMENT PERIOD (<https://app.fastbridge.org/diagnostics.do>). This is a quick and easy way to determine if you have any major issues present before students start testing. Any failed test should be treated seriously. Contact your IT team if you receive a failed test.

3. Ad-Blocker software or browser extensions

Ad-Blocker and related programs often become too quick at blocking web traffic it deems suspect. It's very important to remove or disable this software before any testing begins.

Other technical requirements:

- JavaScript must be enabled on your browser
- Cookies MUST be permitted for FastBridge
- Disable pop-up blocker for app.fastbridge.org
- SSL
- Add the @fastbridge.org domain to your address book or list of allowed senders
- PDFs MUST be viewable