



If the program does not work, it is often a browser issue.

Before continuing, make sure of the following:

- Make sure you are using the latest version of your web browser and have an Internet connection without time restrictions.
- Your computer is plugged into an electrical outlet.
- If you have a pop-up or an ad blocker installed, you must turn it off for the duration of the test. Help video link below:
- Your browser must accept cookies.
- Close all other programs on your computer before taking the test.
- An external mouse, a trackpad, or an iPad must be used throughout the exam.
- The test environment is quiet and distraction-free, and you are well-rested.
- Cell phones and other devices are turned off or away from the testing area.
- All other browser tabs and programs are closed.
- You're sitting at a table or desk with a flat hard surface.
- The test must be completed in one sitting, with no pauses or breaks.
- You have your ImPACT Passport ID ready (If you've taken an ImPACT baseline or post-injury test before).

Having trouble launching the test? Troubleshooting tips video.

<https://www.youtube.com/watch?v=9r2jK-ohNos>