

Trouble-Shooting Topaz


General Information

- Save your work frequently. The software will time out if a length of time passes without saving.
- Make sure to logout at the end of each session.
- If you get error messages, take a screen shot and send it as an attachment to IRB@ric.edu with an explanation of what you were doing at the time that the error appeared.
- Depending on which browser you're using, check the browser settings listed in the sections below

Problems uploading or viewing attachments

- Check your internet browser settings to make sure that pop up windows are allowed.
- Make sure that the document isn't open when you're trying to upload.
- Upload one document at a time. Trying to upload two simultaneously won't work properly.
- If problems persist, check the browser settings listed below.

Problems viewing Topaz (e.g., blank screen once log in) – Try the Following

- Clear cache in whatever browser you are using. You can access the cache through your browser settings under privacy and security.
- Set your cookies under internet options on your computer to accept first party and third party cookies
- Set human protocols as home page
- Add Topaz as one of your trusted sites in Internet Explorer.
- **Chrome is the recommended browser if you stay in the Human Protocols module.** If using the Administration module (which most people will not have access to), consider using a different Browser. Microsoft Edge Chromium works well with TOPAZ. To obtain Edge go to <https://www.microsoft.com/en-us/edge>.
- If all else fails add Silverlight as an extension. To do this follow the following steps. After Edge Chromium is downloaded, select the Extensions from the 3 dots on the upper right corner. Search for IE-Tab then add. After the extension is added, the icon  should be on the menu. **Note.** for Macs there is a fee for Microsoft Edge so this may not be the best answer.

Please note. If at any time, you are ever prompted to install silver light it is because you are not accessing the features of TOPAZ through Human Protocols.