

## Help

If you have a question, or need help, please email us at [support@growthsourceinc.com](mailto:support@growthsourceinc.com) or call (763) 476-1184. We will do our best to respond within 1 business day.

## Time to Complete the Challenge

The average learner should be able to complete a MENTOR online Challenge in 30 minutes or less. Be sure to complete a Challenge in its entirety before stopping. If you have not completed a Challenge prior to logging off, you will need to start over the next time you sign in. You may take a Challenge as many times as you wish.

## Scoring

A MENTOR Challenge consists of problems you are required to solve. Each Challenge consists of multiple steps and is scored. The minimum passing score for each Challenge is 80%. You will begin each Challenge with all of the points available. Each “best” or “acceptable” response within a Challenge step permits you to move forward without penalty.

Each “unacceptable” or “inappropriate” response to a Challenge step will result in a deduction of points and often will require you to review **Your Resources** and **More Info**, and try again to choose the “best” response. If you do not achieve at least an 80% score, for a Challenge you must wait 24 hours before attempting it again.

Please use this time to review **Your Resources**, **More Info** and other information at your disposal. When the waiting period expires, sign-in as before. The system will reset your score for this Challenge and bring you to the beginning. Your scores for Challenges already passed are not affected.

## Computer Problems

If your computer freezes, reboot and sign-in again. The system will bring you to the beginning of the next Challenge you have not completed. If the freeze occurs during a Challenge, you will have to begin that Challenge again.

## Internet Connection

MENTOR Workshop Challenges are designed to take on-line with a high-speed broadband connection (DSL, Cable Modem, T1, or T3). We do not recommend accessing MENTOR Challenges with a dial-up connection or PDA.

If you do not have a broadband connection, you may order MENTOR Challenges on CD-ROM for an additional cost. When using a CD-ROM, the scoring will be transmitted via the Internet the next time you log on, so an Internet connection is required. If you would like to order a CD-ROM of MENTOR Challenges, please call (763) 476-1184, or email us at: [support@growthsourceinc.com](mailto:support@growthsourceinc.com). We will do our best to respond within 1 business day.

## System & Browser Requirements

To utilize **MENTOR Challenges**, whether on-line or via CD-ROM, your computer should meet the following minimum requirements:

### *Windows*

Computer: IBM-compatible PC with Pentium processor, or compatible.

- ✓ Operating System: Windows 2000 or greater
- ✓ Monitor settings: XGA at 1024 x 768 resolution
- ✓ CD-ROM player (24X or faster)
- ✓ Browser: Microsoft Internet Explorer 6.0 or later
- ✓ Browser cookies: enabled to support learner profile
- ✓ Browser plug-in: Macromedia Flash 7.0 or greater
- ✓ Adobe Acrobat Reader 6.0 or greater
- ✓ JavaScript support enabled
- ✓ Cookies enabled
- ✓ Pop-Up blocker disabled
- ✓ Audio card installed
- ✓ External speakers (preferred, but not required)

### *Mac*

**MENTOR Challenges** have not been tested on Apple Macintosh computers. However, learners using Macs have successfully completed **Challenges**, but with some slight page formatting differences.