



Best Practices for Preventing the Loss or Transposing of Student Writing

- While the MY Access! platform is compatible with all browsers, it works best on **Google Chrome** and **Mozilla Firefox**. Using one of these two browsers is recommended.
- Frequently **clear out the browsing history and cache** of the device's browser. The instructions to clear this data are below:
 - Press the Ctrl, Shift, and Delete keys on the keyboard.
 - Check only the Browsing History, Download History, and Cached Images & Files boxes.
 - Change the Time Range to "All Time," then click the Clear button.
- Make sure only one window/tab of MY Access! is open at all times. Having multiple MY Access! windows open can cause writing not to be saved.
- Students must completely logout of their accounts before another student logs in.
- When logging into their accounts, students should ensure that a previous student's login information is not auto-filled, causing the wrong student to log in.
- Students MUST NOT use CTRL-A to highlight all when copying from other sources. Highlight only text and use right click and copy, or **CTRL-C**.
- To paste writing from other sources, students should click one of the paste icons from the menu options above the writing space or use **CTRL-Shift-V** to paste.
- If students are submitting pasted writing for scoring, they should click the **Save and Finish Later** button, then proceed to resume the assignment to ensure the paste was saved, then submit it for scoring.
- In cases of accidental erasing or deleting of writing, connectivity issues, and human error, previously submitted and scored essays are more likely to be retrievable than those not submitted or not have been saved using **Save and Finish Later**. If writing has been erased or deleted, students should click on the **Last Save** button to see if it appears as a previously saved draft.

If you need additional assistance, please feel free to contact Support at support@gomyaccess.com, or your Literacy Specialist.