Managing Student Portfolios

In addition to providing you with tutorials and technical guides, the Teacher Support Center provides you with tools for managing and tracking your students' portfolios. Through **Manage Student Portfolios**, you have complete access to each of your teams' portfolios. You may view all of their reporting pages (Account Summary, Account Holdings, Transaction History, Transaction Notes, etc.) A "troubleshooting" handout with responses to teacher FAQs and access to an automated Help Desk facility are also available in **Manage Student Portfolios**.

Rankings

There are two types of rankings in the SMG program: "portfolio equity" and "percent return." In the portfolio equity rankings, teams are ranked based on the total equity of their portfolios. The team with the highest equity at the end of the trading sessions is recognized as the "winner." In percent return rankings, teams are ranked based on their percent of growth as compared to Standard and Poor's 500 Index. This index is made up of 500 large companies representing major sectors of the American economy.

You can track the ranking of your teams in your by clicking "View Rankings and Portfolios" in the **Manage Student Portfolios** section of the **Teacher Support Center**. Student may check their progress by clicking the Rankings icon at the bottom of their portfolio Welcome page.

Changing Passwords

Like your teams you may not change the IDs you were assigned. However, you may change your password. SMG IDs and passwords are case sensitive and must be typed as they were initially assigned or entered (if you changed their password). You may change your passwords at any time. Your new password is active immediately. If you have forgotten your password, you may contact your SMG Coordinator for it.

Troubleshooting

Advances in web-based technologies and a commitment to customer service and support provide teachers and students with the best possible learning experience. If you experience difficulties logging on, receiving announcements and/or email messages, or accessing the SMG Web site, you have a number of features to help you. You are encouraged to read the *Troubleshooting* and *Hot Tips* handouts that follow.

Help Desk

The Help Desk link under **Manage Student Portfolios** in the Teacher Support Center, provides you with an electronic Help form. The form requires you to provide information specific to the team experiencing difficulty. This information expedites the process of resolving the issue the team may be experiencing.

Participation Certificates

It is important to recognize student achievement. A student does not have to have won one of the SMG program's local or national competitions to be considered successful. We encourage you to print out the Participation Certificate available in **Manage Student Portfolios** in acknowledgement of your students' progress in the SMG prgoram.

Troubleshooting

To provide you and your students with the best possible learning experience, The Stock Market Game (SMG) utilizes some of the latest email and Web technology. However, this technology is not infallible. You may experience difficulties receiving announcements and email messages from the SMG program or accessing the SMG Web site. This troubleshooting document was created to assist you with resolving these potential issues.

Visit the Teacher Support Center as soon as you receive your SMG Advisor ID and password. Use the teaching materials in the Teacher Support Center to create a binder of ideas to use in emergencies where you and your students do not have access to the Internet or the SMG Web site.

IMPORTANT! Before attempting to resolve any technical issues on your own, it is strongly recommended that you contact your SMG Coordinator and your school computer network administrator.

My Teams and I Cannot Access the SMG Homepage to Login

In some instances, access to certain Internet sites are blocked to prevent students from viewing inappropriate content. As a result, some legitimate sites are grouped together with sites containing inappropriate content. Because the SMG site contains the word "Game" it might be blocked by your school or school district. Contact your school network administrator or computer technician to remedy this situation.

If you receive an error message stating that the DNS entry is not known or the server is unavailable, please try entering the following in your browser's address bar: **http://129.32.33.113**.

My Teams and I Cannot Log In to either the Portfolios or Teacher Support Center

IDs and passwords for the SMG program are case sensitive and must be entered as they were assigned. If you or your students have changed your passwords and have forgotten what they are, ask your SMG Coordinator to send you an updated set of passwords.

Some Pages of the SMG Site will Not Display

The SMG program's Teacher Support Center and online team portfolio utilize some of the latest Web technology. For the best possible experience of both SMG elements, make sure you have the latest version of your Web browser installed. Consult your browser's Help section for information about

checking your browser version and how to update it, if necessary.

Both the Teacher Support Center and the online team portfolio are best viewed with Internet Explorer.

Some Pages of the SMG Site Display Outdated Information

The pages of the SMG program's Teacher Support Center and online team portfolio are consistently updated with new information. This is particularly true for the pages of the team portfolio. if you receive complaints from teams regarding old or inaccurate information being displayed when they logon to their portfolios, please instruct them to clear the browser's cache. Instructions for clearing the cache can usually be found in the browser's Help section.

There Are Terms in SMG That My Students Do Not Recognize

SMG is an educational program. Learning investment terms like "Total Equity," "Buy Margin Requirement," and "Minimum Maintenance," is part of successfully participating in the program. The team portfolios provides many of the same functions as a commercial trading portfolio and uses similar terminology. Please encourage your students to make full use of their portfolio Help sections for definitions of unfamiliar words and an explanation of unfamiliar concepts. Students may access the Help section by clicking on the yellow "glowing"

question mark on their blue Trading tab of the online portfolio.

I am Not Receiving SMG Email Messages

Many schools and school districts have implemented spam filtering software to prevent spam and fraudulent email messages from cluttering your inbox. As a result legitimate messages from the SMG program, like the one containing your teams' IDs and passwords, are blocked and automatically deleted. If you believe this is happening to you, please contact your SMG Coordinator immediately. You may also ask your school network administrator or computer technician to allow messages from:

170.224.33.4 or
rtpussxdnsb03.raleigh.mebs.ihost.com

170.224.33.5 or
 rtpussxdnsb04.raleigh.mebs.ihost.com.

However, the first thing you should do is contact your SMG Coordinator.

When I Enter or Submit Information, I Receive a Message that My Session Has Timed Out

As a security concern, both the SMG team portfolio and the Teacher Support Center automatically logs users off after 15 minutes of inactivity. If this occurs, instruct your teams to check their Pending Transactions page for the trade they were entering before re-entering a trade.

My Teams Are Logged Into Their Portfolios Where Should They Begin?

Once teams are logged into their portfolios, they should first check their Team Information box to ensure the information is correct. Next, they should check their Account Summary to make sure their Cash Balance is correct. If there is no cash in the Cash Balance, it may be that their balances have not yet been set up. They should check back the following day.

If they have confirmed that their team information and cash balance are correct, encourage them to surf through the site to familiarize themselves with the pages. They should also be encouraged to spend some time in the Help sections of each of the pages and in the Mutual Funds Education Center.

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My Students' Trades Are Not Appearing in Their Portfolios

Check Transaction Notes for descriptions of the trades entered. If a trade your students entered did not process as planned, the Description column of Transaction Notes should provide an explanation of what occurred. Please also ask the team in question to clear their browser's cache and try viewing the page again.

Teams should also check Transaction History for possible corporate actions (dividends, mergers, name changes, stock splits, etc.) that may have impacted their portfolio.

I Am Logged Into the Teacher Support Center, Where Do I Begin?

The best place to start in the Teacher Support Center is the In the Classroom section. Click either the purple tab or section heading named "In the Classroom" to access its main page.

You may also chose to surf the site by clicking on the tabs or the section headings for detailed descriptions of what is available to you in each part of the site.

When I Click a Link in the Teacher Support Center Nothing Happens

The Teacher Support Center employs pop-ups to provide teachers with fast and efficient access to the site's content and function. If you click a link and it seems that nothing is occuring, try disabling your browser's pop-up blocker. If you have multiple desktop windows open, try searching under them.

Where Do I Get Additional Help?

If you need additional assistance, please do not hesitate to contact your SMG Coordinator. You may contact your SMG Coordinator by logging into your Teacher Support Center and clicking the Help Desk link under Manage Student Portfolios. You may also contact your SMG Coordinator by visiting **www.stockmarketgame.org**, clicking "How to Register," and making the appropriate selections for your local SMG program.

HOT TIPS

Hot Tip 1: Make sure you have the correct version Web browser.

You may experience difficulties running the various functions of The Stock Market Game site on older browsers. It is recommended that you upgrade to the latest version of Internet Explorer or Netscape Communicator. The Stock Market Game is best viewed with Internet Explorer.

Hot Tip 2: Passwords are case sensitive.

Your Login ID is your Username. To access your trading portfolio, please go to The Stock Market Game homepage (www.stockmarketgame.org) and enter your username and password in the designated fields and click submit. Please note that usernames and passwords are case sensitive and must be entered exactly as they were assigned. Passwords can be changed by clicking the appropriate icon on the Welcome page of the Team Portfolio.

Hot Tip 3: The Stock Market Game has a built in logoff function.

To reduce the risk of having others access your portfolio The Stock Market Game portfolio site automatically logs you off after 15 minutes of inactivity. If your portfolio has been inactive for 15 minutes or longer you will be automatically logged off. Please return to The Stock Market Game homepage and re-enter your username and password to access your portfolio.

Hot Tip 4: Help Menus are available in the portfolio pages.

From each portfolio page, you can go to on-line help screens by clicking on the HELP icon (the question mark) at the top of the page. There are help screens for each section of the portfolio.

Hot Tip 5: Trades entered after 4:00pm EST.

The market is open for trading Monday through Friday from 9:30am to 4:00pm EST. Trades made after the close of market are given the next business day's opening price.

Hot Tip 6: Validate Ticker on the Enter a Trade page.

When you wish to enter a trade and are unsure if you have the company's correct ticker symbol, type the ticker symbol into the appropriate field and click on the Validate Ticker link to the left. This will bring up a pop-up window with the name of the company and its stock's price.

Hot Tip 7: Transaction Notes is a good place to start.

Transaction Notes provides descriptions of each trade that was entered. These descriptions include errors that may have occurred causing a trade not to be processed. If your Account Holdings profile seems inaccurate, Transaction Notes is the first place to look when determining what has occurred.

Hot Tip 8: Clear your browser's cache.

Your browser creates temporary files of the web pages you have visited in its cache. These cached pages may interfere with your accessing your Stock Market Game portfolio. It is a good idea to clear your browser's cache every once in a while to avoid possible complications. Refer to your browser's Help Menu for assistance with clearing its cache.

THE STOCK MARKET GAME™

Certificate of Participation

Awarded to

As a participant in the SIFMA Stock Market Game