

The Thinkgate System

In an effort to assist schools with common Help Desk calls the following tips are provided:

Password reset steps:

URL: <http://thinkgate.net/FLMiamiDadesplash/TGLogin.aspx>

1. Click on “Reset Password” link
2. Enter User name (employee number)
3. Client ID: FLMiamiDade (if not automatically populated)

Your password will reset to the Dadeschools email address on file.

Printing bubble sheets:

- To avoid alignment issues while scanning answer/bubble sheets, it is highly recommended that schools print answer/bubble sheets with Adobe Acrobat and not with the plug-in within the browser.
 - From Internet Explorer: Save the file to a location and open using Adobe Acrobat.
 - From Firefox: Click the *DOWNLOAD* button and select “Open with.” Make sure Adobe Acrobat is selected.
 - When printing be sure that Size Option is set to **Actual Size** or Page Scaling is set to **None**

Web and Phone Support:

Thinkgate consultants can be contacted via email at MiamiDadeSupport@thinkgate.net or via phone at 305.995.1915

Preferred Browser:

Firefox

Scanner Client ID:

FLMiamiDade