

## Recover from TSO not responding

### Problem

TSO stops responding. This has been seen most often after selecting Continue on a form in TaxSlayer Online (TSO). Usually you'll see a spinning circle with a "T" in the center. Apparently, your Chromebook has lost the connection with TSO.

If you close the tab and try to reenter TSO from the TSO Springboard tab, you will probably get a blank page. At that point the only way to recover is to exit Chrome and restart the Chromebook before trying to get into TSO again.

Before closing the tab, try this procedure.

### Potential solution: Refresh last page

1. Click in the address field at the top of Chrome.
2. Be sure that the entire URL is highlighted.
3. Press "Enter" on the keyboard. This should refresh the page.
4. If this works, you will have to re-enter data into the refreshed page, but you won't have to restart the computer. If it does not, you will have to restart the Chromebook.

If this does not get you reconnected to TSO, then you will have to shut down and restart the Chromebook.

Another issue that may cause TSO to not respond is that TSO is offline because of server or software related problems. Check on the status of TSO by accessing the VITA/TCE Blog on the VITA/TCE Springboard:

The screenshot shows the VITA/TCE Springboard website. At the top, there are navigation links: "VITA/TCE Springboard", "Home", and "Email Support". On the right, there is a red button labeled "My Account Login". Below the navigation, there are three main content areas: "Practice Lab", "Pro Online", and "VITA/TCE Blog". Each area has a brief description and a "Click here" link. A red arrow points to the "Click here view the latest updates." link under the "VITA/TCE Blog" section. Below these sections is a "Support Guides" section with a photo of a person using a laptop and a smartphone, and two links to download user guides. At the bottom, there is a "VITA/TCE Knowledgebase" section with a search bar and a "Find Matches" button.