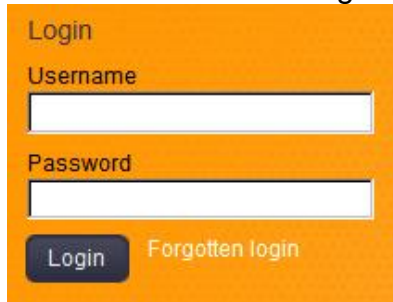


Faculty of General Dental Practice (UK) Touchstone

Access to Touchstone is restricted to FGDP(UK) subscription members and selected FGDP(UK) course participants.

To enter Touchstone login to the member area of the [FGDP\(UK\) website](#).

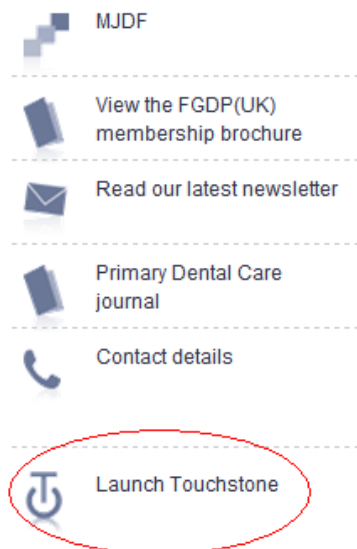


Forgotten usernames and/or passwords:

If you are an FGDP(UK) member, please click on 'Forgotten login' and follow instructions.

If you are a non-member of FGDP(UK), please contact webupdate@rcseng.ac.uk.

Once logged in, scroll down the page and click 'Launch Touchstone'.



A new window should open which will automatically log you into your Touchstone account.

If the FGDP(UK) website reloads and a new window does not open, it is likely that your computer will either have an old version of Flash installed, Javascript may not be enabled and/ or pop-ups are blocked from opening.

To establish which issue needs addressing, please click on the link below.

If you use multiple computers (i.e. one at home and one at work), please ensure you are using the computer from which you can not view Touchstone.

<http://www.pebblepad.co.uk/browsercheck.asp>

Once this window has opened, please scroll down to 'Settings'. From here you will be able to identify any issues you have with accessing Touchstone.

Settings

JavaScript enabled: **Yes**

Cookies enabled: **Yes**

Pop-ups Blocked: **No**

Flash Plug-In

Flash Plug-in detected: **Yes**

Flash Version: **10.2.152**

RealPlayer Plug-in

RealPlayer detected: **RealPlayer Version 6**

If you have RealPlayer Version 11 or higher installed, please go to Tools - Manage Add-ons - Enable or Disable

Add-ons and disable the RealPlayer Download and record plugin to avoid problems when working with

PebblePad

If 'JavaScript enabled' is marked as No, please click [this link](#).

If 'Flash Plug-in detected' is marked as No or 'Flash Version' is marked as less than 6.0, please click [this link](#).

If 'Pop-ups Blocked' is marked as Yes, please click [this link](#).

Please ensure that you obtain permission from the owner of the computer before making any changes to the computer's settings.

If you have applied the settings suggested on each link yet Touchstone will not open, please contact touchstone@rcseng.ac.uk.

Java and Javascript

To check if Java is installed please click the following link. You will be prompted to install updates or to download Java if required

<http://www.java.com/en/download/installed.jsp>

To enable Javascript, please follow the instructions which relate to your internet browser.

Internet Explorer (6.0+)

1. Select 'Tools' from the top menu
2. Choose 'Internet Options'
3. Click on the 'Security' tab
4. Click 'Internet'
5. Click on 'Custom Level...'
6. Scroll down until you see section labelled 'Scripting'
7. Under 'Active Scripting', select 'Enable' and click OK

Mozilla Firefox (1.0)

1. Select 'Tools' from the top menu
2. Choose 'Options'
3. Choose 'Web Features' from the left navigation
4. Select the checkbox next to 'Enable JavaScript' and click OK

Mozilla Firefox (1.5+)

1. Select 'Tools' from the top menu
2. Choose 'Options'
3. Choose 'Content' from the top navigation
4. Select the checkbox next to 'Enable JavaScript' and click OK

Apple Safari (1.0+)

1. Select 'Safari' from the top menu
2. Choose 'Preferences'
3. Choose 'Security'
4. Select the checkbox next to 'Enable JavaScript'

Google Chrome

1. Open your Web browser.
2. On the **Tools** menu, click **Options**.
3. In the **Google Chrome Options** dialog box, click the **Under the Hood** tab.
4. Click **Content settings**.
5. In the **Content Settings** dialog box, click the **JavaScript** tab.
6. Select **Allow all sites to run JavaScript**.
7. Click **Close**.
8. In the **Google Chrome Options** dialog box, click **Close**.

Netscape Navigator (4.8)

1. Select 'Edit' from the top menu
2. Choose 'Preferences'
3. Choose 'Advanced'
4. Choose 'Scripts & Plugins'
5. Select the 'Enable JavaScript' checkbox and click OK

Please keep in mind that upgrading your browser or installing new security software or security patches may affect your JavaScript settings. It is a good idea to double-check that JavaScript is still enabled if you notice problems connecting to Touchstone. Additionally, if your JavaScript setting is set to 'Prompt', you may encounter a warning about downloading potentially dangerous scripts.

If you are still experiencing problems after ensuring that JavaScript is enabled in your browser, please check if you have any personal firewall or security software installed. Any Personal firewall software on your computer may impede access to Touchstone.

We recommend ensuring that you have disabled any ad blocking or JavaScript disabling features of your internet security software. Below is a list of some of the applications that may interfere with the ability to access Touchstone.

- Norton Internet Security
- Norton Personal Firewall
- Norton Anti-Spam
- Firefox Ad Blocker plug-in
- Kerio Firewall
- McAfee Firewall
- Proxomitron
- Windows XP Service Pack 2 with firewall enabled

For information on how to disable or amend the pop-up blocking feature of a particular product, we recommend that you contact the support for that product directly.

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Flash

Please ensure you have version 7.0 or higher installed on your computer.

To verify that you have Flash installed and to find out if your version of Flash is the optimum version for your browser, please click the following link.

<http://www.adobe.com/software/flash/about/>

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Pop-up blockers

Once you click on the 'Login to Touchstone' icon, Touchstone is launched in a new window. This is known as a pop-up. As some websites use pop-ups to open unwanted adverts, some browsers or internet software block pop-ups.

Detailed below are methods to unblock pop-ups on various browsers and softwares. Please follow the instructions relevant to the browser and/ or software you use. Please note, you may need to unblock pop-ups on more than one piece of software (i.e. on Internet explorer and Norton).

Browsers

[Google Chrome](#)

[Internet explorer](#)

[Mozilla Firefox](#)

[Safari](#)

Anti-virus software

[McAfee Internet Security](#)

[Norton Internet Security](#)

[Norton AntiSpam and Norton Internet Security 2004 and earlier](#)

[Zone Alarm](#)

Tool bars

[AIM](#)

[AOL](#)

[Earthlink](#)

[Google](#)

[MSN](#)

[Starware](#)


[Viewpoint](#)

[Yahoo](#)

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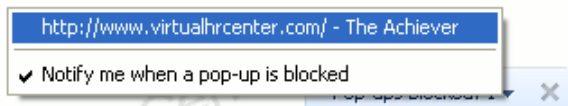
Google Chrome

Google Chrome blocks pop-ups from opening automatically. You can choose whether you want to see pop-up notifications. Choosing to see these notifications allows you to open the desired pop-up and still leaves all other pop-ups blocked.

1. Click the wrench menu .
2. Select **Options**.
3. Click the **Under the Hood** tab.
4. If you want to see pop-ups, select the 'Notify me when a pop-up is blocked' checkbox.
5. Click **Close**.



If you allow pop-up notifications, an alert will come up at the bottom right-hand corner of the browser window whenever there are pop-ups for the page you're on.



Click the alert to expand the pop-up and display the assessment.

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Internet explorer

Go to **Tools**, then **Internet Options**, then **Security**

Depending on whether you are at home or work you might have **Internet** or **Local Intranet** selected. If the security level for whichever zone you are in is too high it will not allow the website to call up Touchstone.

So reduce the security level using the sliding bar. **Medium High**, or **Medium** should be ok. They might bring up the pop up blocker message but by clicking on the yellow message bar you should be able to add the FGDP website to the safe list.

Failing that, **Medium Low** will let you in without problems.

Other browsers will have equivalent settings

Privacy Settings

If you go to **Tools**, then **Internet Options**, then **Privacy** you need to check how high the setting is. On the highest setting you will be bounced to a Pebblepad

page that points you back to our website. So reduce the setting to **medium** and all should work fine.

Other browsers will have equivalent settings

- **For more information please visit:**
http://www.microsoft.com/windowsxp/using/web/sp2_pop-upblocker.msp

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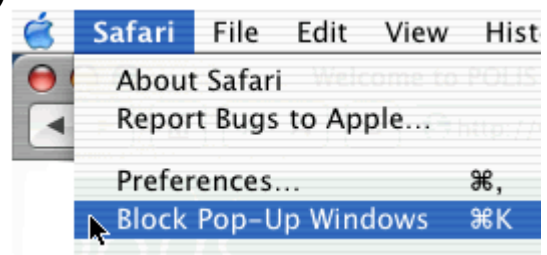
Mozilla Firefox

- **To disable**
 1. Open the **Options** window in Firefox.
 2. Click on the **Web Features** icon.
 3. Uncheck the Block pop-up Windows option. Click **Apply** and **OK** to close the options window.
- **To allow pop-ups from FGDP(UK) and Touchstone**
 1. Click **Allowed Sites**.
 2. Enter this address(<http://www.fgdp.org.uk> and <http://www.pebblepad.co.uk/fgdp/pebblepad/>)
 3. Click **OK**.
- **For more information you can visit:**
<http://www.mozilla.org/support/firefox/options#webfeatures>

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Safari Web Browser (Macintosh Computers)

1. Open Safari
2. Click on the Safari Menu
3. Uncheck "Block Pop-Up Windows"



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McAfee Internet Security

1. point to **McAfee Pop-Up Blocker**
2. deselect **Enable Pop-up Blocker**

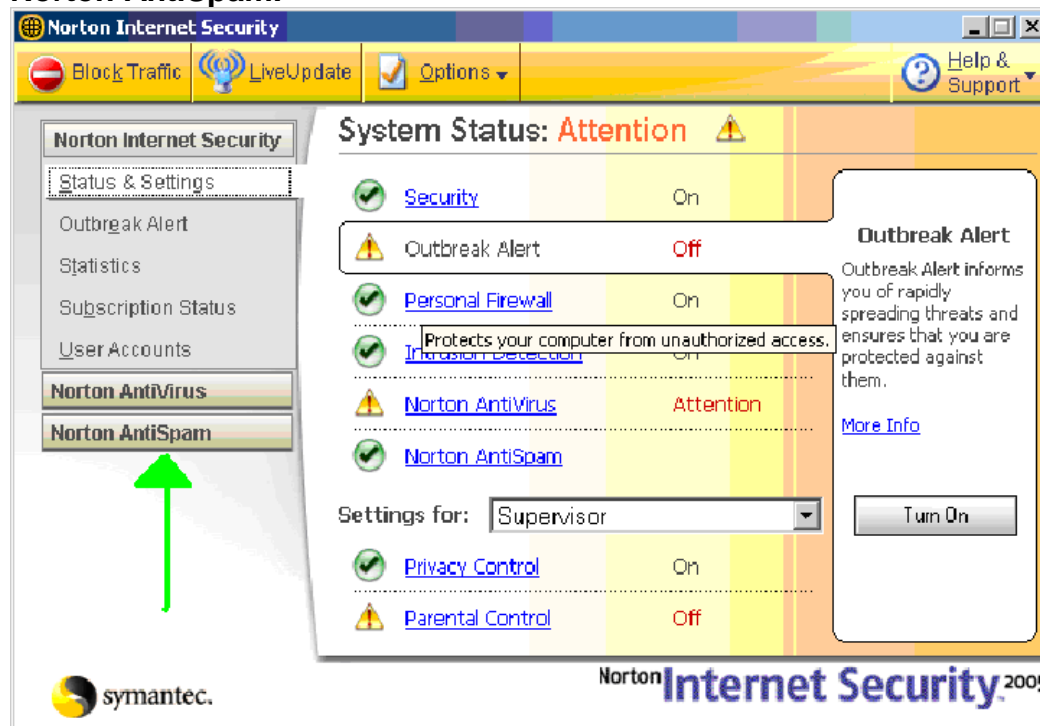
McAfee also has a feature that allows the user to hold down the **Ctrl** key while clicking the refresh button which will allow the pop-up to load.

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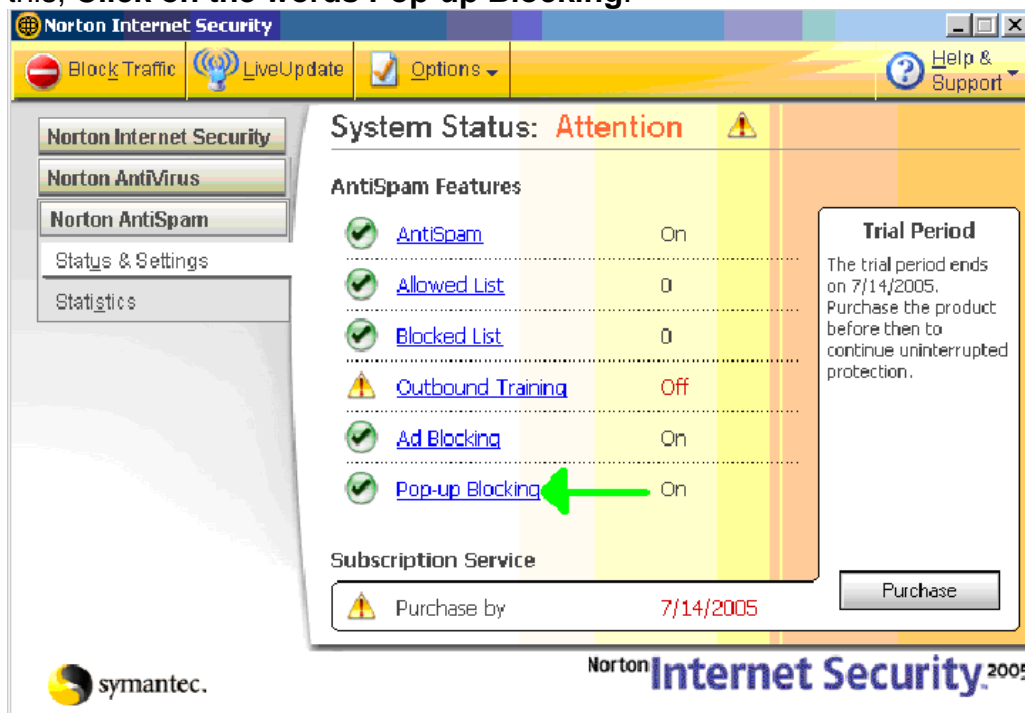
Norton AntiSpam and Norton Internet Security

1. Norton Internet Security 2005 usually adds a yellow and orange orb icon to your system tray in the Windows taskbar. You may be able to right-click on it and Disable. (see above picture)

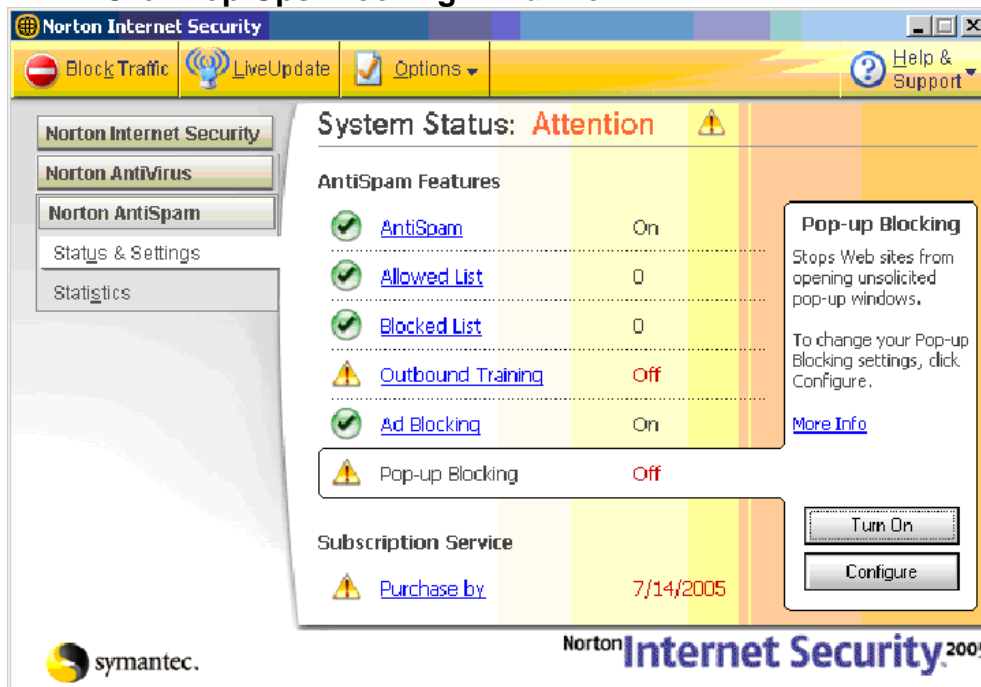
2. Otherwise, click on Start>Programs>Norton Internet Security>Norton Internet Security. In the left hand pane of the Norton Internet Security window **click on Norton AntiSpam**.



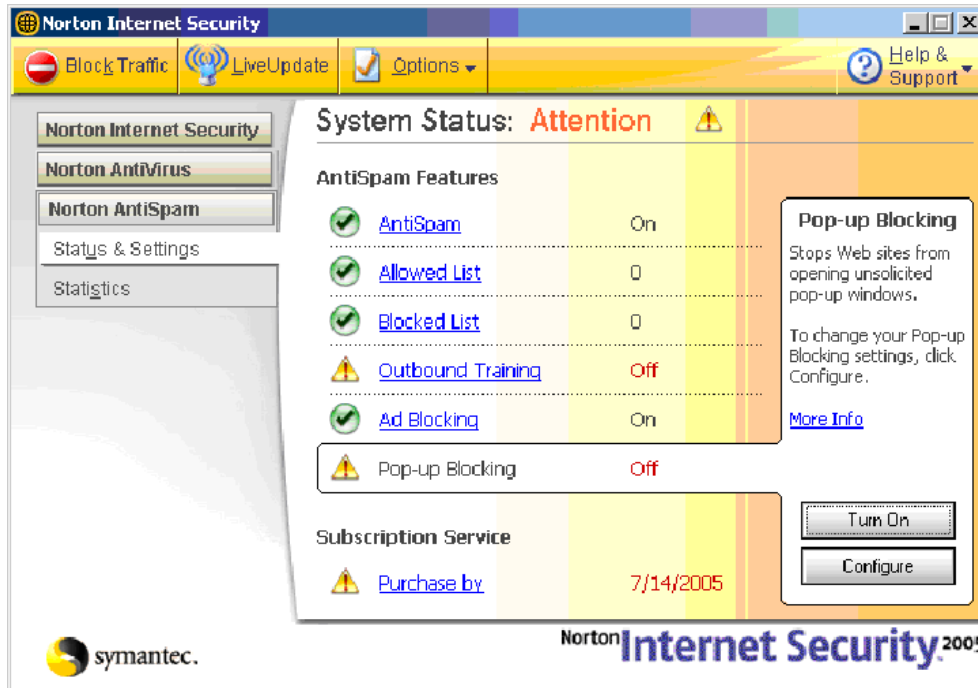
3. Choose the **Status and Settings** view under Norton AntiSpam. If Settings for Pop-up Blocking display a green checkmark, then Turn Off Pop-up Blocking. To do this, **Click on the words Pop-up Blocking**.



4. Click **Pop-Ups Blocking -> Turn off**.



5. It should now look like this



6. The last step is to clear your Cache.

To do this you can open **Tools >Internet Options** > click the "**Delete Files...**" button **OR** from the assessment page, while simultaneously holding down the **Ctrl** key & the **Shift** key use your mouse to press the browsers **refresh** button.

For more information you can visit:

[SymantecSupportSite](#)

Remember that the last step after turning off Norton Internet Security's pop-up blocker is to either **delete your Cache** or to **Refresh the assessment page** while simultaneously holding down the **Ctrl & Shift** keys to open a non-cached copy of the assessment page.

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Norton AntiSpam and Norton Internet Security 2004 and earlier



1. Norton Internet Security 2004 usually adds a blue and green orb icon to your system tray in the Windows taskbar. **You may be able to right-click on it and Disable.**(see above image)
2. Otherwise, click on Start>Programs>Norton Internet Security
3. In the left hand pane of the Norton Internet Security window choose the Status and Settings view under Norton Internet Security. If Settings for Ad Blocking display a green checkmark, then Turn Off Ad Blocking. To do this, Click on the words Ad Blocking. The Ad Blocking Pane should appear in the

right hand pane.



4. Click **Turn Off**.
5. The last step is to clear your Cache. To do this you can open **Tools >Internet Options >** click the "**Delete Files...**" button **OR** from the assessment page, while simultaneously holding down the **Ctrl** key & the **Shift** key use your mouse to press the browsers **refresh** button.

For more information you can visit:

[SymantecSupportSite](#)

Remember that the last step after turning off Norton Internet Security's pop-up blocker is to either **delete your Cache** or to **Refresh the assessment page** while simultaneously holding down the **Ctrl & Shift** keys to open a non-cached copy of the assessment page.

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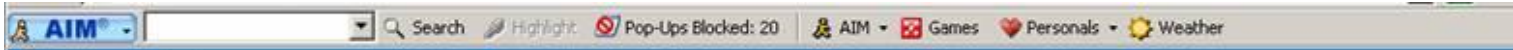
Zone Alarm

To disable the pop-up blocker in ZoneAlarm Pro:

1. Open the Zone Alarm program by clicking your Start Button and accessing the Zone Alarm folder under Programs.
2. Click on Privacy.
3. Turn off Cookie Control, Mobile Code and Pop Up control.

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AIM Toolbar



AIM Toolbar is often inadvertently installed along with AOL Instant Messenger, an instant messaging service. This Toolbar provides search functionality and interacts with AOL Instant Messenger.

- **To disable**

1. Click on the **AIM** button on the left end of the Toolbar. This will open the drop-down list.
2. Clicking on the **Toolbar Options** in the drop-down list will open the "AIM Toolbar Options"
3. Choose the **pop-up Blocker Tab** and **uncheck the Block pop-up Windows box**.
4. Click the **OK** button.

Once this is done, you should be able to open the new window. If you are still unable to log in, you may have more Pop-Blockers to identify and disable.

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AOL Toolbar



- **To disable**

1. Click **Settings** on the AOL toolbar.
2. Click **Pop-Ups** in the **Essentials** tab.
3. Click **Off - Do not block any pop-ups**
4. Click **Apply** and **OK** to close the options window.

- **To allow pop-ups from FGDP(UK)**

1. Click **Settings** on the AOL toolbar.
2. Click **Pop-Ups** in the **Essentials** tab.
3. In the Web Pop-Ups tab of the Pop-Up Control Settings window select Allow Web pop-ups from these sites.
4. Enter <http://www.fgdp.org.uk>
5. Click **Add**.
6. Click **Save**.

- **For more information you can visit:**

<http://help.aol.com/>

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Earthlink





- **To disable**
 1. Click the **Protection button** on the toolbar.
 2. Click **Pop-Up Blocker** then **Options**.
 3. Click **Off - Do not block any pop-ups**
 4. Click **Apply** and **OK** to close the options window.
- **To allow pop-ups from FGDP(UK)**
 1. Click the **Protection button** on the toolbar.
 2. Click **Pop-Up Blocker** then **Options**.
 3. Click **Open Allow List**
 4. Right-click on the first blank line, then type <http://www.fgdp.org.uk> and then press <Enter> on your keyboard.
 5. Click **OK** to close the list.
 6. Click **Apply** and **OK** to close the options window.
- **For more information you can visit:**
<http://support.earthlink.net/tutorial/ta/protection/>

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Google Toolbar



Google toolbar has two ways that you can turn off the pop-up blocker.

- **To disable**
 1. Open the Google **Toolbar Options** window by clicking on the options button. 
 2. In the Accessories section click off checkbox next to the pop-up blocker option
- **To allow pop-ups from FGDP(UK) and Touchstone**
 1. Click **Add to whitelist**. OR
 2. Click on the following button on the toolbar. 
- **For more information you can visit:**
http://toolbar.google.com/pop-up_help.html

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MSN Toolbar



The following icon is the Pop-Up Blocker:



To disable Pop-Up Blocking, Click on the Down arrow to the right of the text to bring up the Menu:



Click on Allow Pop-ups.

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Starware Toolbar (for Internet Explorer)

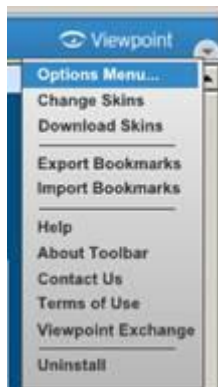
- To allow pop-ups from FGDP(UK), launch a new Internet Explorer browser window and navigate to <http://www.fgdp.org.uk>. Once you are on FGDP(UK) home page, click on the pop-up Blocker button in the Starware Toolbar. Once you do, the toolbar button will change to indicate that pop-ups will now be allowed from FGDP(UK).
- To completely disable the pop-up blocker, click on the arrow next to the Starware logo on the left-hand end of the toolbar. This will display the main menu; select the **Preferences...** option from the resulting drop-down list. In the message window that appears, uncheck the box to **Enable pop-up Blocker**. Click **OK** to close the window.

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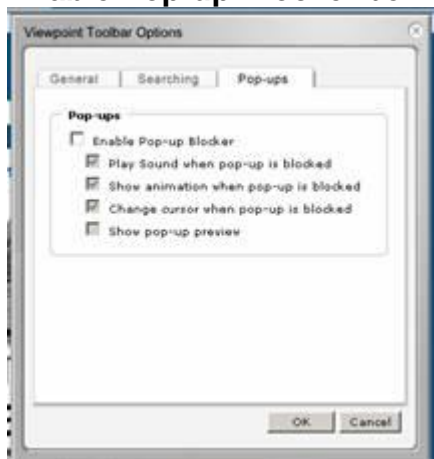
Viewpoint Toolbar



Clicking on the word **Viewpoint** on the right end of the Toolbar will open the drop-down list.

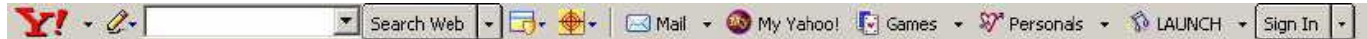


Clicking on the **Options Menu** in the drop-down list will open the "Viewpoint Toolbar Options". To disable Pop-up Blocking **choose the Pop-ups Tab** and **uncheck the Enable Pop-up Blocker** box. Then **click the OK button**.



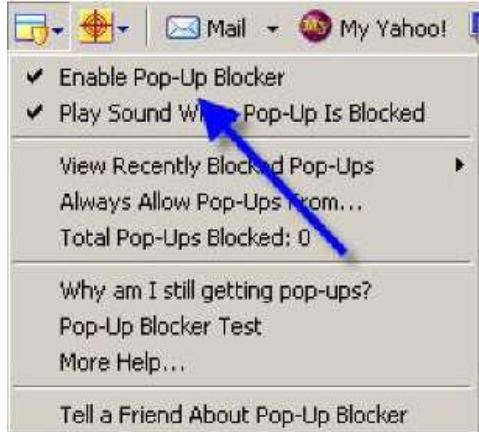
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Yahoo Toolbar



To disable Pop-Up Blocking, Click on the Down arrow to bring up the Menu:

Uncheck the entry Enable Pop-Up Blocker.



Once this is done, the user should be able to open the assessment window. If you are still unable to log in, you may have more Pop-Blockers to identify and disable.

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PopupCop

Pop-Up Blocker is designed solely for preventing Pop-Ups. It installs a toolbar within the browser.

To disable Pop-Up Blocking, click on the arrow to the right of the badge and a menu will appear with a list of options.

Click on Disable pop-upCop. Once this is done, the user should be able to open the new window. If you are still unable to log in, you may have more Pop-Blockers to identify and disable.

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Popup Manager (for Internet Explorer)

1. Launch a new Internet Explorer browser window and navigate to <http://www.fgdp.org.uk>
2. Right-click with your mouse on the small color-coded area in the bottom left corner of your browser window. This bar of color will appear either red or green and is called a "widget".
3. In the resulting drop-down menu, select the option to Allow pop-ups from <http://www.fgdp.org.uk>

Note: In order to enable pop-ups on an individual basis, press the **Ctrl** key while clicking on whatever is initiating the desired pop-up window.

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Pop-Up Stopper

If you have Pop-Up Stopper, an icon will appear in the bottom right hand corner of your screen.

1. To disable the blocker, right-click on the Pop-Up Stopper software icon.
2. Un-check the checkbox next to **Enable pop-up blocking**.
3. You can re-enable the software when you are done with your assessment.

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