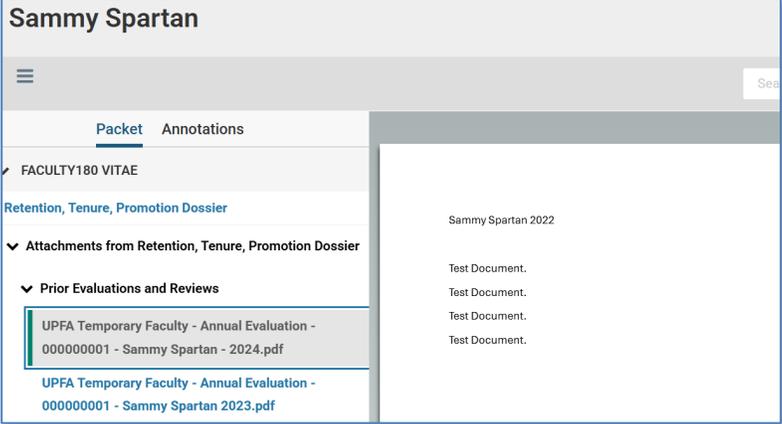
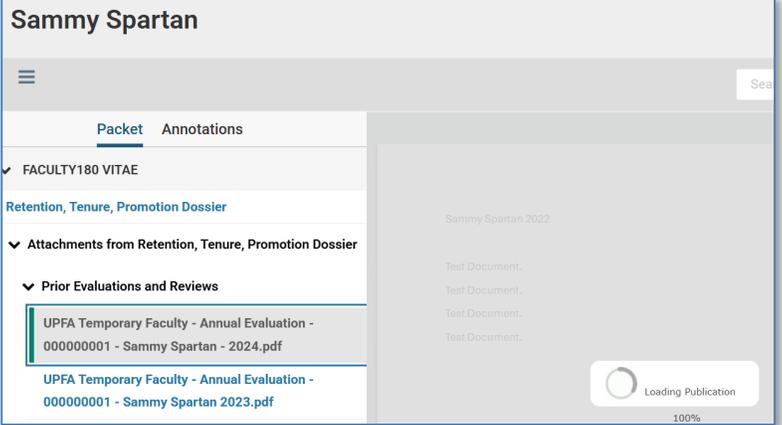
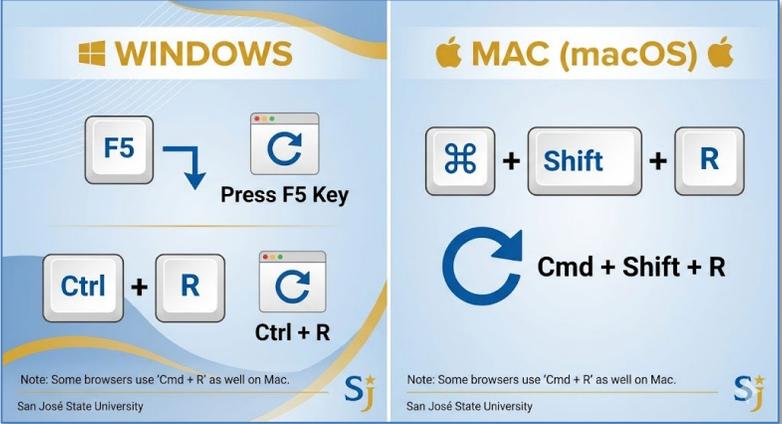


Reviewers using the RPT app in eFaculty sometimes experience stalled document loading, considerably lengthening time spent on evaluations. This guide explains a possible cause and provides a way to reset to normal document loading speed.

<p>1. Using the left sidebar of RPT, always single-click on attachment names to open them.</p> <p>Avoid clicking more than once.</p>	
<p>2. Double-clicking causes the RPT reader to stall.</p>	
<p>3. If you notice your browser stalling like in Panel 2, refresh the browser and return to only single-click document names.</p>	

If you notice exceptions to this pattern or any other cause of slow loading, please let us know at [eFaculty@sjsu.edu](mailto:eFaculty@sjsu.edu).