eCommunity

Edgenuity™
where learning clicks

ecommunity.edgenuity.com | edgenuity.com

Troubleshooting Tips for Accessing Edgenuity at Home

In an effort to make the utilization of Edgenuity as simple as possible when you are working from home, we've created this guide full of helpful hints. Please reference this guide if you are having difficulty accessing Virtual Classroom courses from a home computer.

1. For immediate assistance, contact Customer Support @ 877.202.0338 ext. 3

2. Ensure the machine and Internet connection meet or exceed the recommended requirements.

Edgenuity Minimum System Requirements	
Operating System	• Windows 7® • Windows Vista® • Windows XP® (Home / Pro) • Mac OS® X 10.6.2+
Processor	• PC: 2.33GHz AMD® -or- Intel® Core™ Duo 1.83 GHz • Mac®: Intel Core Duo 1.33 GHz
Memory	• 1024 MB RAM
Hard Disk Space	• 500 MB available disk space for browser cache
Display	• 1024 x 768 resolution • 16-bit color • 128 MB graphics card (for use with Mac computers)
Sound	• OS supported sound card • Speakers or headsets (recommended)*
Network / Connection Speed	• LAN 10/100 switched to desktop • Internet access 256 kbps** per concurrent user
Browser	• Internet Explorer® 8.x • Firefox® 21.0 • Safari® 5.0 (Requires 10.6.2+) • Google™ Chrome 26
Plug-Ins	• Adobe® Flash® Player 10 • Adobe Acrobat® Reader® 8 • Adobe Shockwave® Player 10 • QuickTime® Player 7 • Java® Virtual Machine 1.7

*All instructional computer stations will need to have sufficient network-user permissions to ensure full functionality when using certain plug-in applications. Students will need access to audio capabilities including speakers and/or headsets.

**A slow Internet connection will affect the performance of multimedia elements found in the Edgenuity courses.

3. Check your plugins at the login screen
   http://learn.edgenuity.com/student
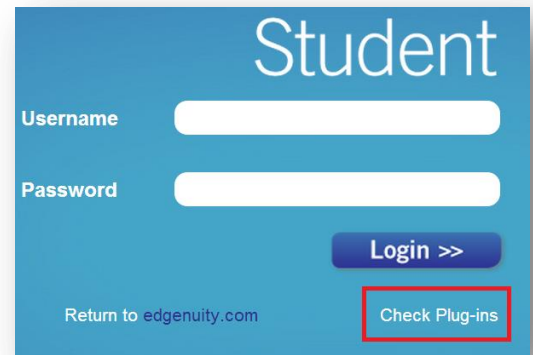
4. Ensure our domain http://*.edgenuity.com is a trusted site in your browser.

5. Verify your internet connection speed at http://www.speedtest.net.
   a. The recommended download is 2.0 mbps. This is because you are pulling video from the servers at the Edgenuity home site, rather than from your school's media server.

6. Clear your browser cache.
   a. In your browser, delete the temporary Internet files and cookies. You can do this by pressing the following keys on your keyboard – **CTRL + SHIFT + DELETE**.

7. Clear your Flash Player cache.
   a. Go to Adobe's online settings panel and click on the **Delete all sites** button.

8. If you continue to experience issues with Flash (lectures, activities, games)– try the following:
   a. Temporarily refrain from streaming YouTube
   b. On slower connections – when the video appears – press the **Pause** button to give the video a chance to fully load before playing the video.
   c. Uninstall and reinstall Adobe Flash Player http://www.adobe.com/products/flashplayer
   d. Try a different browser. Edgenuity supports Chrome, Firefox, Internet Explorer, and Safari

9. If you are stuck on the following Secure Station screen – update your Java and try again.

10. If you are stuck on the following Secure Station screen – click on the **Request** button. If you don't see the Request button – please contact your instructor directly.
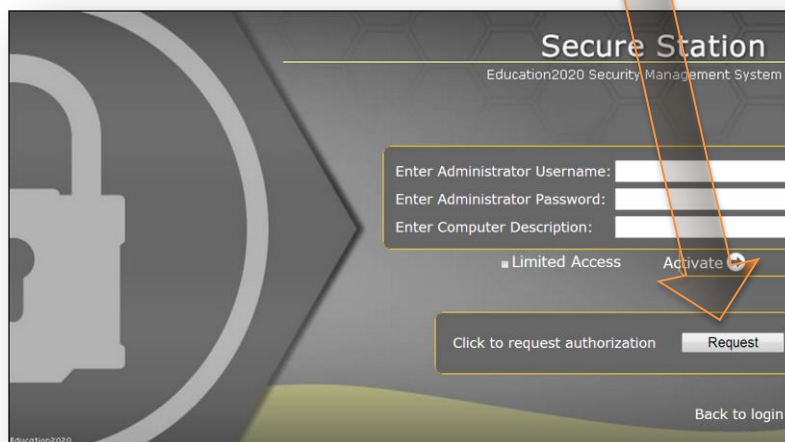
Once you are signed in – be sure to check out the **Student Orientation Video**. This video will help you get familiar with navigating the classroom and using all your tools.

    a. Click on **Organizer** >> **Resources** >> **Orientation and How-To** >> **Student Orientation Video**