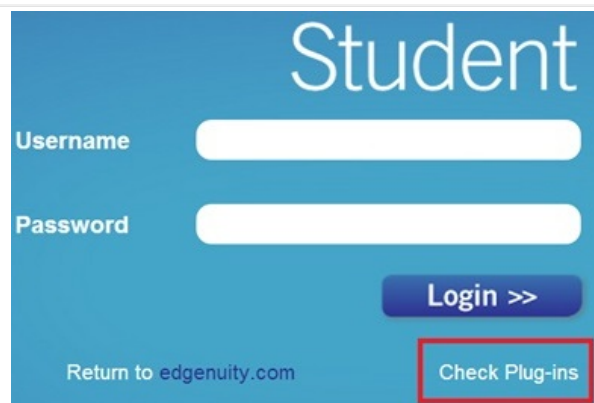


Troubleshooting Tips for Accessing Edgenuity at Home

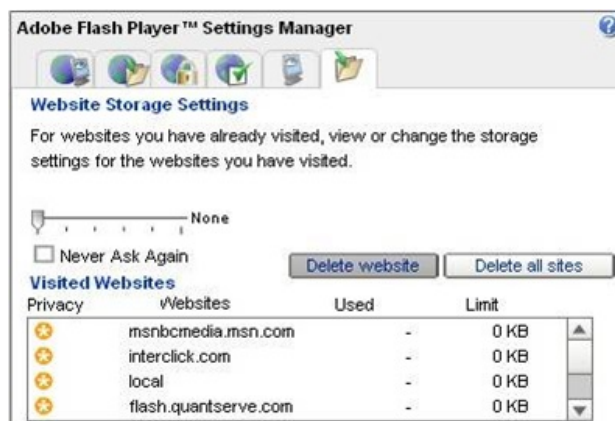
In an effort to make the utilization of Edgenuity as simple as possible when you are working from home, we've created this guide full of helpful hints. Please reference this guide if you are having difficulty accessing Virtual Classroom courses from a home computer.

1. For immediate assistance, contact Customer Support @ 877.202.0338 ext. 3
2. Ensure the machine and Internet connection meet or exceed the [minimum system requirements](#).
3. Check your [plugins](#) at the login screen.
4. Ensure our domain **Error! Hyperlink reference not valid.** is a trusted site in your browser.
5. Verify your internet connection speed at <http://www.speedtest.net>.

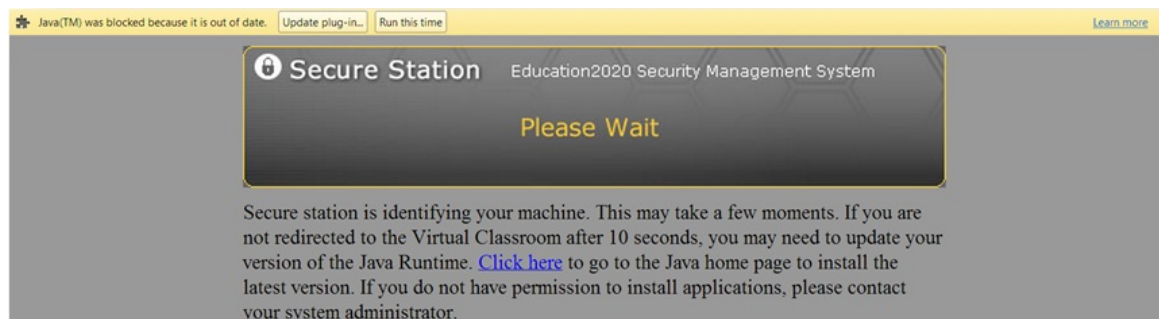


- The recommended download is 2.0 mbps. This is because you are pulling video from the servers at the Edgenuity home site, rather than from your school's media server.
6. Clear your browser cache.
 - In your browser, delete the temporary Internet files and cookies. You can do this by pressing the following keys on your keyboard **CTRL + SHIFT + DELETE**.

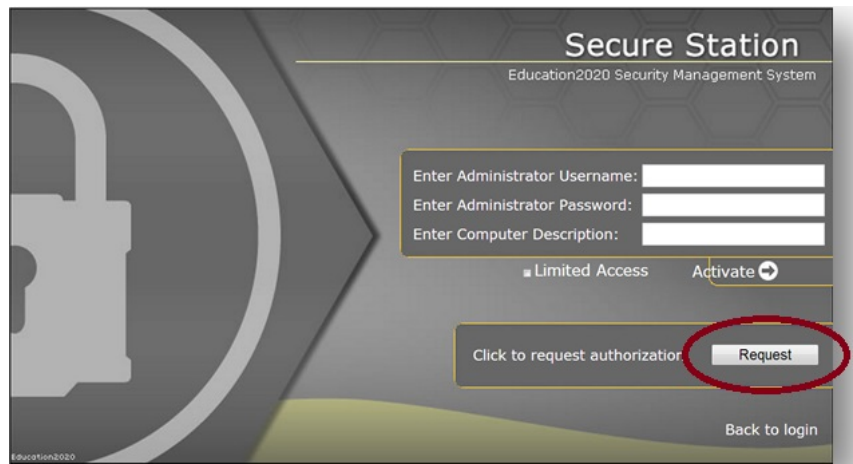
7. Clear your Flash Player cache.
 - Go to [Adobe's online settings panel](#) and click on the **Delete all sites** button.
 - If you continue to experience issues with Flash (lectures, activities, games) – try the following:
 - Temporarily refrain from streaming YouTube
 - On slower connections – when the video appears – press the **Pause** button to give the video a chance to fully load before playing the video.
 - Uninstall and reinstall Adobe Flash Player <http://www.adobe.com/products/flashplayer>
 - Try a different browser. Edgenuity supports [Chrome](#), [Firefox](#), [Internet Explorer](#), and [Safari](#)



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



9. 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.



10. 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.
- Click on **Organizer >> Resources >> Orientation and How-To >> Student Orientation Video**

