

Troubleshooting Technical Issues with Virtual Learning



As students engage with virtual learning, minor technical issues may arise, and often, family members or guardians can quickly deal with these issues without much interruption to their student's learning.

MY STUDENT CAN'T GET ONLINE

- Check that your student's device is connected to the Internet or Wi-Fi; this information is usually found on the lower right-hand bar of Windows devices and the upper right-hand bar of Apple devices.
- Verify your internet connection speed at <http://www.speedtest.net>
 - The recommended download speed is 2.0 Mbps.
- Check that your student is using Google Chrome; this is the most reliable browser for Edgenuity's learning solutions.
 - You can download Chrome for free at <https://www.google.com/chrome/>
- Restart the device.

THE PROGRAM IS STUCK, FREEZING, OR SIGNING MY STUDENT OFF

- Check that your student is using Google Chrome; this is the most reliable browser for Edgenuity's learning solutions.
 - You can download Chrome for free at <https://www.google.com/chrome/>
- Try clearing the cache, which is a computer's short-term memory. In a Google Chrome browser:
 - Go to History (Control + H on a Windows device and Command + Y on an Apple device).
 - Select "Clear Browsing Data."
 - In the Time range dropdown menu, select "Last 7 days."
 - Check the boxes next to "Cookies and other site data" and "Cached images and files."
 - Click Clear data.
- Close the browser and then reopen it.
- Restart the device.

MY STUDENT DOESN'T KNOW THEIR LOGIN INFORMATION

- Click the "Forgot your password?" button on the login page and enter their username if available.
- Email their teacher(s) to request student login information.
- Once you have their login information, write it down in two different spots, such as a notebook and near their device.

MY STUDENT CAN'T HEAR ANYTHING

- Check that the volume is on/up.
- Check that their headphones or speakers are fully plugged in.
- Try a different pair of headphones or set of speakers, or try without any external speakers.

NEED MORE HELP?

Visit the [Help Center \(help.edgenuitycourseware.com\)](https://help.edgenuitycourseware.com) any time or contact our Support Team seven days a week:

Edgenuity Customer Support



HOURS: Mon–Fri 7:30 am to 9:30 pm (EST) — Sat–Sun: 9:00 am to 5:00 pm (EST)

CONTACT US: Phone: 877.202.0338 — Email: CustomerSupport@edgenuity.com

