# Steps to Troubleshoot from Home

In an effort to make the utilization of Edgenuity as simple as possible when you are working from home, we have 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 by selecting the **Help** button in the bottom right of the page.
2. Ensure the machine and Internet connection meet or exceed the minimum system requirements.
3. Ensure our domain https://*.edgenuity.com is a trusted site on your browser.
4. Ensure that Cookies are allowed on your browser for all Edgenuity websites.
5. Ensure that the following Edgenuity sites are allowed in your browser's pop-up settings exactly as listed: [*.]Edgenuity.com, [*.]thelearningodyssey.com, [*.]education2020.com
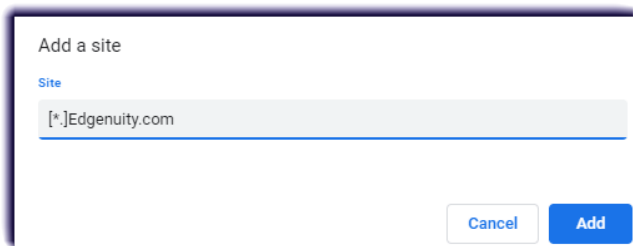
6. Verify your internet connection speed at http://www.speedtest.net.
   - The recommended download is 2.0 Mbps. This is because you are pulling the video from the servers at the Edgenuity home site, rather than from your school's media server.
7. Try opening a private browsing window and log in through the student login.
   - Chrome: Keyboard shortcut CTRL + SHIFT + N
   - Firefox: Keyboard shortcut CTRL + SHIFT + P
   - Microsoft Edge: Keyboard shortcut CTRL + SHIFT + P
   - Safari: Keyboard shortcut Shift + Command + N
8. 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.** Be sure to clear data as far back in time as possible.
9. Ensure your browser is up-to-date.
   - Chrome:
     1. Click the three dot icon in the upper-right corner of the screen > select **Help** > select **About Google Chrome**
     2. The window will automatically check for updates.
   - Firefox
     1. Click the three line icon in the upper-right corner of the screen > click the **Help** option (question mark icon) > select **About Firefox**
     2. The window will automatically check for updates.
   - Microsoft Edge:
     1. Press the Windows Key > type **Check for updates** > press **Enter**
     2. Under the Update status section, select **Check for updates**
   - Safari:

1. From the **App Store** click **Updates** from the toolbar > locate **Safari** > click **Update**

10. If you continue to experience loading issues, try the following:

   ▪ Temporarily refrain from using any streaming services such as YouTube.

   ▪ On slower connections, when the video appears, press the **Pause** button to give the video a chance to fully load before playing.

   ▪ Verify that your browser is updated to the latest version

   ▪ Try a different browser. Edgenuity supports Chrome, Firefox, Internet Explorer, Edge, and Safari.

> **BEFORE YOU MOVE ON...**
>
> The Student Experience does **not** work on Internet Explorer. The Teacher Experience works as expected on Internet Explorer.

   ▪ If available, try loading the content on another device or internet connection

11. If you encounter the following Secure Access Required page when attempting to access a quiz, test, or exam, it means your school requires those assessments to be taken at school. Click **Next Activity** to skip over the locked assessment.
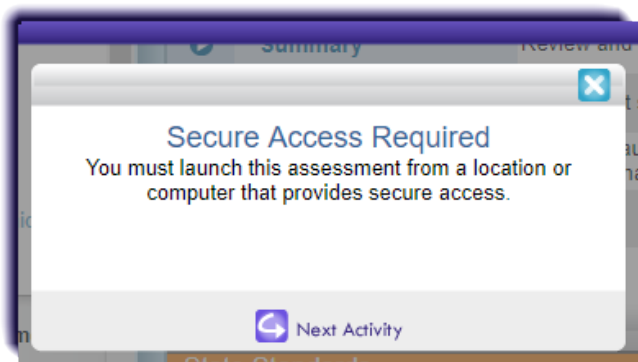
12. Once you are signed in, be sure to check out the **Student Orientation Video**. This video will help you get familiar with navigating the classroom and using all your tools.

   ▪ Click the drop-down menu next to your name **>> Help Center >>** any **Student Orientation Video**