



Accessing Edgenuity at Home

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 Product Support @ 877.202.0338 ext. 3
2. Ensure the machine and internet connection meet or exceed the recommended requirements.

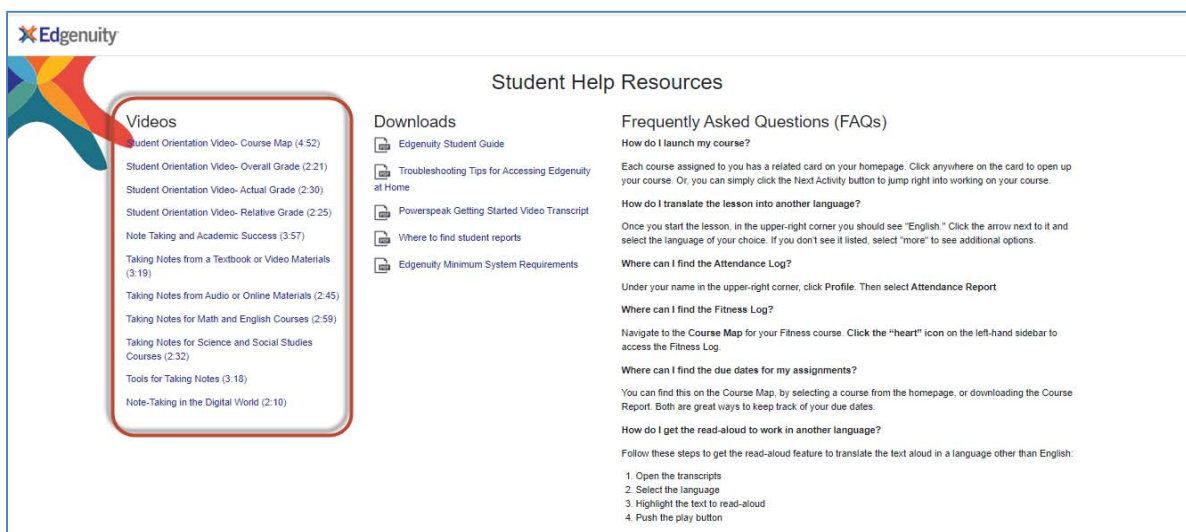
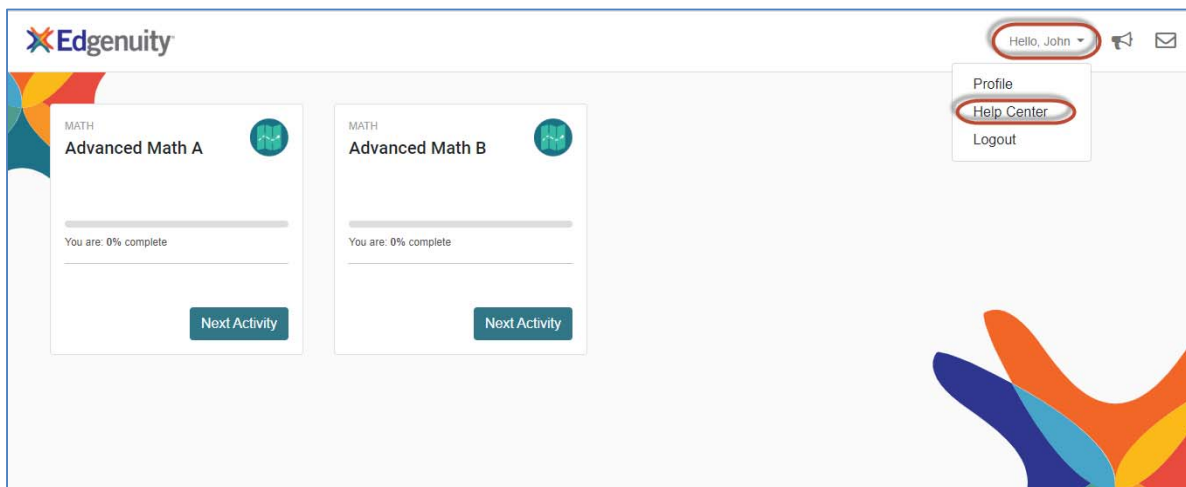
Edgenuity Minimum System Requirements	
Operating Systems ¹	Browsers
<ul style="list-style-type: none"> • Android™ 5.0+ • Apple iOS 10.3+ • Mac® OS X® 10.9+ • Chrome™ OS™ 57+ • Windows® 7, 8, 10 	<ul style="list-style-type: none"> • Chrome • Firefox® • Safari® • Microsoft® Edge
Processor	<p>* Edgenuity products are tested on the latest supported browser versions.</p> <p>* Internet Explorer is not supported for Middlebury PowerSpeak World Languages.</p>
<ul style="list-style-type: none"> • Processor: 2.33 GHz AMD® -or- Intel® 1.33 GHz • Memory: 1+ GB RAM 	
Sound ³	Network / Speed Connection ²
<ul style="list-style-type: none"> • OS supported sound card • Microphone, Speakers or Headsets 	<ul style="list-style-type: none"> • LAN 100/1000 switched to desktop • Internet access of 384 kbps per concurrent user • Wi-Fi with 54 mbps access points or better

iPad Data Usage When Using Mobile/Cellular Data Plans	
<p>Mobile data usage will average 110 MB per lesson. Semester courses consist of approximately 40-50 lessons.</p>	
<u>Activity Type</u>	<u>Average Download per Activity</u>
Vocabulary	2.1 MB
Warm-up	11 MB
Instruction	73 MB
Online Content	10 MB
Assignment	8 MB

PLEASE NOTE:

- 1 The Android operating system is supported by Edgenuity, but the Android browser is not. Android users should download and only use the Chrome browser to access Edgenuity.
- 2 Slow Internet connections will affect the performance of multimedia elements found in the Edgenuity courses. Recommended workstation Internet access speeds are based on use of an Edgenuity Media Appliance.
- 3 Students will need access to audio capabilities including microphones, speakers and/or headsets.
- 4 Example mobile devices listed above have been tested to be functional when using Edgenuity. Devices not listed may be used providing they meet the minimum requirements. Smart phone and smart watch devices are not supported by Edgenuity.

3. Ensure our domain http://*.edgenuity.com is a trusted site in your browser
4. Verify your internet connection speed at <http://www.speedtest.net>. The recommended download speed is 2.0 mbps.
5. 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**
6. For teachers – Ensure with your school and/or district admin that Secure Station is disabled
 - Click this Help Center link for step by step instructions → [How to Disable Secure Station](#)
7. Your District may have implemented IP Registry which will prevent you from working at home. You will need to contact the district Edgenuity Administrator in order to allow access from home.
 - Click this Help Center link for step by step instructions → [How to Disable IP Registry for Students](#), [How to Disable IP Registry for Teachers](#)
8. For Students – Once you are signed in, be sure to check out the Student Orientation Videos. These Videos will help you get familiar with navigating the classroom and using all your tools.



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