

Accessing Edgenuity at Home



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Troubleshooting Tips for Accessing Edgenuity at Home **XEdgenuity**

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 S	Edgenuity Minimum System Requirements	
Operating Systems ¹	Browsers	
 Android[™] 5.0+ Apple iOS 10.3+ Mac[®] OS X[®] 10.9+ Chrome[™] OS[™] 57+ Windows[®] 7, 8, 10 	 Chrome Microsoft[®] Edge Firefox[®] Safari[®] 	
Processor	* Edgenuity products are tested on the latest supported browser versions.	
 Processor: 2.33 GHz AMD[®] -or- Intel[®] 1.33 GHz Memory: 1+ GB RAM 	* Internet Explorer is not supported for Middlebury PowerSpeak World Languages.	
Sound ³	Network / Speed Connection ²	
OS supported sound cardMicrophone, Speakers or Headsets	 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

Mobile data usage will average **110 MB** per lesson. Semester courses consist of approximately 40-50 lessons.

Activity Type	Average Download per Activity
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.

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- 3. Ensure our domain <u>http://*.edgenuity.com</u> is a trusted site in your browser
- Verify your internet connection speed at <u>http://www.speedtest.net</u>. 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 → <u>How to Disable IP Registry for Students</u>, <u>How to Disable IP Registry for Teachers</u>
- 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.

×	Edgenuity		Helio, John 🕤 📢 🖂 Profile
	Advanced Math A	Advanced Math B	Help Center Logout
	You are: 0% complete	You are: 0% complete	
	Next Activity	Next Activity	

	Student Hel	p Resources
Videos	Downloads	Frequently Asked Questions (FAQs)
student Orientation Video- Course Map (4:52)	Edgenuity Student Guide	How do I launch my course?
Student Orientation Video- Overall Grade (2:21)	ctual Grade (2.3) Im Troduesinoung rups in Accessing Eugeneity at Home at Home stative Grade (2.5) Im Powerspeak Getting Started Video Transcript uccess (3.57) Im Where to find student reports	Each course assigned to you has a related card on your homepage. Click anywhere on the card to open up your course. Or, you can simply click the Next Activity button to jump right into working on your course.
Student Orientation Video- Actual Grade (2:30) Student Orientation Video- Relative Grade (2:25)		How do I translate the lesson into another language?
Note Taking and Academic Success (3:57)		Once you start the lesson, in the upper-right corner you should see "English." Click the arrow next to it and select the language of your choice. If you don't see it listed, select "more" to see additional options.
Taking Notes from a Textbook or Video Materials (3:19)		Where can I find the Attendance Log?
Taking Notes from Audio or Online Materials (2:45)		Under your name in the upper-right corner, click Profile. Then select Attendance Report
Taking Notes for Math and English Courses (2:59)		Where can I find the Fitness Log?
Taking Notes for Science and Social Studies Courses (2:32)		Navigate to the Course Map for your Fitness course. Click the "heart" icon on the left-hand sidebar to access the Fitness Log.
Tools for Taking Notes (3:18)		Where can I find the due dates for my assignments?
Note-Taking in the Digital World (2:10)	You can find this on the Course Map, by selecting a course from the homepage, or downloading the Course Report. Both are great ways to keep track of your due dates.	
		How do I get the read-aloud to work in another language?
		Follow these steps to get the read-aloud feature to translate the text aloud in a language other than English:
		1. Open the transcripts
		2. Select the language
		3. Highlight the text to read-aloud

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