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]

- Android™ 5.0+
- Apple iOS 10.3+
- Mac® OS X® 10.9+
- Chrome OS™ 57+
- Windows® 7, 8, 10
- Windows RT

Browsers

- Chrome™ 58+
- Firefox® 53+
- Safari® 9.0+
- Internet Explorer® 11
- Microsoft® Edge

Processor and Memory

- **Processor:** 2.33 GHz AMD® **-or-** Intel® 1.33 GHz
- **Memory**: 1+ GB RAM

Network / Speed Connection [2]

- LAN 100/1000 switched to desktop
- Internet access of 384 kbps per concurrent user
- Wi-Fi with 54 mbps access points or better

Sound [3]

- OS supported sound card
- Microphone, speaker or headset (recommended)

Plug-Ins [4]

- Adobe Flash® Player 18+

Example Mobile Devices [5]

Android:	**Chromebook**:	**iPad®**:
Google™ Pixel C	Acer® Chromebook 15 C910	iPad 4
Samsung Galaxy Tab® 3	Dell™ Chromebook 11	iPad mini™
Dell Venue 10 7000	Chromebook Pixel™	iPad Pro™

Mobile Data Requirements

Access to an Edgenuity Media Appliance is unavailable over a mobile data connection. Mobile data usage will average 110 MB per lesson. Semester courses consist of approximately 40-50 lessons. Smart phone and smart watch devices are not supported by Edgenuity.

Activity	Bandwidth Average	Bandwidth Peak	Average Download per Activity
Vocabulary	40 kbps	480 kbps	2.1 MB
Warm-up	728 kbps	22.4 mbps	11 MB
Instruction	856 kbps	47.5 kbps	73 MB
Online Content	200 kbps	3 mbps	10 MB
Assignment	136 kbps	2.65 mbps	8 MB
Assessment	80 kbps	9.6 mbps	5 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. As of April, 2017 Microsoft Vista™ is no longer a supported operating system by Microsoft.
2. A slow Internet connection 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. Adobe Flash is required when using desktop and laptop workstations. Mobile devices do not require Adobe Flash. Powerspeak World Languages courses require Adobe Flash.
5. Example devices listed above have been tested to be functional when using Edgenuity. Other Chromebook devices not listed may be used providing they meet the minimum requirements.

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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 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.

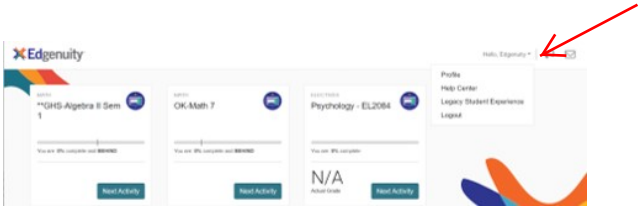
5. Clear your browser cache.
   - In your browser, delete the temporary Internet files and cookies. You can do this by pressing the following keys on your keyboard – **CTRL + SHIFT + DELETE**.

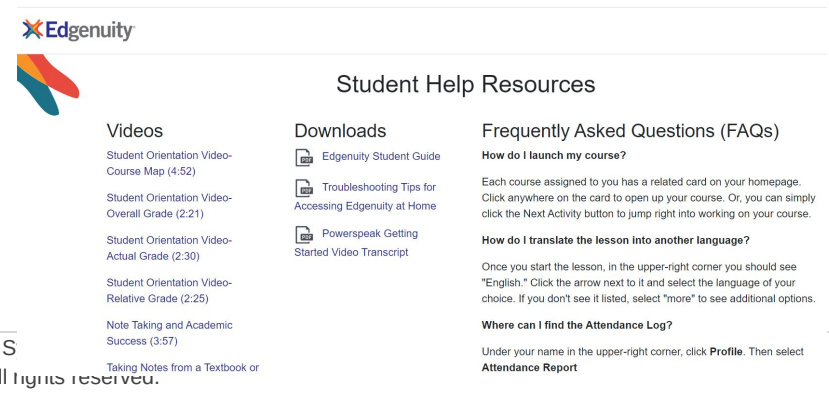
6. Clear your Flash Player cache.
   - Go to Adobe's online settings panel and click on the **Delete all sites** button.

7. 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 https://get.adobe.com/flashplayer
   - Try a different browser. Edgenuity supports Chrome, Firefox, Internet Explorer, Edge, and Safari

     The Chrome browser is suggested. However, as the bulleted item states: Try a different browser.

8. Once you are signed in, be sure to check out the Resource Videos. In the top right corner of the Lobby, click on the dropdown arrow by your name and choose Help Center. Listen to the videos; utilize the downloads and FAQs. These videos will help you become familiar with navigating the classroom and using all your tools.





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