

Technical Troubleshooting Recommendations



Running through troubleshooting steps and ensuring devices meet system requirements can resolve many issues users might run into. If you are still experiencing issues after you have reviewed and applied this information, please let us know.

System Requirements:

- [Edmentum System Requirements](#)

Troubleshooting Tips:

Initial Steps to take...

1. Refresh your browser
2. Close out & restart your browser
3. Restart your device
4. Clear your browsing cache and cookies: [How to Clear Browsing History on Any Browser](#)
5. Check that pop-ups are enabled:
 - [Quick guide for disabling pop-up blockers](#)
 - [Step-by-Step guide for allowing pop-ups from specific sites](#)
6. Add the List of [Trusted Sites](#) to your Network/Filters.

Additional Steps to try...

1. Check the Browser version and update if needed. www.whatismybrowser.com
2. Check Internet Connection. You can Google "Internet Speed Test" and click on the "Run Speed Test". You can also check Bandwidth specifics with your Internet Service Provider. Doublecheck that your bandwidth aligns with the recommended bandwidth for the product you are using.
 - [Edmentum Bandwidth Requirements](#)
3. Check if your Internet Service Provider is experiencing problems by going to downdetector.com
4. Run a TRACERT: <https://kb.intermedia.net/article/682>
5. Press F12 on Keyboard > NETWORK > CTR+R > Anything in red is being blocked
 - *If you are on Chrome, this can be opened by clicking the three dots located on the top right, going to More Tools > Developer Tools*

Note: *If your school's IT controls settings via a **Mobile Device Manager** (such as Google Admin console or Jamf), the school/district may need to check their settings for **trusted sites** (URL exceptions, Safelist, etc) and ensure all necessary sites have been allowed. If the issue being experienced is a schoolwide/classwide issue, we suggest checking these settings. For more info, see [Managing Trusted Sites Within a Mobile Device Manager](#).*

See also – [Technical Considerations for Schools that Manage Systemwide User, Device, or Network Settings](#)