

Students can sometimes experience technical issues such as videos freezing or stuttering, or activities not working as expected. To troubleshoot this, please follow the instructions below.

- Ensure the machine and Internet connection meet or exceed the [minimum system requirements](#).
- Ensure the [White List](#) is updated.
- Ensure the browser is up to date
  1. For Chrome, click on the three dots in the top right
  2. Hover over the "Help" option near the bottom
  3. Click "About Google Chrome"
  4. This will bring you to a page stating the version, as well as prompting an update if needed
- Open a private browsing window (incognito in chrome) and attempt to log in
- 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
- Clear the cache on the browser
  1. For Chrome, click on the three dots in the top right
  2. Hover over the "More Tools" section
  3. Click "Clear browsing data" in the expanded menu
  4. Ensure the "Time Range" is set for all time, and all options are selected
  5. Click "Clear data"
  6. Close all browser windows and tabs
- Try a different browser. Edgenuity supports:
  - [Chrome](#)
  - [Firefox](#)

- [Edge](#)
- [Safari](#)
- **Internet Explorer** is no longer supported in the new student learning experience, but works for teachers
- Have the student log in to Edgenuity and access their work via a cell phone or something off-network (not on Wi-Fi, either). If they can load their account and the video, it may be a network issue in which case the local district or site IT team would need to be contacted.

You may visit [this link](#) for additional troubleshooting information. If after trying these troubleshooting steps the videos still are not loading properly, please try [resetting the activity](#).