

Technical and Troubleshooting Guide for Families

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Before getting started, how do I . . .

Know if my device is supported?

For those using desktop or laptop computers, devices will work as long as they have the right operating system and/or browser. To find out if your device is running a supported operating system and browser, you can run a system check by visiting cdn.i-ready.com/systemcheck/.

For those using an iPad®, *i-Ready* is available to students through the *i-Ready for Students* app. Students must use *i-Ready* on iPads that are compatible with iOS™ 11 or above, such as the iPad Air®, iPad Air 2, iPad Pro®, or any other device that meets the requirements in the table below. These students will be able to use the *i-Ready for Students* app and access all assessment and instruction. This app will be continually updated and supported with future releases. The iPad app is free and available for download through the Apple App Store®. Note that iPad minis are not supported and that the *i-Ready* app is not accessible on other tablets or on the iPhone®.

We officially support all iPad models that meet the following criteria:

- A6X chipset or greater
- Supports iOS 11 or greater
- Screen resolution: 2048 x 1536 at 264 pixels per inch (ppi)
- Screen diagonal of 9.7 inches

iOS*	iPad Model
iOS 11.3+	iPad Air (2013) iPad Air 2 (2014) iPad Pro 9.7" (2016)** iPad 5 (2017) iPad 6 (2018)
iOS 12.1+	iPad Pro 10.5" (2017) iPad Pro 9.7" (2018) iPad Pro 11" (2018)

*The *i-Ready for Students* app requires the use of iOS 11.

**We have not fully certified the 12.9-inch version of the iPad Pro. This iPad runs at a different resolution with different diagonal dimensions.

Note: iOS 10 is no longer supported.

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Know which operating systems are supported by *i-Ready*?

An operating system (OS) is the software that allows users to run programs on the device. It controls the basic jobs of input, output, storage, and processing. Our current supported operating systems are:

Windows® 7—found on Windows PCs

Windows 10—found on Windows PCs

OS X 10.11 or higher—found on Apple Mac models

Google Chrome™ OS—found on Chromebooks™

iOS 11 or higher—found on iPads

Windows® is a registered trademark of Microsoft Corporation. Chrome™ and Chromebook™ are distinct brand features of Google, Inc.

Find out what operating system my device has?

The easiest way to know what operating system is being used on a **computer/laptop**, and if it is an *i-Ready*–supported OS, is to visit the *i-Ready* Configuration Check page here: cdn.i-ready.com/systemcheck/.

In the “Operating System/Browser Check” section, you will see the OS and the version number:

The i-Ready Configuration Check verifies if your system and network are properly configured to use i-Ready.

Operating System/Browser Check

This section will validate that your current browser is meeting the minimum requirements for using i-Ready.

		Result
Operating System:	Windows 10	PASS
Browser:	Chrome 80.0.3987.149	PASS
Browser cookies:	Enabled.	PASS
JavaScript:	Enabled.	PASS

Confirm which iOS version my iPad is using?

Go to Settings > General > About > Version #

Know what browsers are supported by *i-Ready*?

A browser is the “door” to get to the internet on a device. There are browsers, like Internet Explorer™ and Safari®, that come with the device when purchased. There are others, like Chrome and Firefox™, that can be downloaded to the device after being purchased. Our current supported browsers are:



Chrome 74 or higher



Firefox 66 or higher



Safari 12.1 or higher



Edge® 17 or higher



Internet Explorer (IE) is not supported and cannot be used

Internet Explorer® and Edge® are registered trademarks of Microsoft Corporation. Safari® is a registered trademark of Apple, Inc. Firefox™ is a trademark of the Mozilla Foundation in the US and other countries. Chrome™ is a distinct brand feature of Google, Inc.

Find out what browser version I am using?

The easiest way to know what browser version is being used on a **computer/laptop**, and if it is an *i-Ready*–supported browser version, is to visit the *i-Ready* Configuration Check page here: cdn.i-ready.com/systemcheck/.

In the “Operating System/Browser Check” section, you will see the browser and the version number:

The i-Ready Configuration Check verifies if your system and network are properly configured to use i-Ready.

Operating System/Browser Check

This section will validate that your current browser is meeting the minimum requirements for using i-Ready.

		Result
Operating System:	Windows 10	PASS
Browser:	Chrome 80.0.3987.149	PASS
Browser cookies:	Enabled.	PASS
JavaScript:	Enabled.	PASS

Update my browser?

Chrome

Google Chrome will update automatically as new iterations are released to the public. To verify that your version of Chrome is the latest or update it manually, follow these steps:

- Open the Google Chrome browser.
- Click the “Customize and control Google Chrome” button (three dots below the browser “X” button) in the upper-right corner of the screen.
- From the dropdown menu that appears, select “Help”; then select “About Google Chrome.”
- The window that appears will automatically check for updates **and show you the current version of Chrome**. If an update is available, Chrome will be updated automatically. (After Chrome is updated, click the “RELAUNCH” option to restart Chrome and complete the update.)

Firefox

Mozilla Firefox should automatically download updates and prompt you when they are available to install. To verify that your version of Firefox is the latest or update it manually, follow these steps:

- Open the Mozilla Firefox browser.
- Click the “Open menu” button (three lines found below the browser “X” button) in the upper-right corner of the screen.
- In the menu that appears, click the “Help” option at the bottom.
- Select “About Firefox.”
- The window that appears will automatically check for updates **and show you the current version of Firefox**. If an update is available, you can click the “Update to [version number]” button to install the update, where "version number" is the latest version of Firefox.

Safari and Microsoft Edge

Safari and Microsoft Edge browsers are tied to the operating system. You will potentially need to update your OS, but that could be tricky. Instead, we strongly suggest downloading Google Chrome or Mozilla Firefox.

On Google Chromebooks

By default, Chromebooks will stay up-to-date. However, occasionally, they will need to be manually updated. To do this:

1. Click on the time on the bottom right-hand corner.
2. Click on the Settings icon (looks like a gear).
3. On the bottom left side, click “About Chrome OS.”
4. Click on “Check for updates.”

Clear the cache?

Each browser has a cache that remembers data from past visits to the same page. The cache helps to run things faster, as it remembers past information, getting you to the page and page details faster than if you started fresh each time. However, we suggest clearing the cache from time to time, as it will help with performance issues.

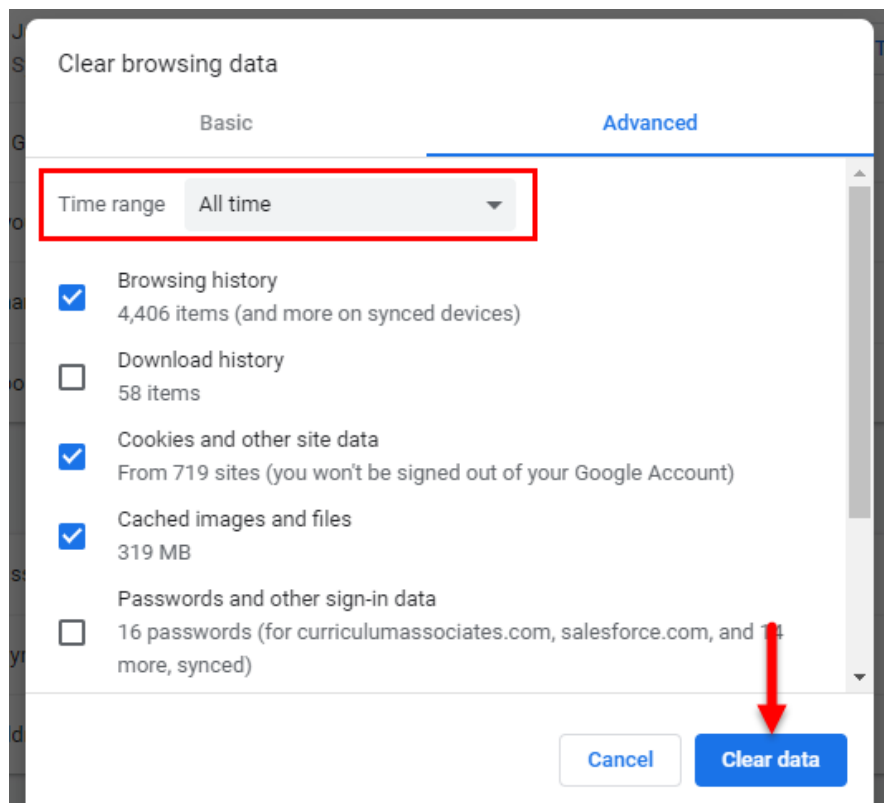
The easiest way to clear the browser cache from Chrome, Firefox, Safari, or Edge is to use one of the following key combinations:

For most browsers: Ctrl + shift + delete

On a Chromebook: Ctrl + Shift + backspace

On Safari on a Mac: Cmd + Shift + Delete

This should take you to the option to clear the browser cache. Be sure to change the dropdown to clear all the cache (“All time,” etc.) and not just the last few minutes. Below is an example from Chrome (other browsers will be similar):



Download Google Chrome and/or Mozilla Firefox?

If you find that your browser failed but your operating system passed, we would suggest downloading Google Chrome and/or Mozilla Firefox. Both are free to download and will be another way to get to the internet.

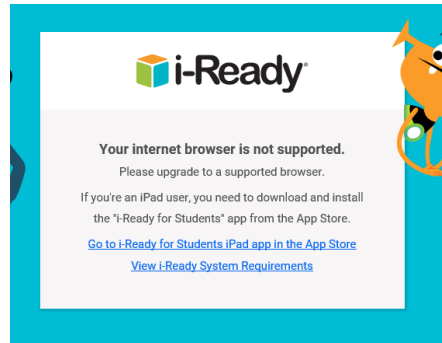
- To download Google Chrome, click this link and click “Download Chrome,” which will begin the download: www.google.com/chrome/.
- To download Mozilla Firefox, click this link and click “Download Now,” which will begin the download: www.mozilla.org/en-US/firefox/new/.

Once it is downloaded, you should now see the browser icon, either on your desktop or in your list of programs.

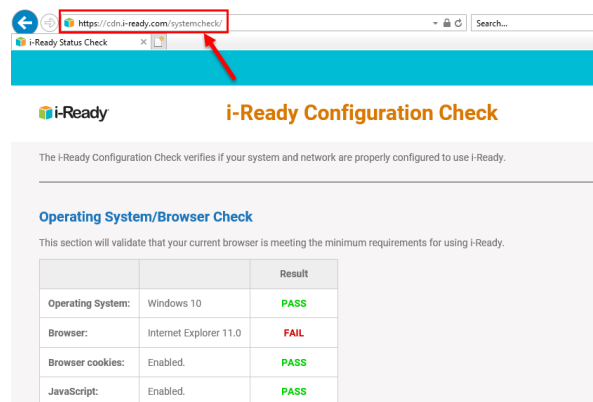
While logging in, what should I do when . . .

I get a “Your internet browser is not supported” message?

If your operating system or browser is too old, or unsupported, you may see the following message when you go to the login page:



To find out why this message might be appearing, click the following link to run the system check, which will indicate why the internet browser might not be supported (example of system check results below): cdn.i-ready.com/systemcheck/.



Compare the results of your computer/laptop to the chart below to ensure the OS and/or the browser is supported:

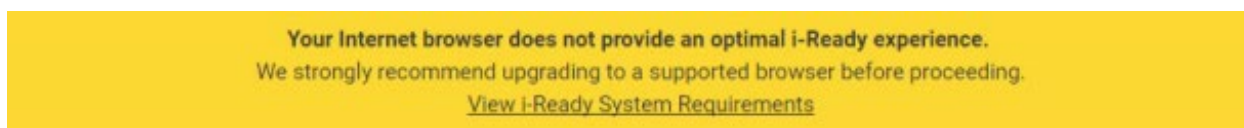
OS and browser requirements are listed in the following table:

Operating System	IE	Edge	Safari®	Firefox®	Chrome*
Windows 7 SP1	Not Supported	N/A	N/A	66 or higher	74 or higher
Windows 10 1803 (April 2018 Update) or higher	Not Supported	17 or higher	N/A	66 or higher	74 or higher
MacOS X 10.11	N/A	N/A	12.1 or higher	66 or higher	74 or higher
MacOS 10.12–10.14	N/A	N/A	12.1 or higher	66 or higher	74 or higher
Google Chrome OS™	N/A	N/A	N/A	N/A	74 or higher

If the **operating system** fails, the computer/laptop is not supported. We suggest trying a different device to use *i-Ready*.

If the **browser** version fails and is lower than what appears in the chart, please try to update your browser.

I get a “Your internet browser does not provide an optimal *i-Ready* experience” message?



If you see this banner on our login page, the browser being used is older but still allowed. You may log in; however, we recommend updating to a newer version at your earliest convenience. The chart below shows the list of supported operating systems and browsers:

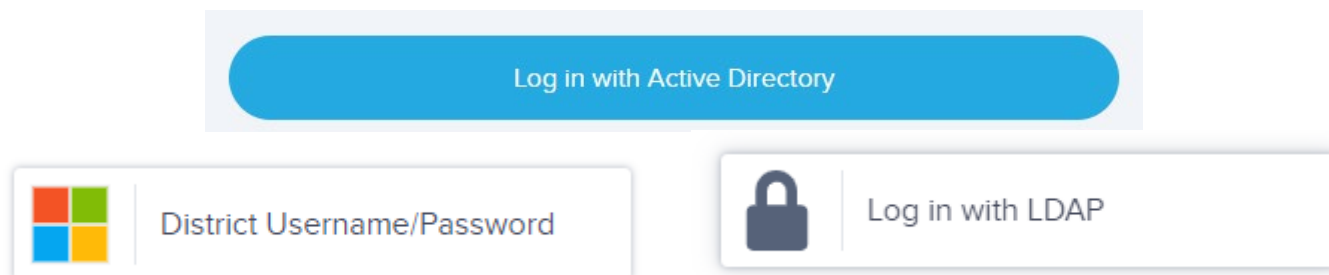
OS and browser requirements are listed in the following table:

Operating System	IE	Edge	Safari®	Firefox®	Chrome*
Windows 7 SP1	Not Supported	N/A	N/A	66 or higher	74 or higher
Windows 10 1803 (April 2018 Update) or higher	Not Supported	17 or higher	N/A	66 or higher	74 or higher
MacOS X 10.11	N/A	N/A	12.1 or higher	66 or higher	74 or higher
MacOS 10.12–10.14	N/A	N/A	12.1 or higher	66 or higher	74 or higher
Google Chrome OS™	N/A	N/A	N/A	N/A	74 or higher

I am being directed to another page to log in?

Some schools and districts use a feature frequently referenced as Single Sign-On (SSO), which provides students with streamlined access to *i-Ready* and other online programs the school uses without having separate usernames and passwords for all programs being used. The school will have one portal the students can log in to and access all online programs. This login option was chosen by the school/district, which also provides the usernames and passwords to students. **When trying to log in to a student account, please use the student username and password that was provided, not any parent/guardian login information.**

When using an SSO called Clever, students will be redirected to the appropriate portal from Login.i-Ready.com. You might see a button that notes "Log in with Active Directory"/ "District Username/Password"/ "Log in with LDAP" or the like.



When you see any one of these buttons, click on it to take you to the SSO login page and enter the district-assigned username and password.

SSO users might also see this message when attempting to log in at Login.i-Ready.com:

Your account is set up with Single Sign-On. Please contact your IT staff for instructions.

We suggest reviewing documentation that the educator and/or school has provided that perhaps has the link or steps to get to the appropriate login portal. We would also suggest visiting your school's and or district's website, which often include the portal login pages.

I am getting an SSO error code (e.g., S602, S607)?

If you are seeing an error code while trying to log in to your child's school portal, this most likely is due to a rostering issue with the student's account. Here is what we can suggest, depending on the code you are seeing:

S601: Please contact your school.

S602: Please contact your school; potentially a rostering issue.

S603: Please try again in a few minutes; if the issue persists, please contact your school.

S604: You are trying to log in directly to *i-Ready*, but your school uses an SSO portal. Please go to your school's SSO portal to log in.

S605: Please contact your school.

S606: Please contact your school.

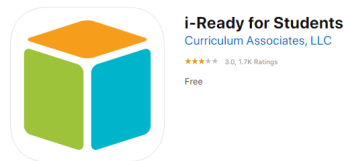
S607: User is not active; please contact your school.

S608: Account is locked; please contact your school.

I need to log in on an iPad?

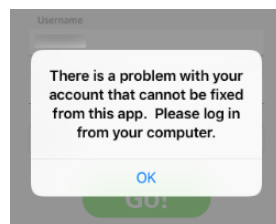
After ensuring that the iPad you are using is a model supported by *i-Ready*,

1. Download the free *i-Ready for Students* app from the App Store.



2. Determine the login mechanism used by your child's school.

- If your child's district/school does **not use a portal**, your child should open the *i-Ready for Students* app and log in to *i-Ready* using the credentials provided by their teacher. Note that students who usually log in on a laptop or computer at Login.i-Ready.com will be able to use the iPad app directly.
- If your child's district/school uses an SSO service provider, you will likely see this message:



In these instances, you should confirm with the school and/or teacher which SSO service provider is being used. The most popular SSO apps used are Clever Instant Login or ClassLink Launchpad.



Clever (4+)
Single sign-on for education
Clever Inc.
#67 in Education
★★★★★ 3.2, 740 Ratings
Free



ClassLink LaunchPad (4+)
Single sign-on for education
ClassLink, Inc
#186 in Education
★★★★★ 4.6, 995 Ratings
Free





Download the appropriate app, log in using their district/school portal credentials, and click on the *i-Ready* icon.

If you prefer not to download another app for logging in, the i-Ready for Students app is still required, but instead of using an SSO iPad app, you can go to the Safari mobile browser, go to the school/district website, and find the portal and log in.

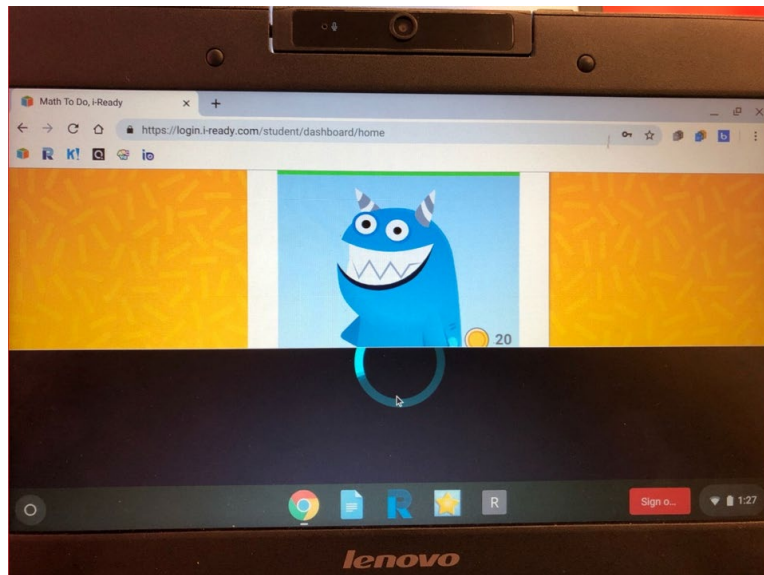
While working on lessons, what should I do when . . .

My child experiences issues during a lesson?

In some cases, you might encounter technical issues when your student is working on lessons. These issues can appear in different ways (“An error occurred” message, a freezing screen, white screens, black screens, etc.), but here are our initial basic troubleshooting suggestions:

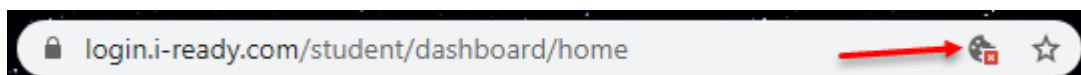
- Clear the browser’s cache (CTRL + Shift + Delete). At times, if the student is encountering the issue several times, the browser has cached, or “remembered,” the place where they continue to get stuck. By clearing the cache, it may allow the student to continue from that spot (find more context in our **Appendix** section below).
- If you have a different browser available (Google Chrome, Mozilla Firefox, or Safari), please try to use it instead. In some cases, it will allow the student to continue, because a new browser may not have cached student account information.
- Try incognito/private window. Each browser has a “private” window option. These windows often resolve issues as extensions, cache, cookies, etc., are not saved. To try this, open a browser and do the following, depending on the browser:
 - For Chrome  : **CTRL + Shift + N**
 - For Firefox  and Edge  : **CTRL + Shift + P**
 - For Safari  : **Command + Shift + N**
- Try a different device, if available, to confirm if the issues continue.

I am working on a Chromebook and lessons are not loading or get stuck?

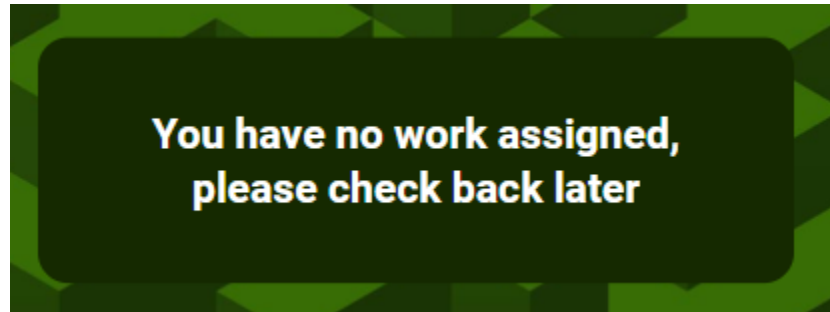


Along with the suggestions found in the previous section, if you are using a Chromebook, here are additional suggestions:

- Ensure that the video resolution is set to 1024 x 768 or greater. In some cases, the video resolution affects what appears on the screen in our lessons.
- When the lesson seems to load continuously, or seems stuck because there is nothing to click to move forward, try to zoom out (CTRL + "-" or use browser zoom settings). Like the video resolution, in some instances, not all lesson items appear due to the screen size. Zooming out might allow any buttons that are missing to appear.
- Confirm if the *i-Ready* cookies are being blocked. Cookies are used to remember frequently visited pages. If students inadvertently block cookies, this will prevent the students from getting to our page, especially if they are using SSO portals. Look out for this icon in the URL bar:



My child sees a “You have no work assigned” message?



If your student sees this message when they should be working on lessons, we would suggest reaching out to the teacher or school, as they would need to review the student’s account settings, activities, and reports to determine why the student is not seeing lessons.

If I am still having trouble with *i-Ready*, how do I get help?

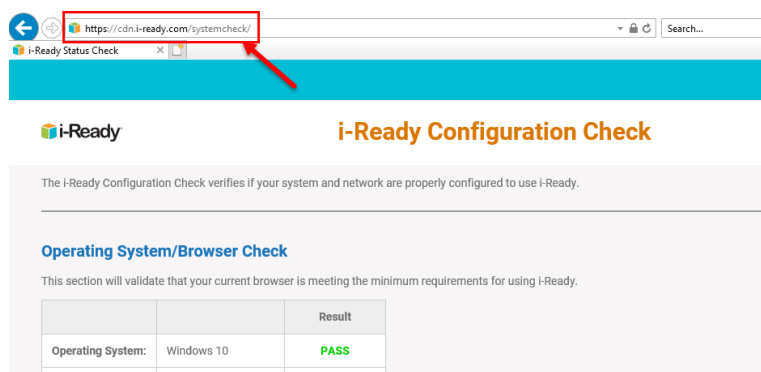
You can contact the *i-Ready* support team.

Via email: i-ReadySupport@cainc.com

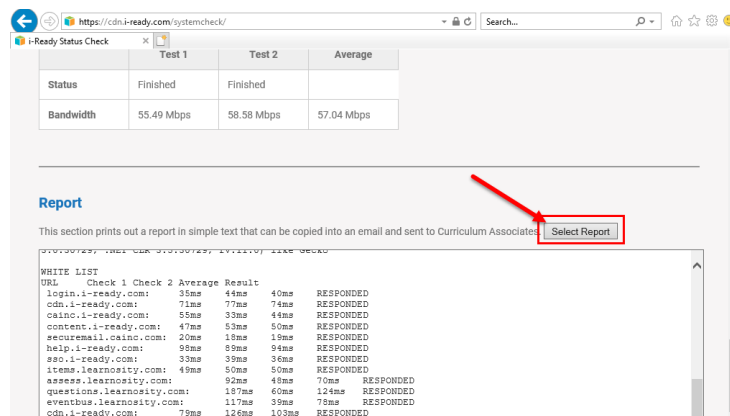
Via phone: (800) 225-0248

Monday through Friday, 7:00 a.m.–9:00 p.m. ET

You will likely be asked for information about your computer when you speak to a service representative. You can prepare for this call by running a system check on your computer by opening this webpage in the browser that is being used for *i-Ready*: cdn.i-ready.com/systemcheck/.



To share the results, scroll down and click the “Select Report” button in the “Report” section of the System Check.



This will highlight all the results, and then you can copy and paste the full report into an email or document.