# Technical and Troubleshooting Guide for Families

# Before getting started, how do I . . .

## Know if my device is supported?

For a complete list of supported configurations, please see the system requirements for *i-Ready Connect*™ programs.

**For those using desktop or laptop computers**, devices will work if they have a compatible 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 the *i-Ready Connect* Configuration Check page. An instructional video is available at How to Run an *i-Ready* System Check. The terms *configuration check* and *system check* are interchangeable.

**For those using an iPad®**, *i-Ready* is available to students through the *i-Ready Connect for Students* app. Students must use *i-Ready* on iPads that are compatible with iPadOS® 17.3 or above to access all assessment and instruction. Students with iPads on iPadOS 16.4–17.2 will still be able to use the *i-Ready Connect for Students* app, but this is not recommended since these older iPadOS versions are no longer tested. The *i-Ready Connect for Students* app will be continually updated and supported with future releases. The app is free and available for download through the Apple App Store®. **Note that iPad minis® are not supported and that the *i-Ready Connect for Students* app is not accessible on other tablets or on the iPhone®.**

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

• A8X chipset or greater

• Supports iPadOS 17.3 or greater

• Screen resolution: 2048 x 1536 at 264 pixels per inch (ppi)

• Screen diagonal of 9.7 inches or greater*

**Note: iPadOS 16.3 and lower are no longer supported and are blocked.**

*Students with iPad minis can use the *i-Ready Connect for Students* iPad app if they are using a device capable of operating on iPadOS 16.4 or above. However, please note that ***i-Ready* was not designed for the screen size of an iPad mini, and we do not support its use.**

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

The term *operating system* (OS) refers to the software on a device 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 as follows:

Windows® 10—found on Windows PCs

Windows 11—found on Windows PCs

MacOS 10.15 or higher—found on Apple Mac models

ChromeOS™ (124 or higher)—found on Chromebooks™

iPadOS 17.3 or higher—found on iPads

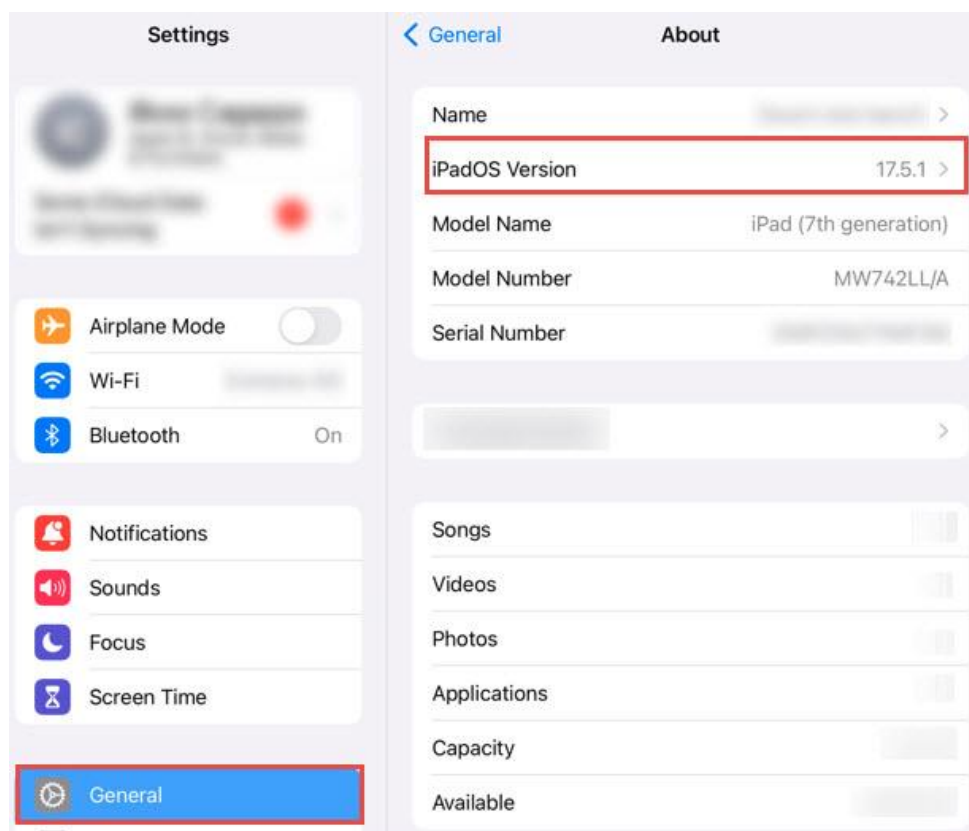## Find out what operating system (OS) my device has?

The easiest way to know what OS is being used on a **computer/laptop**, and if it is an *i-Ready*-supported OS, is to visit the *i-Ready Connect* Configuration Check page. An instructional video is available at How to Run an *i-Ready* System Check.

In the Operating System/Browser Check section, you will see the OS that your computer/laptop is running and the version number:

**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 125.0.0.0 | PASS |
| Browser cookies: | Enabled. | PASS |
| JavaScript: | Enabled. | PASS |

## Confirm which iPadOS version my iPad is using?

Go to Settings > General > About > iPadOS Version

| Settings | < General | About |
|---|---|---|
|  | Name | > |
|  | iPadOS Version | 17.5.1 > |
|  | Model Name | iPad (7th generation) |
|  | Model Number | MW742LL/A |
|  | Serial Number |  |
| Airplane Mode |  |  |
| Wi-Fi |  |  |
| Bluetooth    On |  > |
| Notifications | Songs |  |
| Sounds | Videos |  |
| Focus | Photos |  |
| Screen Time | Applications |  |
| General | Capacity |  |
|  | Available |  |

## Know which browsers are supported by *i-Ready*?

A browser is the "door" to get to the internet on a device. There are browsers like Edge® 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. For the 2024–2025 school year, *i-Ready*-supported browsers are as follows:

**Chrome** 124 or higher

**Firefox** 125 or higher

**Safari** 17.1 or higher

**Edge** 124 or higher

## 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 Connect* Configuration Check page. An instructional video is available at How to Run an *i-Ready* System Check.

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

**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 125.0.0.0 | PASS |
| Browser cookies: | Enabled. | PASS |
| JavaScript: | Enabled. | PASS |

## Update my browser?

**Google 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:
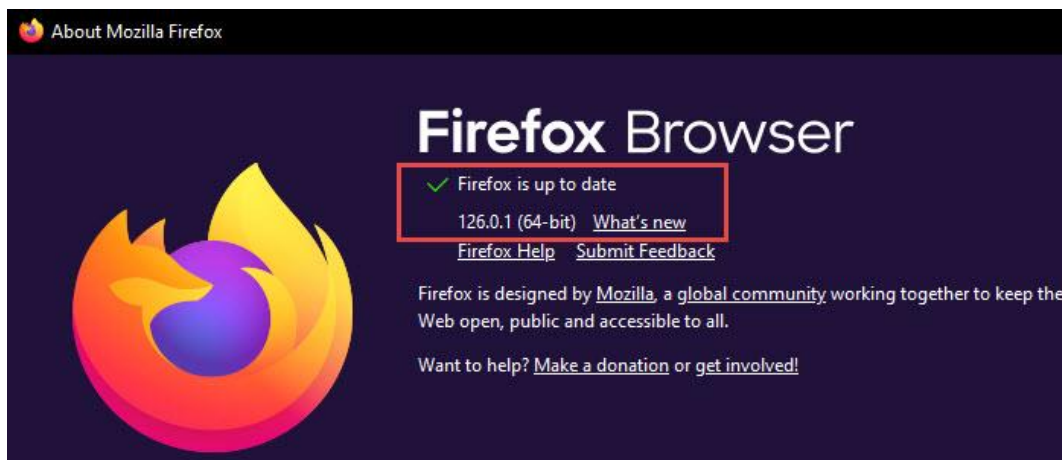
1. Open the Google Chrome browser.
2. Click the "Customize and control Google Chrome" button (three dots below the browser "X" button) in the upper right corner of the screen.
3. From the dropdown menu that appears, select "Help"; then select "About Google Chrome."
4. The window that appears will automatically 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.
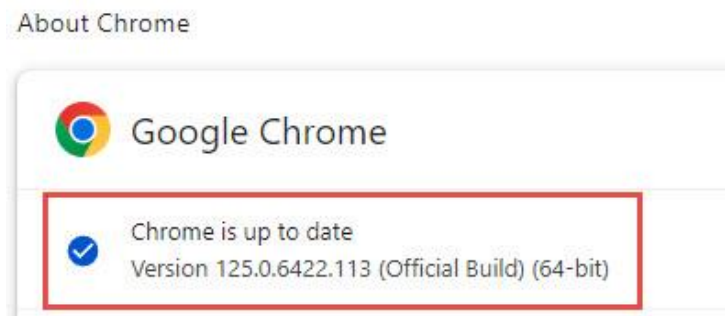


**Mozilla Firefox**

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:

1. Open the Mozilla Firefox browser.
2. Click the "Open menu" button (three lines found below the browser "X" button) in the upper right corner of the screen.
3. In the menu that appears, click the "Help" option at the bottom.
4. Select "About Firefox."
5. 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.

**Microsoft Edge**

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

1. Open the Microsoft Edge browser.
2. Click the "Settings and more" button (three dots below the browser "X" button) in the upper right corner of the screen.
3. From the dropdown menu that appears, select "Help and Feedback"; then select "About Microsoft Edge."
4. The window that appears will automatically check for updates **and show you the current version of Edge**. If an update is available, Edge will be updated automatically. After Edge is updated, you will need to relaunch the browser.
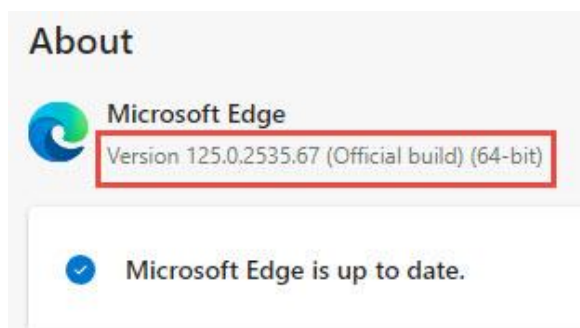


**Safari**

Safari is the default browser for Mac and is integrated with Mac OS. Because of this, if your Safari browser is an earlier version than 17.1, you will need to update your Mac OS version to update your Safari version. As an alternative to Safari, we strongly suggest downloading Google Chrome or Mozilla Firefox.

**On Google Chromebooks**

By default, Chromebooks will automatically update. However, occasionally, they will need to be manually updated. To update your Chromebook, follow these steps:

1. Click on the time on the bottom right corner.
2. Click on the Settings icon (looks like a gear).
3. On the bottom left side, click "About ChromeOS."
4. Click on "Check for updates."

## Update school-/district-managed devices?

If the device in use is issued from the school/district and you are unable to manually update or install a browser, contact the school/district IT team for instructions or to request an update to the device.

## Clear the cache?

Every browser has a cache that remembers data from past visits to the same page. The cache helps to run things faster because it remembers past browsing information, getting you to the page and page details faster than if you started fresh each time. We suggest clearing the browser 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 PC browsers: CTRL + Shift + Delete (How to clear your cache on Chrome)

On a Chromebook: CTRL + Shift + Backspace

Using Safari on a Mac: CMD + Shift + Delete (How to clear cache using Safari on a Mac)

Each key combination 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):
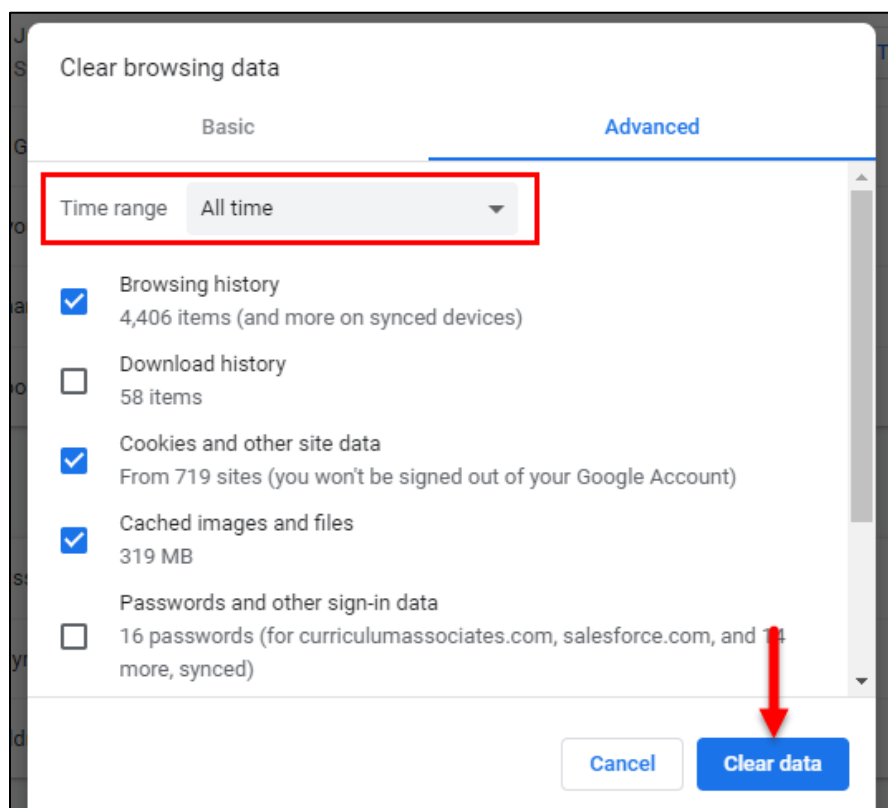
## Download Google Chrome and/or Mozilla Firefox?

If you find that your browser failed but your operating system passed, we 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 Firefox," which will begin the download: www.mozilla.org/en-US/firefox/new/.
- To download Microsoft Edge, click this link and click "Try Edge," which will begin the download: https://www.microsoft.com/en-us/edge.

Once downloaded and installed, you should see the browser icon, either on your desktop or in your list of programs.

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

### I see 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:
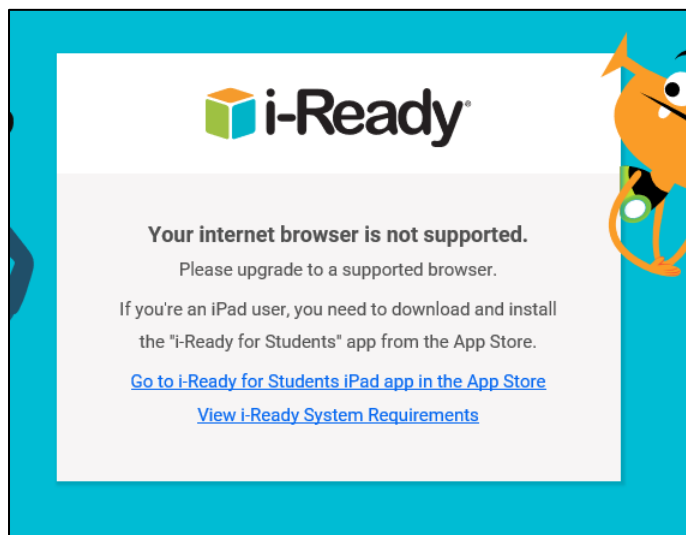
To find out why this message is appearing, use the *i-Ready Connect* Configuration Check, which will indicate why the internet browser is not supported (an example of configuration check results follow). An instructional video is available at How to Run an *i-Ready* System Check. The terms *configuration check* and *system check* are interchangeable.
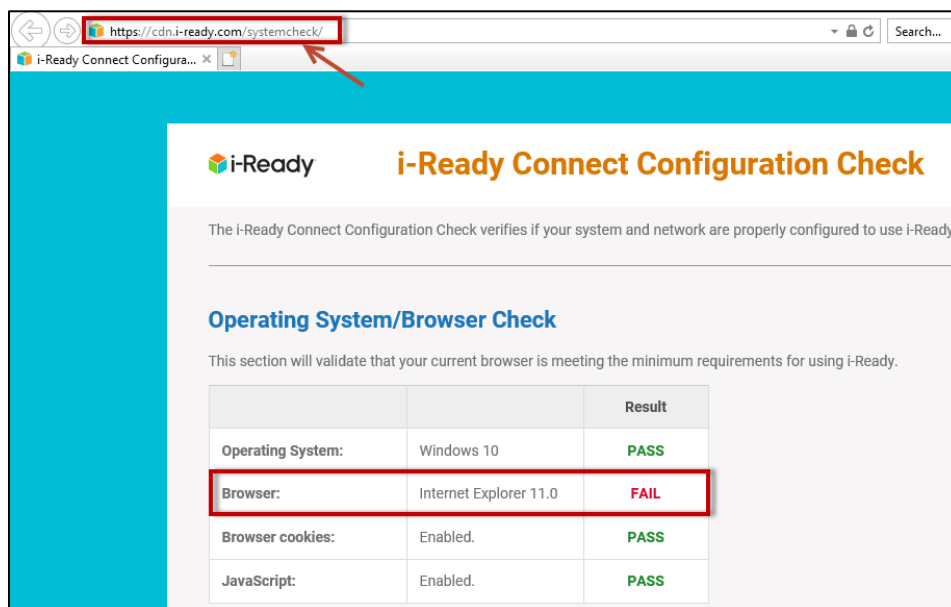


Compare the results of your computer/laptop check to the following chart to ensure the OS and/or browser is supported for the 2024–2025 school year:

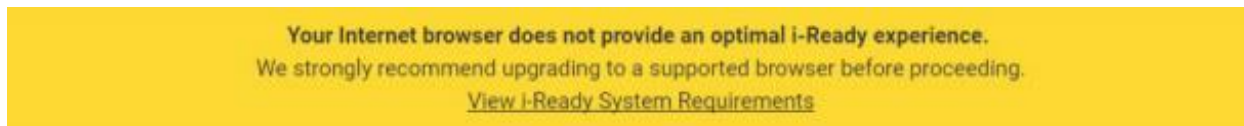| Operating System | Edge® | Safari® | Firefox® | Chrome™ |
|---|---|---|---|---|
| Windows® 10 22H2 | 124 or higher | N/A | 125 or higher | 124 or higher |
| Windows 11 22H2 | 124 or higher | N/A | 125 or higher | 124 or higher |
| MacOS® 10.15 or higher | ** | 17.1 or higher | 125 or higher | 124 or higher |
| MacOS 11 or higher | ** | 17.1 or higher | 125 or higher | 124 or higher |
| Google Chrome™ OS* | N/A | N/A | N/A | 124 or higher |

*The current ChromeOS LTS version is always supported.
**Edge on MacOS has not been fully tested and is not supported for use with *i-Ready* at this time.

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 update your browser to a supported version.

## I see a "Your internet browser does not provide an optimal *i-Ready* experience" message?

> **Your Internet browser does not provide an optimal i-Ready experience.**
> We strongly recommend upgrading to a supported browser before proceeding.
> <u>View i-Ready System Requirements</u>

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 previous chart shows the list of supported operating systems and browsers for the 2024–2025 school year.

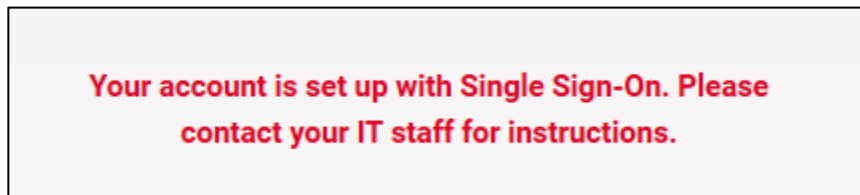### I am being directed to another page to log in?

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 the *i-Ready Connect* login. You might see a button that notes "Log in with Active Directory"/"District Username/Password"/"Log in with LDAP" or something similar.

> **Log in with Active Directory**

> **District Username/Password**          **Log in with LDAP**
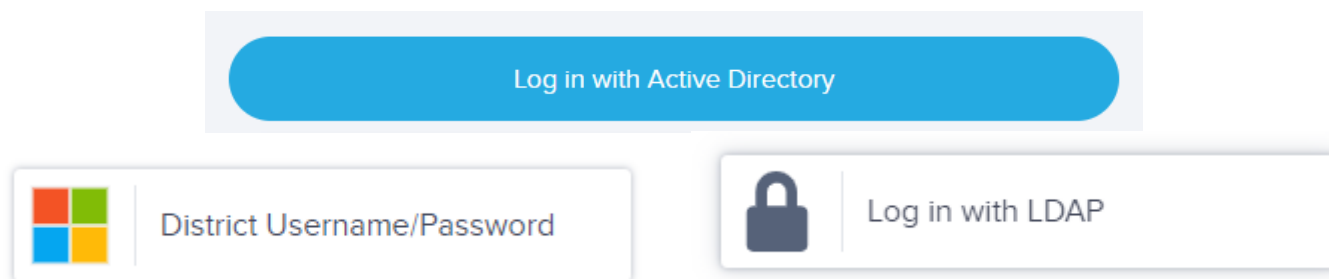
When you see any one of these buttons, click on it to take you to the SSO login page and enter the district-assigned username and password.

SSO users might also see this message when attempting to use the *i-Ready Connect* login screen.

> **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 for the link or steps to reach 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 see an error code while trying to log in to your student's school portal, this most likely is due to a rostering issue with the student's account. Here are some suggestions for further help, 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 have is supported by *i-Ready*, follow these steps:

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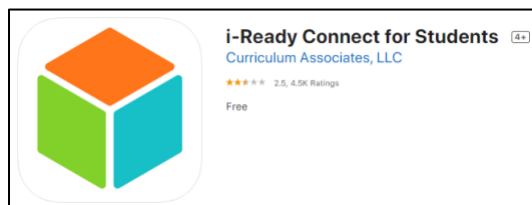


2. Determine the login mechanism used by your school/district.

   - If your district/school does **not use a portal**, your student should open the *i-Ready Connect 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 Mac laptop or computer using the *i-Ready Connect login screen* will be able to login directly using an iPad.

   - If you attempt to log in to the *i-Ready Connect for Students* app and your district/school uses an SSO service provider, you will likely see the following message:
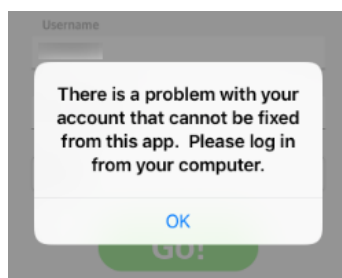


   In this instance, confirm with the school and/or teacher which SSO service provider is being used. The most popular SSO apps used are Clever Instant Login or ClassLink™ Launchpad.
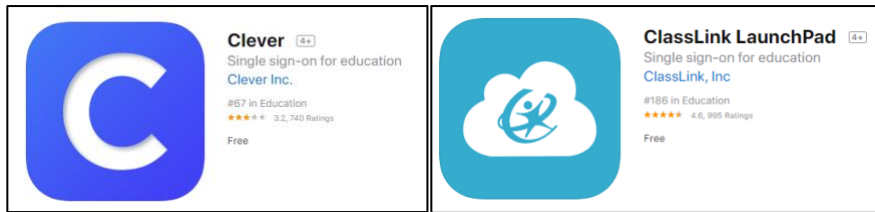
Download the appropriate SSO app, log in using the district/school portal credentials, and click on the *i-Ready* icon.

You may find the following instructional videos helpful:
a. How to log in to *i-Ready* using Clever on an iPad
b. How to log in to *i-Ready* using ClassLink on an iPad

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

### My student 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 (e.g., "An error occurred" message, a freezing screen, blank screens, etc.), but here are some initial basic troubleshooting suggestions:

- Clear the browser's cache (CTRL + Shift + Delete on a PC). At times, if the student is encountering the issue several times, the browser has cached or "remembered" the place where the issue happened. By clearing the cache, it may allow the student to continue from that spot. See the following helpful videos:
  - How to clear your cache on Chrome
  - How to clear cache using Safari on a Mac
- If you have a different browser available (e.g., Google Chrome, Mozilla Firefox, Edge, or Safari), please try using an alternate browser to see if the issue persists. In some cases, it will allow the student to continue because a new browser may not have cached student account information.
- Try using an incognito or private window. Each browser has a "private" window option. These incognito or private windows often resolve issues because extensions, cache, or cookies are not enabled or saved. To try using an incognito or private window, use the key combinations for the following browsers:

  - For Chrome  : **CTRL + Shift + N**

  - For Firefox  and Edge  : **CTRL + Shift + P**

  - For Safari  : **CMD + Shift + N**
- Check out the *i-Ready* Technical Support YouTube™ Channel for instructional tech-based videos.
- Try a different device, if available, to confirm if the issues continue with the alternate device.

## I am working on a Chromebook and lessons are not loading or are frozen?
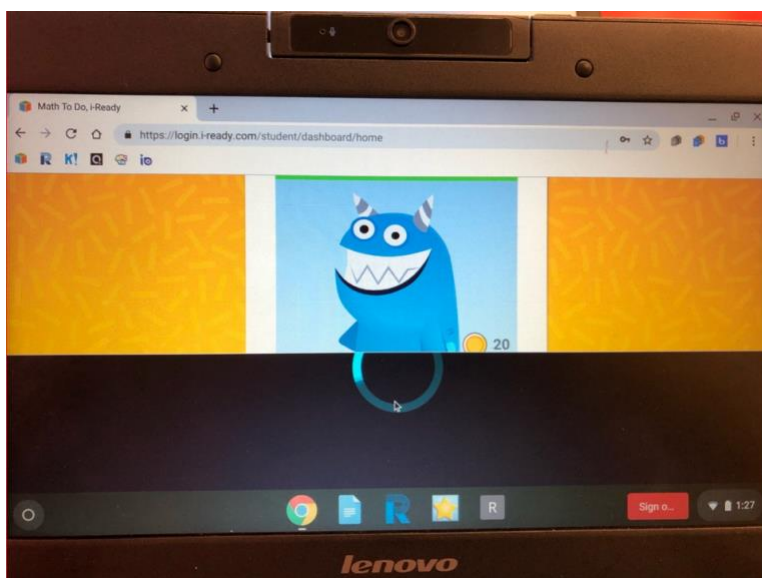


Along with the suggestions found in the previous section, if you are using a Chromebook, here are additional suggestions:

- 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 frozen 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:
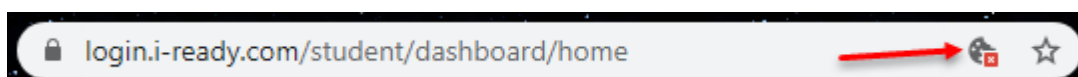


## My student sees a "You have no work assigned" message?
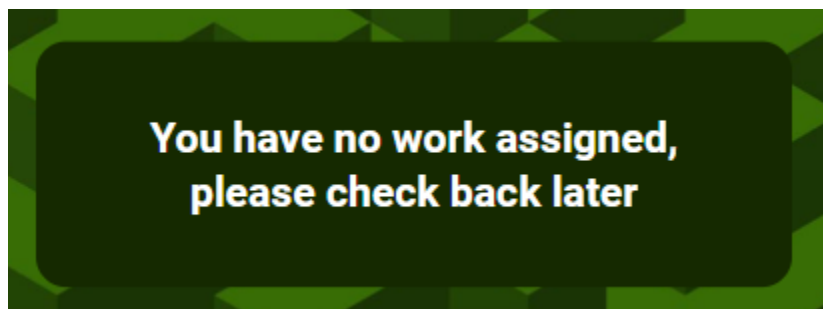


If your student sees this message when they should be working on lessons, we suggest reaching out to the teacher or school, as they would need to review the student's account settings, activities, and reports to determine why the student is not seeing lessons.

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

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

Email:   i-ReadySupport@cainc.com

Phone:  (800) 225-0248

                         Monday–Friday, 7 a.m.–9 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 configuration check (i.e., system check) on your computer by opening the *i-Ready Connect* Configuration Check in the browser that is being used for *i-Ready.*
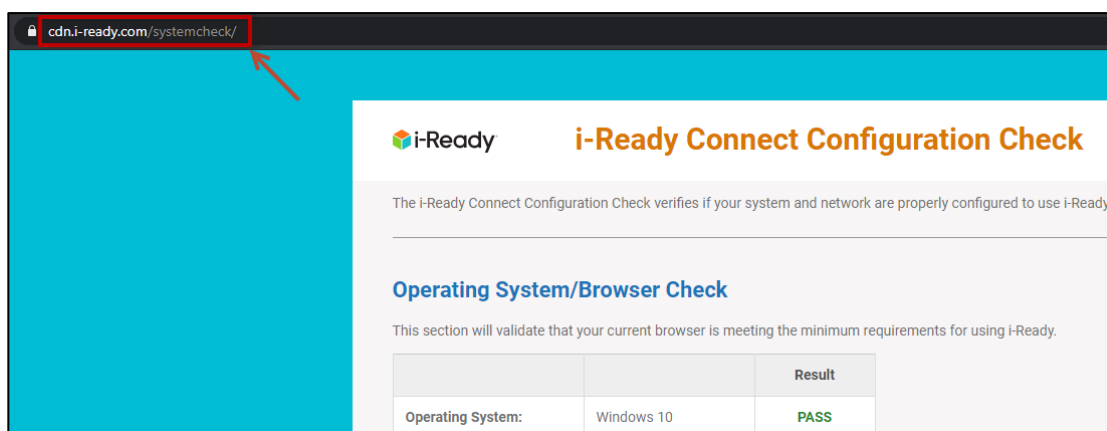


To share the results with the *i-Ready* Support team, scroll down and click "Select Report" in the Report section.
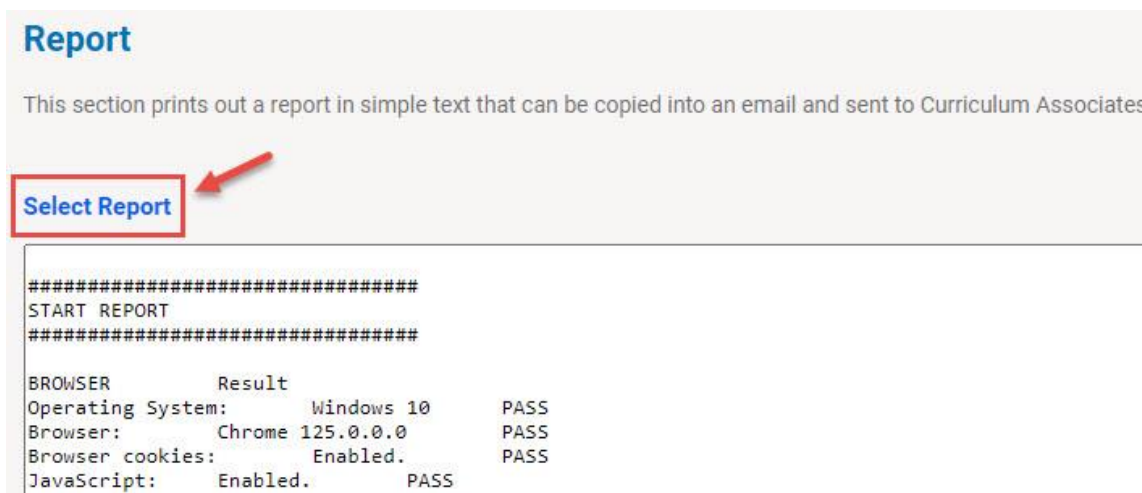


This will highlight all the results. Copy and paste the full report into an email or document to the *i-Ready* Support team. This will help us troubleshoot and support you.

You may find the following instructional video helpful:
How to Run an *i-Ready* System Check

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