Technical Troubleshooting Recommendations

If you are running into issues with your Edmentum product, a good first step is to ensure that devices meet system requirements and then work through these troubleshooting steps. If you are still experiencing issues after you have reviewed and applied this information, please contact Edmentum support.

Note: Occasionally you will see a browser warning or error message appear. These messages might provide you with a clue about what's going wrong and can provide useful context if you need help from Edmentum support.

Contact Customer Support

US Customer Support

- 800.447.5286 (7am to 6pm Central Standard Time)
- https://www.edmentum.com/support

International Customer Support

- +44(0)1572 492576
- https://www.edmentuminternational.com/contact/

When reaching out to Customer Support, please have your Account ID and Login available.

System Requirements

- Exact Path, Courseware, and Study Island
- Apex Courses, Tutorials, and ALVS

2131 Lindau Lane
Suite 800
Bloomington
MN 55425

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+44 (0)1572 492576
international@edmentum.com
Pera Business Park
Nottingham Road, Melton Mowbray
Leicestershire, LE13 0PB

Basic Troubleshooting Tips

- Refresh the browser.
- Close and restart the browser.
- Restart your device.
- Clear the browser's cache and cookies (How-to).
- Check that pop-ups are enabled (How-to).
- Make sure that the list of trusted sites has been added to the network/filters (How-to and List).
- Check that the browser is updated to the latest version (How-to).
- Check the internet connection (How-to).
- Check Edmentum's system status.

Advanced Tips and Resources

If you have tried all the basic troubleshooting tips and have not resolved the issue, you may wish to try some of these more advanced investigations:

- Try a different browser - If you suspect that your current browser is blocking the website, try accessing it using a different web browser to see if you encounter the same issue. If the website loads in the alternative browser, it could be a browser-specific problem.
- See what your browser is having difficulty with. (How-to)
- Is the internet service provider experiencing issues? Visit Downdetector.com to aid investigation.
- Run a TRACERT (How-to)
- If your school's IT controls settings via a Mobile Device Manager (such as Google Admin console or Jamf), the school or district may need to check their settings for trusted sites and ensure all safe sites have been allowed. This is particularly important if the issue being experienced is a school-wide or class-wide issue. (How-to)
    - Also see Technical Considerations for Schools that Manage Systemwide User, Device, or Network Settings

How to Clear the Browser's Cache and Cookies (Browsing History)

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Technical Troubleshooting Recommendations

Edmentum

- Chrome
  - Clear cache and cookies on Google Chrome
- Edge
  - Delete cookies in Microsoft Edge
  - View and delete browser history in Microsoft Edge
- Firefox
  - Clear cookies and site data in Mozilla Firefox
  - How to clear the Mozilla Firefox cache
- Safari
  - Clear cookies in Safari on Mac
  - Clear your browsing history in Safari on Mac
  - Clear cache in Safari on iPad

How to Enable Pop-Ups in a Browser

- Chrome: Block or allow pop-ups in Chrome
- Edge: Block pop-ups in Microsoft Edge (this article is specific to blocking pop-ups, but the same steps can be used to allow them)
- Firefox: Pop-up blocker settings, exceptions, and troubleshooting
- Safari: Allow or block pop-ups in Safari

How to Check that the Browser is Updated to the Latest Version

Here are some resources you can use to determine if your browser is up to date:

- Chrome
- Firefox
- Edge
- Safari

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How to Check Your Internet Connection

A search for "Internet speed test" will yield a number of options that can be used to check your upload and download speed. You can also check bandwidth specifics with your Internet Service Provider.

Edmentum products require a minimum download speed of 768Kbps download per active user, but we recommended a download speed of 2Mbps download per active user.

Is Your Browser Having Difficulty with Specific Pages?

If your device and internet is working fine but you're having difficulty with specific pages, the Network tab might help you find out why.

- Chrome Dev Tools
- Safari Web Inspector
- Firefox Network Monitor
- Edge: Inspect Network Activity

Note down the results or take a screenshot to capture all the information – you can share these details with Edmentum support.

Considerations for when IT Controls Settings via a Mobile Device Manager

If your school's IT controls settings via a Mobile Device Manager (such as Google Admin console or Jamf), the school or district may need to check their settings for trusted sites. This document contains the list of Edmentum trusted sites.

Managing Trusted Sites Within a Mobile Device Manager

Google Admin Console

Set Chrome Policies for users or browsers

- Users or Browsers > URL blocking
- Users or Browsers > Blocked URL exceptions

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If you enabled Android apps on supported Chrome devices in your organization:

- Blocked URLs is not recognized by apps that use Android System WebView. To enforce a blocklist on these apps, define the blocked URLs in a text file and apply the blocklist to the Android apps on an app-by-app basis. For apps that don't use Android System WebView, see the app documentation for information on how to restrict access in a similar way.
- Blocked URL exceptions is usually recognized by Android apps that use Android System WebView. However, other apps might not respect the blocklist. You can allow the apps that use Android System WebView and omit the ones that don't. For information on allowing Android apps, see Allow the Installation of Approved Apps.

Jamf

You can restrict the access students and staff have to certain websites by creating a web content filter profile. When a web content filter profile is distributed to a device, users cannot clear browser history or open a private browser on the device. - Jamf School Device Profiles

Technical Considerations for Schools that Manage Systemwide Settings

If your school or district manages user/device/network settings on a school-wide level, it may be useful to consult with your school's technical contact or IT dept regarding the settings they manage.

This may be applicable if:

- Students use school-provided devices (such as tablets, Chromebooks, and laptops).
- School users are required to connect to a school-specific VPN network.
- The district or school uses a mobile device management application, such as Google Admin Console or Jamf.
- The affected users are experiencing the issue while on-campus and connected to the school's internet.

If a large portion of your users (school-wide, class-wide) are experiencing similar technical issues, as opposed to an isolated incident, we highly suggest looking into your school's global settings in addition to reporting the issue to Edmentum Support.

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Many factors that a school's technical team manages can affect online school program performance, including the following:

- Proxy servers and web caching.
- Firewalls.
- Switches.
- Available bandwidth of the local network.
- Quality of the bandwidth provided by an Internet Service Provider.

All these factors interact with each other. Any combination of these variables may affect the overall performance of Edmentum Products.

Additional resources:

- Three Lessons in Network Management for Every School
- Guide to the Most Common Network Troubleshooting Techniques

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