

Troubleshooting Tips for Accessing Edgenuity at Home

In an effort to make the utilization of Edgenuity as simple as possible when you are working from home, we've created this guide full of helpful hints. Please reference this guide if you are having difficulty accessing TVA Edgenuity courses from home.

1. For immediate assistance, contact Customer Support at 877.202.0338 ext 3
 - a. Hours: Monday - Friday 7:30am - 9:30pm; Saturday & Sunday 9:00 am - 5:00pm
2. Ensure the machine and Internet connection meet or exceed the minimum system requirements.

Edgenuity Minimum System Requirements	
Operating Systems ¹	Browsers
<ul style="list-style-type: none">• Android™ 5.0+• Apple iOS 10.3+• Mac® OS X® 10.9+	<ul style="list-style-type: none">• Chrome• Firefox®• Safari®• Microsoft® Edge
Processor	<p>* Edgenuity products are tested on the latest supported browser versions.</p> <p>* Internet Explorer is not supported for Middlebury PowerSpeak World Languages.</p>
<ul style="list-style-type: none">• Processor: 2.33 GHz AMD® -or- Intel® 1.33 GHz• Memory: 1+ GB RAM	
Sound ³	Network / Speed Connection ²
<ul style="list-style-type: none">• OS supported sound card• Microphone, Speakers or Headsets	<ul style="list-style-type: none">• LAN 100/1000 switched to desktop• Internet access of 384 kbps per concurrent user• Wi-Fi with 54 mbps access points or better

3. Ensure Edgenuity's domain https://*.edgenuity.com is a trusted site on your browser.
4. Verify your internet connection speed at <http://www.speedtest.net>.
 - a. The recommended download is 2.0 mbps. This is because you are pulling video from the servers at the Edgenuity home site, rather than from your school's media server.
5. Clear your browser cache.
 - a. In your browser, delete the temporary Internet files and cookies. You can do this by pressing the following keys on your keyboard CTRL + SHIFT + DELETE.