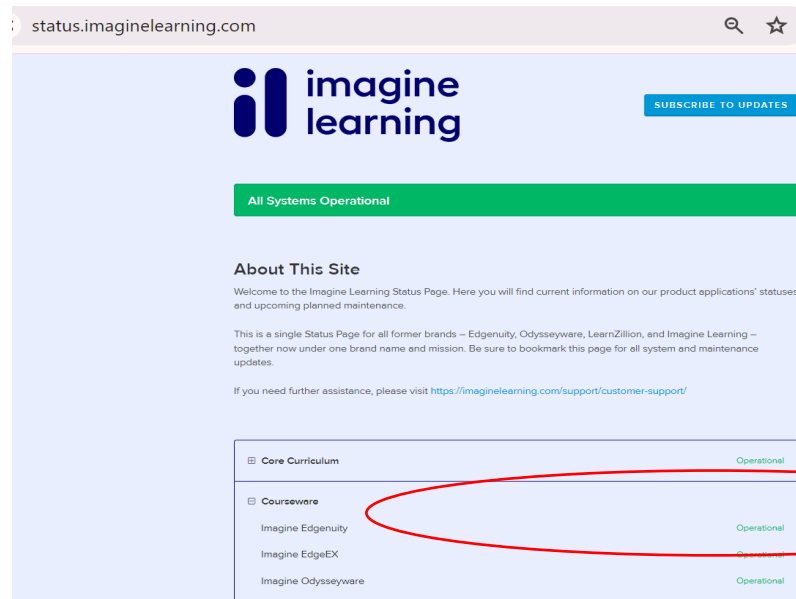


## Steps to Troubleshoot from Home 8-2024

- **Do not** contact Edgenuity/Imagine Learning Support for “computer issues.”
- Go to **status.edgenuity.com** to see if the **Courseware Imagine Edgenuity** system is “Operational.”



The screenshot shows the status page for Imagine Learning. At the top, there is a search bar and a star icon. The main header features the Imagine Learning logo and a 'SUBSCRIBE TO UPDATES' button. A prominent green banner states 'All Systems Operational'. Below this, there is an 'About This Site' section with a welcome message and a link to support. A table at the bottom lists system components and their status:

Core Curriculum	Operational
Courseware	
Imagine Edgenuity	Operational
Imagine EdgeEX	Operational
Imagine Odysseyware	Operational

A red oval highlights the 'Imagine Edgenuity' status in the table.

- If not, relax for a bit. There is nothing anyone can do for the time being except exercise patience.
- Check with your internet service provider (ISP) to make sure the problem is not on their end.
- Ensure your system & internet connection meet or exceed the Minimum System Requirements.
- Ensure [https://\\*.imagineedgenuity.com](https://*.imagineedgenuity.com) is a trusted site on your browser.
- Ensure that Cookies are allowed on your browser for all Imagine Edgenuity websites.
- Ensure that the following Imagine Edgenuity sites are allowed in your browser’s pop-up settings exactly as listed: [\*.]imagedgenuity.com, [\*.]thelearningodyssey.com, [\*.]education2020.com
- Verify your internet connection speed at <http://www.speedtest.net>
- The recommended download is a minimum of 2.0 Mbps. This is because you are pulling the video from the servers at the Edgenuity home site, rather than from your school’s media server.
- Clear your browser cache.
- Clear your system Cookies & temporary Internet files.
- Ensure your browser is up to date. Try another browser: Edge, Firefox, Safari.
- Totally shut down your system (not just reboot.) Wait 10 minutes.
- If you continue to experience loading issues, try the following:
- Temporarily refrain from using any streaming services such as YouTube, music sites, gaming sites, etc. Only open the Edgenuity program.
- If available, try loading the content on another device or internet connection.