

Troubleshooting Edgenuity Plug-ins at Home

In an effort to make the application of Edgenuity as simple as possible when you are working from home, we have created this guide full of useful tips to troubleshoot plug-ins on your home computer(s).

- ◆ The first you want to do is to launch your browser. It could be Internet Explorer, Mozilla Firefox or Google Chrome. If you are using windows 8, I strongly recommend you use Google Chrome because that is the only browser that is compatible with Edgenuity at this time.
- ◆ Enter The Learning Center Website at: www.hayslc.com as shown below. I am going to use Mozilla Firefox with this demo but you can use any other browsers and still follow the same procedures to update/troubleshoot the plug-ins on your home computer(s).



- ◆ Click on the Edgenuity icon to the right on TLC website main homepage and it will open in a new tab shown below.

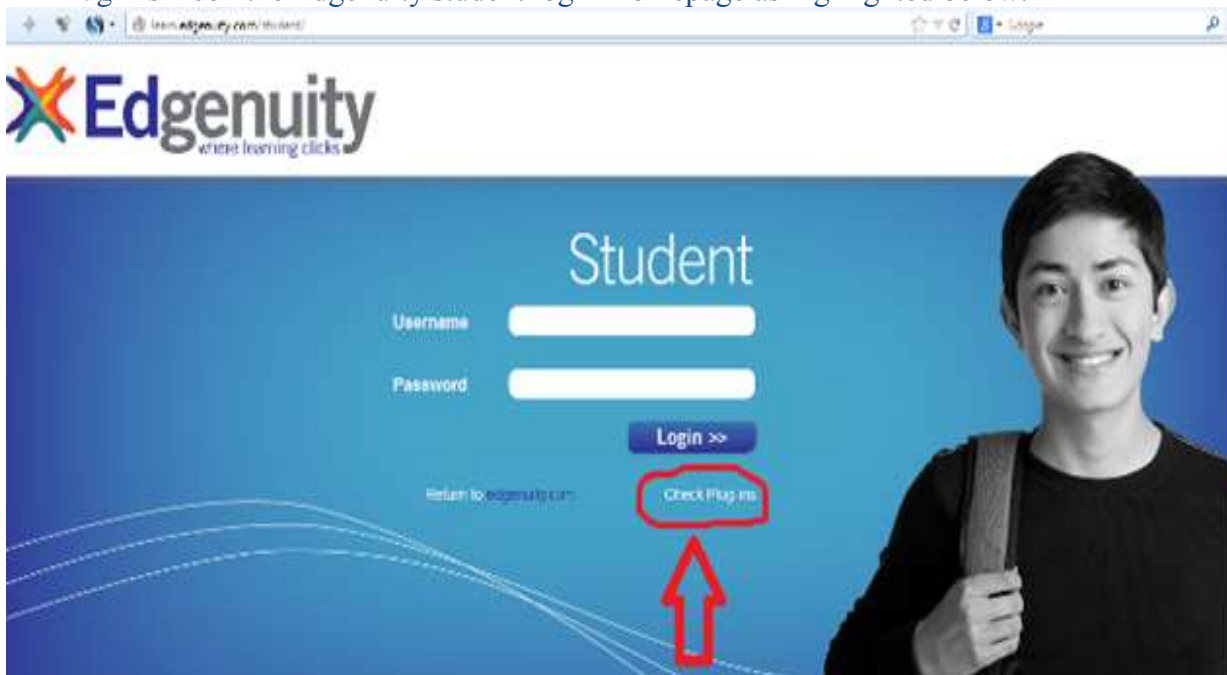


Troubleshooting Edgenuity Plug-ins at Home

- ◆ Sample page of the Edgenuity student virtual log in session.

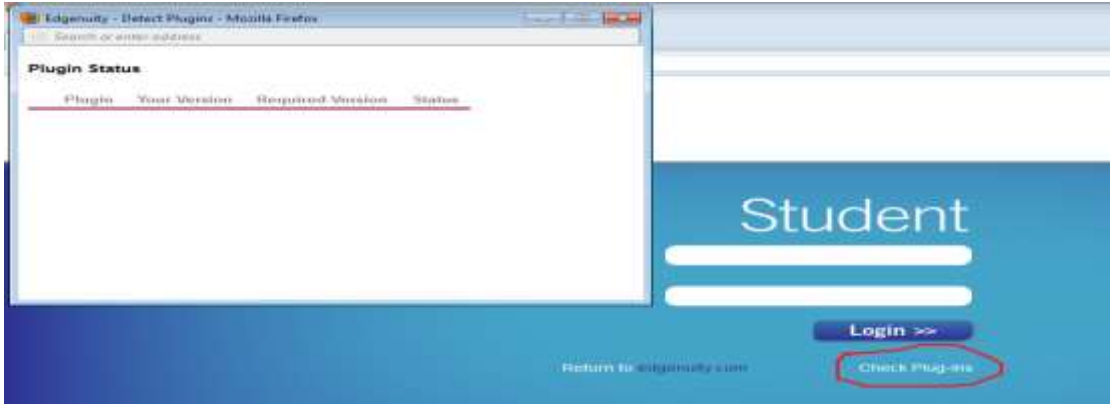


- ◆ In order to check the plug-ins on your computer, you will need to click on the “Check Plug-ins” icon the Edgenuity student log in homepage as highlighted below.



- ◆ When none of the 5 plug-ins are show on the plug-in status page as displayed below, you will first need to install **Adobe Shockwave Player** and then refresh the page in order to be able to see which of the 5 plug-ins is/are missing. Sample page is displayed below.

Troubleshooting Edgenuity Plug-ins at Home



- ◆ The following page will show you which of the plug-ins is/are missing. The example below shows that **Adobe Acrobat Reader** needs update. It could be any of the other plug-ins.



- ◆ To update the **Adobe Acrobat Reader**, I will either click on the highlighted Adobe Acrobat Reader on the Plug-in Status or go to TLC website. There you will see a link on the homepage that says “Tech District” as show on the two screens shot below, click on it and it will take you to where you will be able to download the necessary plug-in(s).



Troubleshooting Edgenuity Plug-ins at Home

- ◆ The highlighted screen shot below shows the 5 plug-ins the browsers on your computer would need to have for you to be able to access Edgenuity from your home computer. To update/download any of the plug-ins, please follow the on-screen download/installation direction. Be careful that you don't download unnecessary adds-on programs such as attached anti-virus.

Student Laptop Care and Troubleshooting Edgenuity Plug-ins

Click the links below to get all the information you would need to troubleshoot Edgenuity from home and how to take care of The Learning Center Student Laptop. If you have trouble viewing the documents, you can get a free download of Adobe Reader by clicking [HERE](#).

If you have any questions, please contact the Learning Center at lcinfo@usd489.com or (765) 623-2426

Laptop Orientation Video

Accidental Damage Report

Updating Edgenuity Plug-ins

Student Laptop Care and Operation

Edgenuity Plug-ins

Java Download

QuickTime Player Download

Shockwave Player Download

Adobe Flash Player Download

Adobe Acrobat Reader Download

Info

The Learning Center is open 56 hours a week:
 Mon-Thurs: 8:00 AM to 8:00 PM
 Friday: 8:00 AM to 4:00 PM

Adults in the Hays community who wish to learn English as a second language can take courses with our certified ESL instructor. These classes are held during the day and evenings, Monday through Friday.

For more information about our course offerings and programs, please click the programs link above.

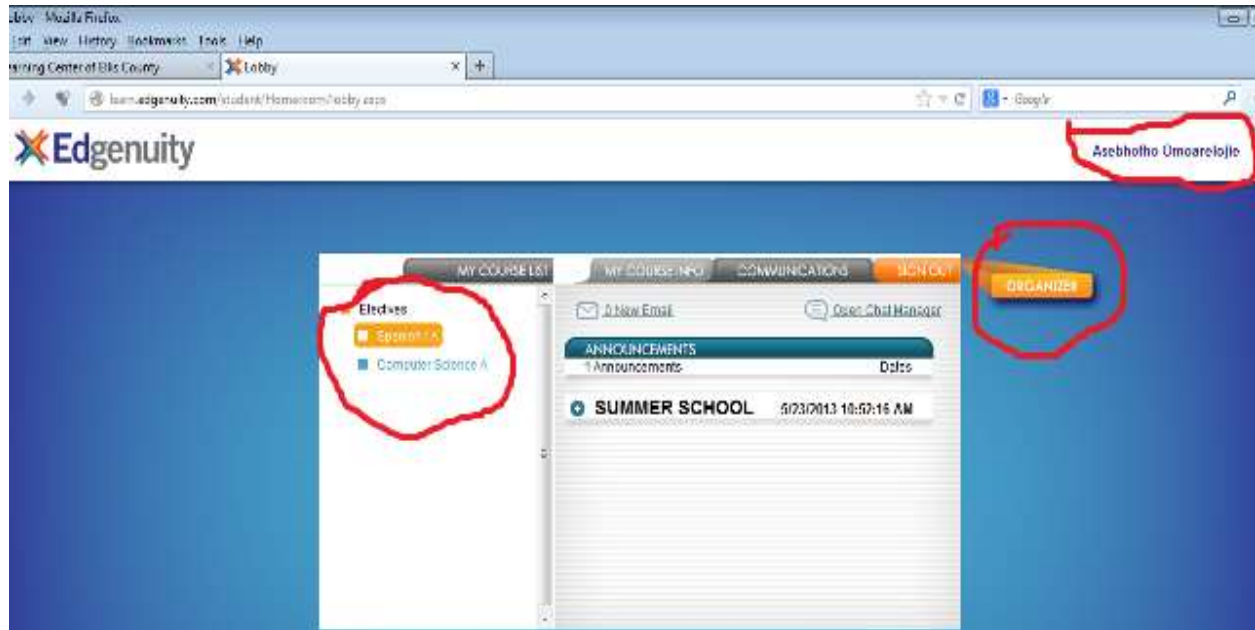
- ◆ In the below screen, you will see all the 5-plug-in and there status with a check mark “OK” showing that all the plug-ins are installed and are up-to-date. As you can tell from the screen shot, the young man is all happy ☺ and excited ready for classes because all the plug-ins are up-to-date.

Edgenuity where learning clicks

| Plugin | Your Version | Required Version | Status |
|--------------------------------------|---|------------------|--------|
| Adobe Flash Player | 11 | 9 | OK |
| Adobe Acrobat Reader | PDF Plug-In For Firefox and Netscape 11 | 6 | OK |
| Quicktime Player | 7.7.6 | 7 | OK |
| Shockwave Player | 12.0.3.1321 | 10 | OK |
| Java | 1.7 | 1.6 | OK |

Troubleshooting Edgenuity Plug-ins at Home

- ◆ When you logon you Edgenuity student account after you must have installed all the plug-ins, the lobby should look just like the one displayed below showing your **name** to right on top of the windows, **organizer** to the right on top of the screen, **class(s)** you are enrolled in to the left on the screen.



- ◆ Good luck and please do not hesitate to contact The Learning Center if you need help updating the plug-ins at (785) 623-2426 or lcinfo@usd489.com