

Questions from Families

Answers to common questions from families.

1. How do I log in?

In order to access *i-Ready*, your student's school or district must have licenses for the program. *i-Ready* licenses can only be provided at the school and district level—it is not possible to license individual students to use *i-Ready* at this time.

On an iPad®

1. Download the free *i-Ready for Students* app from the App Store®. iPads must be compatible with iOS® 11 or above, such as the iPad Air®, iPad Air 2, iPad Pro®, or any other device that meets the requirements listed [here](#). You can also check out [this video](#) for instructions on how to check compatibility for an iPad and download the *i-Ready for Students* app.
2. Determine the login mechanism used by your child's school.
 - If your child's district/school uses **Clever**, download the Clever app, log in using their district/school portal credentials, and click on the *i-Ready* icon.
 - If your child's district/school uses a portal that is **NOT Clever (e.g. ClassLink)**, students should open the Safari® browser, enter their school portal URL and login, and click on the *i-Ready* icon.
 - If your child's district/school does **not use a portal**, they should open the *i-Ready for Students* app and log in to *i-Ready* using the credentials provided by their teacher.

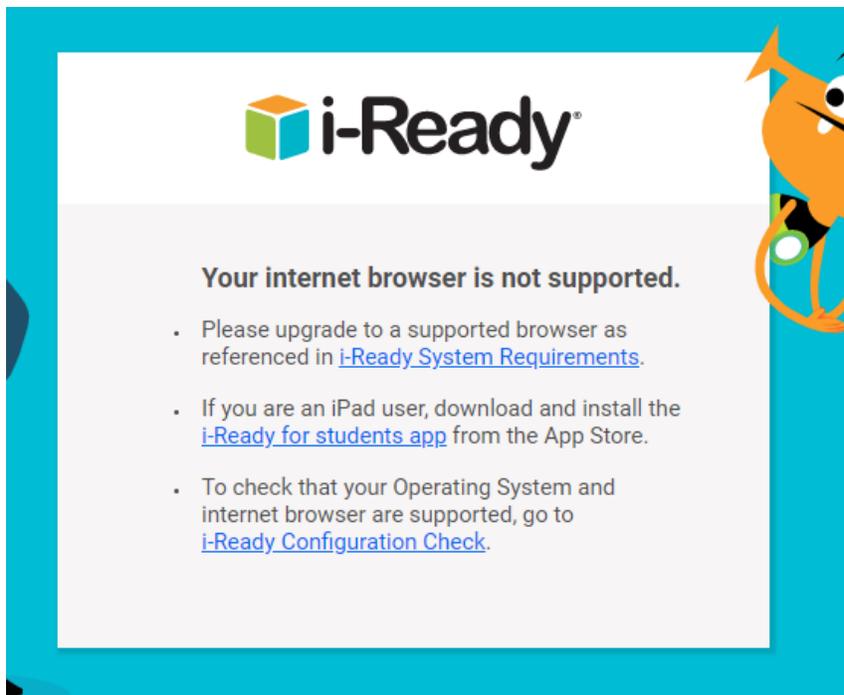
From a Computer

1. [Click here](#) to run our System Check to confirm that your device and internet connection meet *i-Ready* System Requirements.
2. Determine the login mechanism used by your child's school and log in.
 - If your child's district/school **uses a portal**, your child should log in using their district/school portal credentials and then click on the *i-Ready* icon.

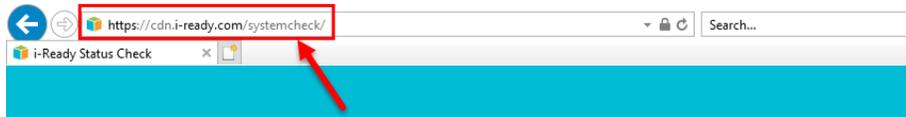
- If your child's district/school does **NOT use a portal**, your child should visit i-Ready.com and log in to *i-Ready* directly on a computer using the credentials provided by their teacher.

2. What should I do if I get a message that says my browser is unsupported?

If your operating system or browser is out of date, or unsupported, you may see the following message when you log in:



To find out why this message might be appearing, [click here](#) to run the system check, which will indicate why your internet browser might not be supported. The image below shows an example of system check results:



i-Ready **i-Ready Configuration Check**

The i-Ready Configuration Check verifies if your system and network are properly configured to use i-Ready.

Operating System/Browser Check

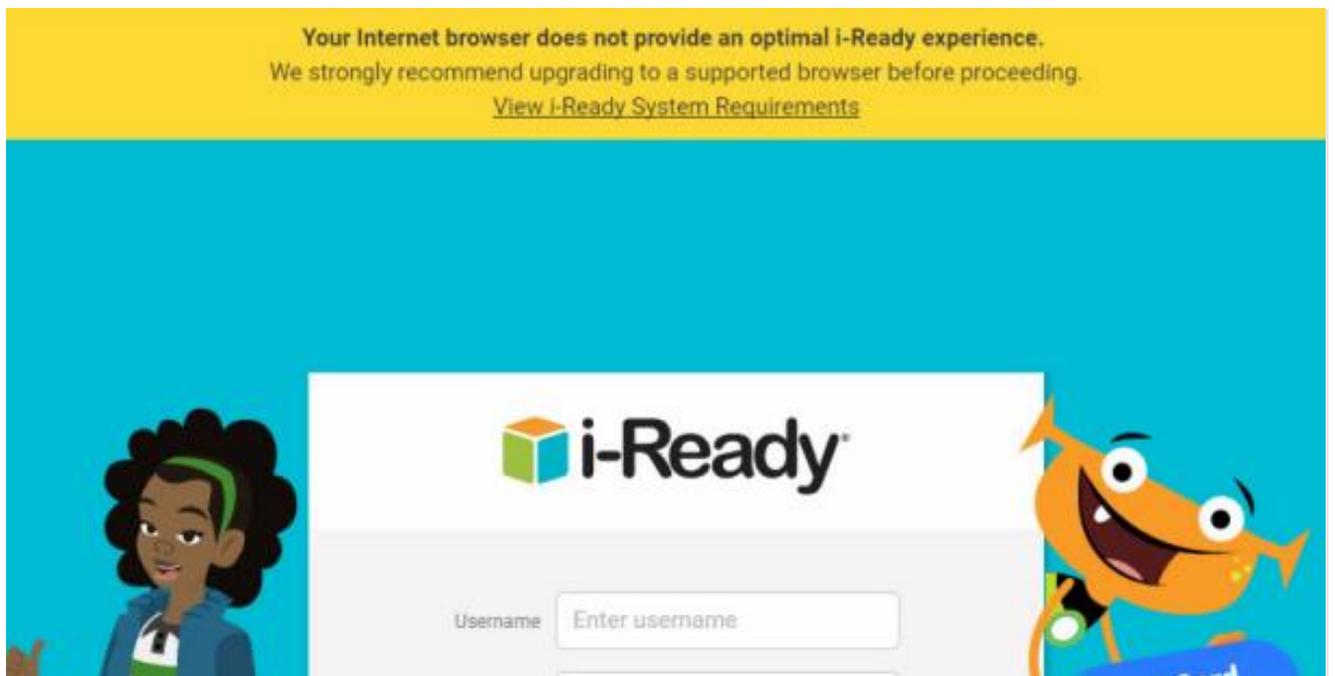
This section will validate that your current browser is meeting the minimum requirements for using i-Ready.

		Result
Operating System:	Windows 10	PASS
Browser:	Internet Explorer 11.0	FAIL
Browser cookies:	Enabled.	PASS
JavaScript:	Enabled.	PASS

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, please try to update your browser by following the directions under the question below, "How do I update my browser?"

3. What should I do if I get a message that says my browser does not provide an optimal *i-Ready* experience?



If you see this banner on our login page, the browser being used is not ideal and we suggest updating the browser to a supported version found in the following chart:

OS and browser requirements are listed in the following table:

Operating System	IE	Edge	Safari®	Firefox®	Chrome*
Windows 7 SP1	Not Supported	N/A	N/A	66 or higher	74 or higher
Windows 10 1803 (April 2018 Update) or higher	Not Supported	17 or higher	N/A	66 or higher	74 or higher
MacOS X 10.11	N/A	N/A	12.1 or higher	66 or higher	74 or higher
MacOS 10.12–10.14	N/A	N/A	12.1 or higher	66 or higher	74 or higher
Google Chrome OS™	N/A	N/A	N/A	N/A	74 or higher

4. How do I update my browser?

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 the steps below or check out [this video](#) for instructions.

- Open the Google Chrome browser.

- Click the "Customize and control Google Chrome" button (three dots below the browser "X" button) in the upper-right corner of the screen.
- From the dropdown menu that appears, select "Help"; then select "About Google Chrome."

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.)

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 the steps below or check out [this video](#) for instructions.

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

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.

Safari and Microsoft Edge: Safari and Microsoft Edge browsers are tied to the operating system. You will potentially need to update your operating system, but that could be tricky. Instead, we strongly suggest downloading Google Chrome or Mozilla Firefox. Both are free to download and will be another way to get to the internet.

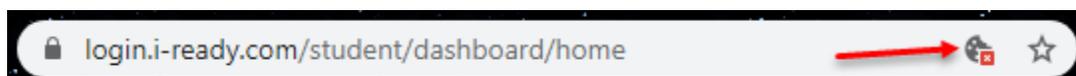
- To download Google Chrome, click "Download Chrome" on [this page](#), which will begin the download.
- To download Mozilla Firefox, click "Download Now" on [this page](#), which will begin the download.

Once Google Chrome or Mozilla Firefox is downloaded, you should see the browser icon, either on your desktop or in your list of programs.

5. What should I do if my child ran into an issue while in a lesson?

In some cases, you might encounter technical issues when your student is working on lessons. These issues can appear in different ways (“An error occurred” message, freezing screen, white screens, black screens, etc.), but here are our initial basic troubleshooting suggestions:

- Clear the browser cache (CTRL + Shift + Delete)—At times, if the student is encountering the issue several times, the browser has cached, or “remembered,” the place where they continue to get stuck. By clearing the cache, it may allow the student to continue from that spot. You can check out [this video](#) for instructions on how to clear the cache on an iPad.
- If you have a different browser available (Google Chrome, Mozilla Firefox, or Safari)—please try to use it instead. In some cases, doing so will allow the student to continue because a new browser may not have cached student account information.
- Try Incognito window/Private window—Each browser has a “private” window option. These windows often resolve issues as extensions, cache, cookies etc. are not saved. To try this, open a browser and do the following, depending on the browser:
 - For Chrome: CTRL + Shift + N
 - For Firefox and Edge: CTRL + Shift + P
 - For Safari: Command + Shift + N
- Try a different device, if available, to confirm if the issues continue:
 - 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 stuck, 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, due to the screen size, not all lesson items appear. By zooming out, we hope any buttons that might be missing will 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 getting to our page, especially if they are using Single Sign-On portals. Look out for this icon in the URL bar:



Additional Resources

- Access [printable at-home activity packs](#).

- Questions? Contact i-ReadySupport@cainc.com.