

i-Ready Troubleshooting:

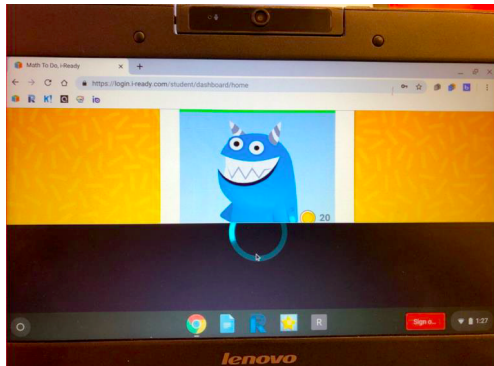
i-Ready Not Loading - Blank Screen

Try Clearing Cookies

Video <https://www.youtube.com/watch?v=vElhvtLKRnU>

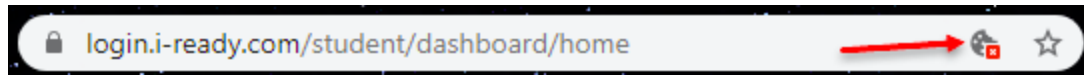
[Visual instructions](#)

I am working on a Chromebook and lessons are not loading or get stuck?



- Clear Cache (see instructions below)
- 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 (see instructions below)
- 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, not all lesson items appear due to the screen size. Zooming out might allow any buttons that are missing to appear.
- Confirm if the *i-Ready* cookies are not being blocked. Cookies are used to remember frequently visited pages. If students inadvertently block cookies, this will prevent the

students from getting to our page, especially if they are using SSO portals. Look out for this icon in the URL bar:



Clear the cache?

Each browser has a cache that remembers data from past visits to the same page. The cache helps to run things faster, as it remembers past information, getting you to the page and page details faster than if you started fresh each time. However, we suggest clearing the cache from time to time, as it will help with performance issues.

The easiest way to clear the browser cache from Chrome, Firefox, Safari, or Edge is to use one of the following key combinations:

For most browsers: CTRL + Shift + Delete ([How to clear your cache on Chrome](#))

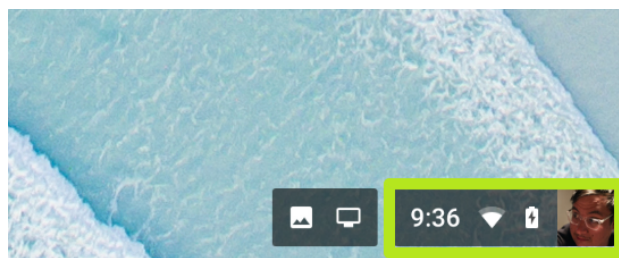
On a Chromebook: CTRL + Shift + Backspace

Using Safari on a Mac: CMD + Shift + Delete ([How to clear cache using Safari on a Mac](#))

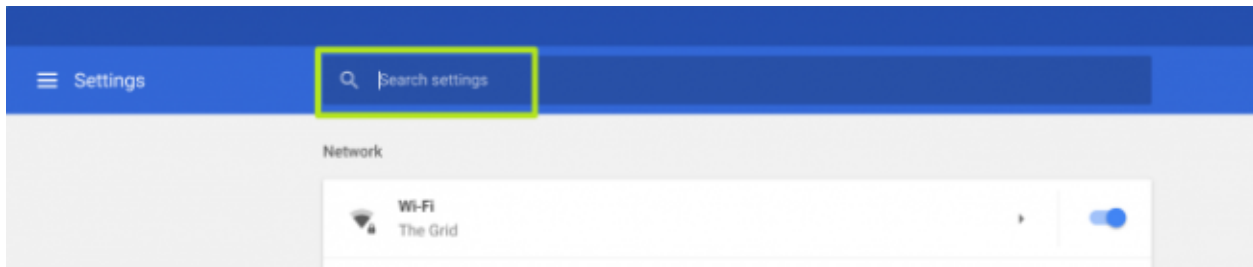
This should take you to the option to clear the browser cache. **Be sure to change the dropdown to clear all the cache (“All time,” etc.)** and not just the last few minutes. Below is an example from Chrome (other browsers will be similar):

Change Video Resolution

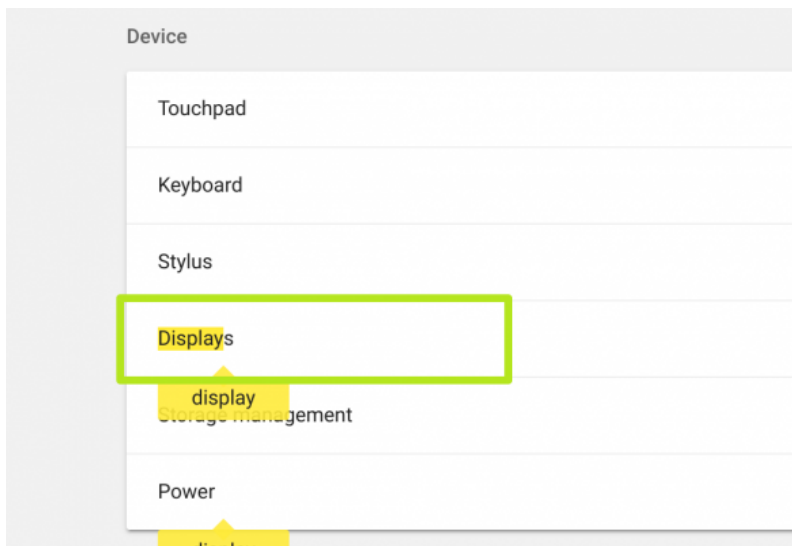
1. Click the time, Wi-Fi, power and avatar icon box in the bottom corner. But not the notification count box.



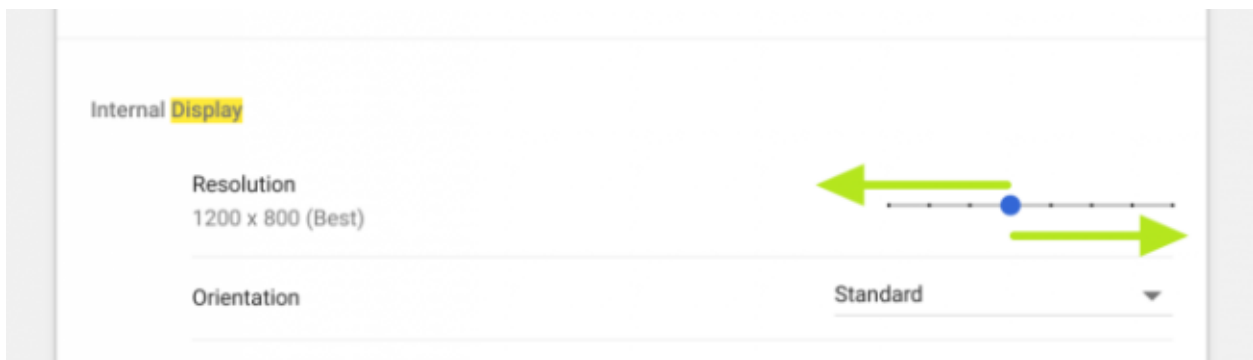
2. Select the Settings icon.



3. Type Display in the search field.



5. Drag the slider to the left or right. Moving it to the left decreases resolution, and dragging it to the right increases resolution.



If I am still having trouble with i-Ready, how do I get help?

You can contact the *i-Ready* Support team.

Via email: i-ReadySupport@cainc.com

Via phone: (800) 225-0248

Monday through Friday, 7:00 a.m.–9:00 p.m. ET

You will likely be asked for information about your computer when you speak to a service representative. You can prepare for this call by running a configuration (system) check on your computer by opening this webpage in the browser that is being used for *i-Ready*

RUN A ONE-CLICK SYSTEM CHECK BY CLICKING HERE:

<https://cdn.i-ready.com/systemcheck/>

Helpful technical resources:

We also recently created a family-facing technical and troubleshooting guide here:

<http://i-ReadyCentral.com/FamilyTechnicalGuide>

Youtube Channel for i-Ready Technical Support for Educators, Parents and Students

https://www.youtube.com/playlist?list=PLdPYwoTYVh14cfDvo8_szTVKqZ-Bmh58B