IDAHO
DIGITAL
LEARNING
ALLIANCE

Email: support@idla.k12.id.us

Phone: 208.342.0207

Which Internet browser should I use?

IDLA recommends using **Google Chrome** for classes.

1. Find which version of Chrome you need and install it on your device here: [Download & install Google Chrome](#).

2. Be sure you have [third-party cookies allowed](#).

3. Be sure you have [pop-ups and redirects allowed](#).

Additional Notes:

- Information about Schoology supported browsers: [System Requirements & Troubleshooting Tips](#).

- Information about Buzz supported browsers: [Buzz Supported Browsers](#).

How to Contact IDLA Tech Support

You can reach out to IDLA Tech Support in several ways if you have problems or questions with the above information.

- Email: [support@idla.org](#)
- Phone: 208.342.0207
- Live Chat Support Monday - Friday from 7:30 am - 5:30 pm Mountain Time
  - Visit: [IDLA's Portal Page](#)
  - Click the **Contact Us** in the bottom right corner

For quick support, please include the following information when you contact IDLA Tech Support:

1. **User Information**
   a. Your full name
   b. Your role at IDLA (student, teacher, Site Coordinator, etc.)
   c. Your school and district
2. **Issue Description**
   a. What's the problem you're experiencing?
   b. What is the exact text of the error message(s) you receive?

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       c.   What link and location were you at when you experienced the issue?

       d.   What have you done to try to resolve the issue?

3. **Supporting Documentation**

       a.   Attach any screenshots or videos showing the error:

           i.   [How to take a screenshot](#).