While working on lessons, what should I do when . . .

My child experiences issues during 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, a freezing screen, white screens, black screens, etc.), but here are our initial basic troubleshooting suggestions:

- Clear the browser’s 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 (find more context in our Appendix section below).
- If you have a different browser available (Google Chrome, Mozilla Firefox, or Safari), please try to use it instead. In some cases, it will allow the student to continue, because a new browser may not have cached student account information.
- Try incognito/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.
I am working on a Chromebook and lessons are not loading or get stuck?

Along with the suggestions found in the previous section, if you are using a Chromebook, here are additional suggestions:

- 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, 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 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:
My child sees a “You have no work assigned” message?

If your student sees this message when they should be working on lessons, we would suggest reaching out to the teacher or school, as they would need to review the student’s account settings, activities, and reports to determine why the student is not seeing lessons.
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@castinc.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 system check on your computer by opening this webpage in the browser that is being used for i-Ready: cdn.i-ready.com/systemcheck/

To share the results, scroll down and click the “Select Report” button in the “Report” section of the System Check.

This will highlight all the results, and then you can copy and paste the full report into an email or document.