



Technical FAQs and Troubleshooting Guide

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i-Ready Technical Support YouTube™ Channel & Technical Training

In addition to the information in this guide, you can find some great tips and tricks on our [YouTube Channel!](#)

Other videos addressing specific issues or recommendations can be found at the links below:

[Browser Security—Chromebooks](#)

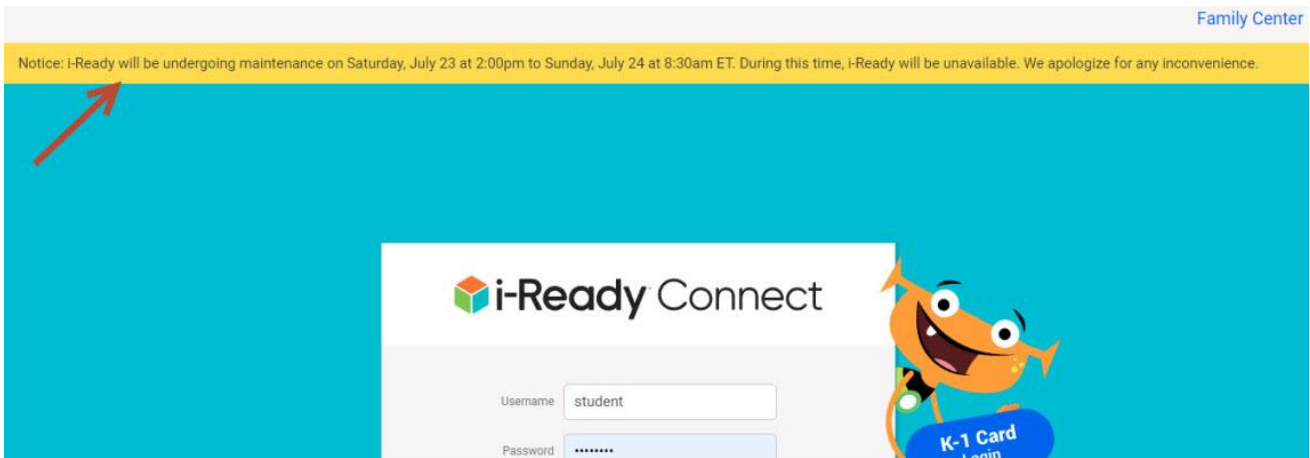
[Browsers, Operating Systems, and Hardware Requirements for *i-Ready*](#)

[Recommendations When Using *i-Ready* with an iPad](#)

[i-Ready Troubleshooting on PCs, Macs, and Chromebooks](#)

Is *i-Ready* Experiencing an Outage?

The login page for *i-Ready* (<https://login.i-ready.com/>) will have a banner displayed for upcoming maintenance or outage information. Please note that single sign-on (SSO) users (e.g., Clever®, ClassLink™) will not see the main *i-Ready* login page by default. If you have any questions or concerns regarding *i-Ready* maintenance or possible outage, please check the login page first.

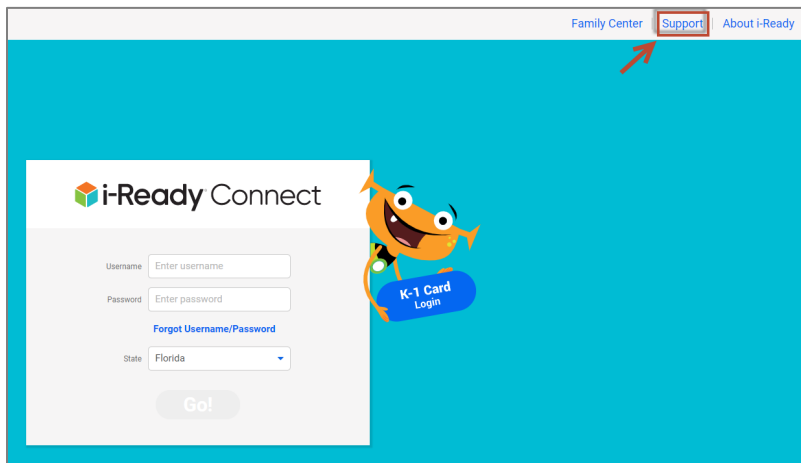


Contacting *i-Ready* Support

If the issue continues after going through the basic troubleshooting steps in this guide, please contact *i-Ready* Support.

The best way to report an issue is to email *i-Ready* Support (i-ReadySupport@cainc.com) with the information requested below.

Alternatively, from the main *i-Ready Connect*™ Login page (<https://login.i-ready.com/>), click the **Support** link.



The hours of operation along with the phone number can be found on the Support homepage.

Forgot Username or Password?

Go to [Login Assistance](#) to recover your username or password.

Note: Schools using a single-sign-on access will have teacher portal access information in your school's website. Please visit the school website for further assistance.

For Teachers/Administrators

Visit [i-Ready Central](#)

24/7 access to tips, how-tos, videos, planning tools, and more!

Technical Support

Contact Us

i-readysupport@cainc.com

800-225-0248

Mon-Fri 7:00 a.m.-9:00 p.m. ET

System Check

Make sure your computer passes i-Ready Connect's requirements.

[System Requirements](#)

[Run System Check](#)

What to Include When Contacting *i-Ready* Support

To assist in expediting your request, the following information is extremely helpful:

- Run a system check from the computer having the issue (see below) <https://cdn.i-ready.com/systemcheck/>
- Make and model of computer (e.g., Dell™ OptiPlex 780, Lenovo™ N23)
- Wireless or wired?
- District and school name
- Student username
- Full name of lesson/quiz (e.g., Rounding to the Nearest 10, 100, or 1,000—Level D—Practice)
- Describe the issue (what exactly is happening or not happening as opposed to what should be happening)
- Steps to reproduce the issue
- Include screenshots/videos (use your camera phone if necessary) and/or other supporting documentation

For *i-Ready* Teachers and Administrators

Using an Interactive Display Panel with *i-Ready*

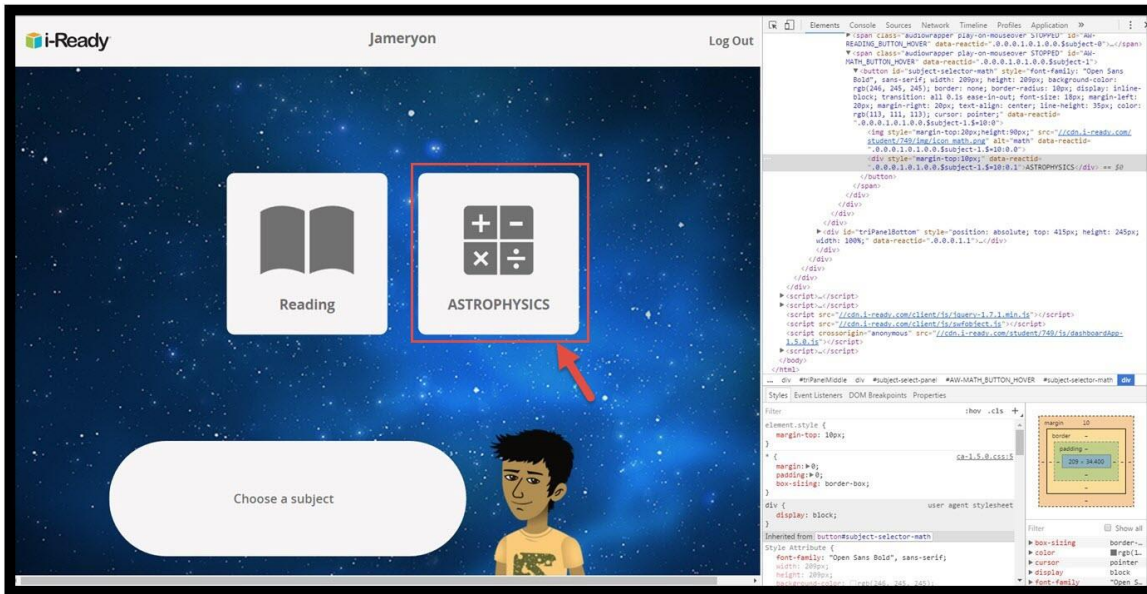
Many classrooms are using interactive display panels instead of projectors. Teachers have found it's a great way to use the library of content available in the *i-Ready* Teacher Toolbox. However, most of these panels have a customized version of the Android™ operating system with a mobile browser and do not meet the minimum system requirements for *i-Ready*. The best way to use these panels with *i-Ready* is to screen cast the computer to the panel. Depending on the make and model, some panels are able to handle screen casting wirelessly, others may require a special software package to be installed. Nearly all support HDMI input as well. In most cases, the interactive feature will still function if configured properly. Contact *i-Ready* support if you need assistance.

Student Changed the Text on the Screen/Button or Added Coins to Their Account

Some students have figured out how to change the text on the screen or add game credits to their *i-Ready* account. This has to do with basic coding and students can find YouTube videos on how to do this.

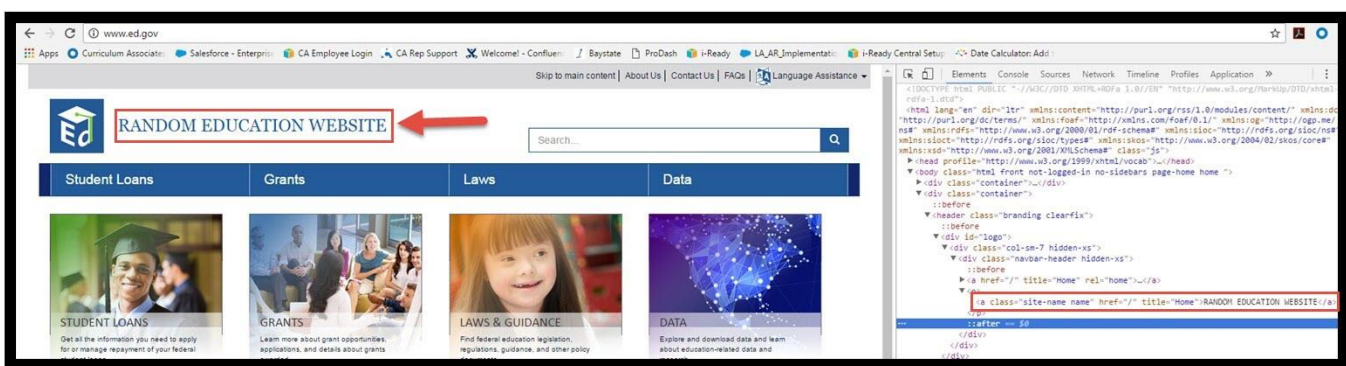
On nearly any web page, students can right-click the page and select “Inspect” (or “Inspect element” depending on the browser). This will open a coding window (developer tools) on the right side of the screen. By selecting the appropriate location in the code, the student can change the font, color, size, and text as well as placement of buttons, etc.

In the screenshot below, the *i-Ready* “Math” button was changed to read “ASTROPHYSICS.”



Please note—these changes are temporary and only appear on the screen where the editing is being done and do NOT change the actual web page. They cannot be “pushed” out to other students’ screens. The only way for this to appear on a student’s screen is for the edit to happen on the computer they are currently using. If the screen is refreshed or the student moves to another page, the change disappears.

While this may be distressing and can potentially create a distraction in the classroom or lab, unfortunately it’s an issue across the web. Another example is the US Department of Education website being changed to read “RANDOM EDUCATION WEBSITE.”



This is not an *i-Ready* issue—it has to do with how web pages are built. Please keep in mind that the changes are temporary and are limited to the individual screen. It doesn’t permanently change that student’s account and will disappear upon logging out or refreshing the screen.

Depending on how the computers are set up, the IT staff may be able to disable the developer tools for student accounts. However, it is recommended that the developer tools still be available to teachers and/or local tech accounts.

This will allow the *i-Ready* technical staff to do in-depth troubleshooting. (See the Disable Developer Tools section under District Network and System Administrators section below.)

Downloading *i-Ready* PDF Reports in Google Chrome™

If you prefer to download the *i-Ready* reports PDFs (for your records) instead of viewing them in Chrome’s native PDF viewer on the screen, use the download PDF option in Chrome:

Disable Chrome’s native PDF viewer:

- Type “chrome://settings” in the URL/address bar
- Click “Privacy and security” on the left side of the screen
- Click “Site Settings” button under the Privacy and security section
- Click “Additional content settings” at the bottom
- Click PDF Documents
- Select the Download PDF Files option
- PDFs will now download to your computer and will open in the default PDF reader installed



Sites sometimes publish PDFs, like documents, contracts, and forms

Default behavior

Sites automatically follow this setting when you visit them



Password Reset Emails from *i-Ready* Are Not Being Received

Please note that if you are using an SSO such as Clever or SAML, you will need to reset your password in your student information system or LDAP. Using *i-Ready* to reset your password will NOT work in this instance.

For non-SSO/Clever users, when the *i-Ready* administrator attempts to reset your password, you should receive an email. If you are not receiving the password reset email (check your junk/spam email folder), it is typically because of a spam/email filter. An easy way to test this is to have the *i-Ready* administrator temporarily replace your email address with a non-school/district email address and see if the password email comes through (don’t forget to change it back). If it does, the spam/email filter bypass/allow list will need to be updated with the following domains:

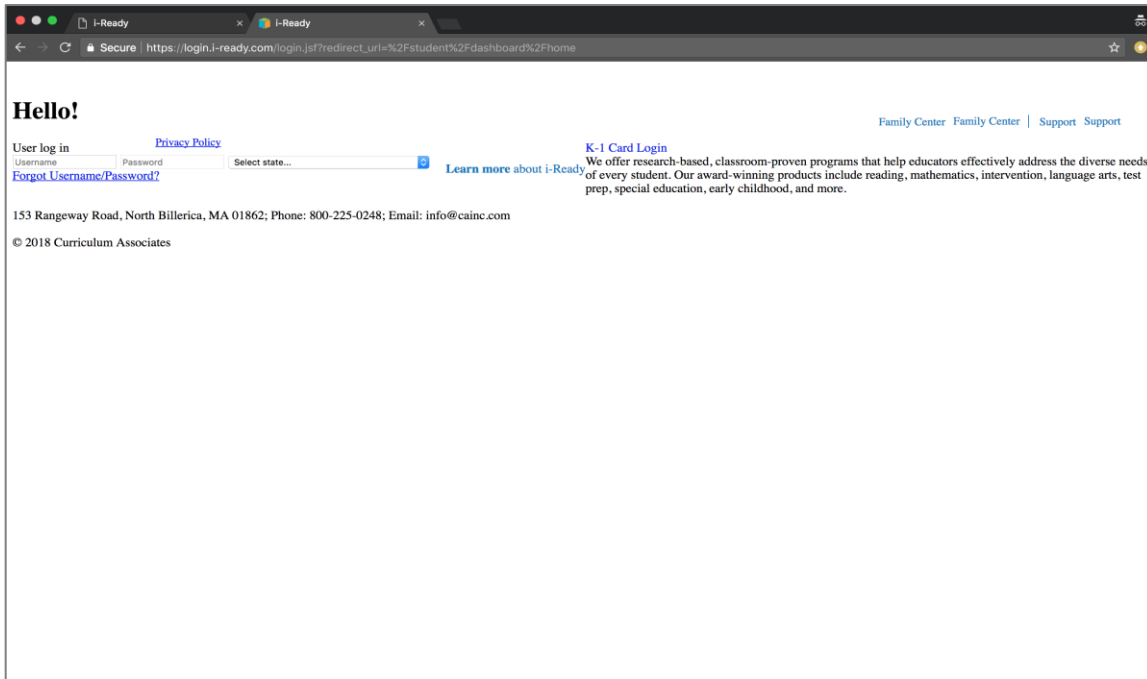
- @amazonses.com
- @cainc.com
- @i-ready.com
- @curriculumassociates.com

For District Network and System Administrators (Systemwide Settings)

Content Filters, Firewalls, and Proxy Servers

i-Ready content is served by a content delivery network (CDN), which is essentially several content servers geographically located in the cloud. Since most school districts use a content filter and/or a firewall, it's important to allow (i.e., URL bypass) the *i-Ready* domains listed in the system requirements (<http://www.i-ready.com/support/i-ReadySystemRequirements.pdf>) to avoid slowdowns or blocked pages.

When the *i-Ready Connect* login page consistently fails to load in its entirety, a proxy or firewall configuration may be the issue.



Common issues that may cause the *i-Ready Connect* login page to not fully load include:

- *i-Ready* is not on the URL bypass list (for content filters AND content filter locally installed clients such as SecURLy® and GoGuardian®)
- Reverse DNS lookup is turned on
- There is a hardware/software malfunction

Check the firewall to be sure it isn't limited by the number of connections it can handle or cutting the bandwidth in half (e.g., 1 GB internet connection going through a 450 MB firewall connection).

Some content filters use rules to allow traffic through to various cloud-based servers. **If you use firewall/content filter rules to control traffic, make sure the URL bypass/allowed rules for *i-Ready* are executed before any disallow-like rules. The number one reason why *i-Ready* gets blocked, even after it has been added on the bypass/allow list, are other restrictions in place before the bypass/allow list rules.** If you do not use a bypass/allow list, this could have a variable effect on traffic when there is a load, due to the potential of SSL or deep packet inspection by the firewall.

In addition, if you are using an iboss content filter (e.g., cloud or onsite), please ask *i-Ready* support for the iboss best practices guide.

Other content filters should have similar settings. We recommend the following:

- Disable SSL Decryption for *i-Ready* traffic
- Add the *i-Ready* domains to the bypass/allow list
 - See system requirements for complete list of domains
 - https://cdn.i-ready.com/instruction/content/system-check/iReady_System_Requirements.pdf
- Disable Reverse DNS lookup

TCP Connection Throughput

Some districts may require an increase in TCP connection throughput. While this is different from available bandwidth, it can play a key role in ensuring success with *i-Ready*. Increasing the number of public IP addresses that handle outgoing traffic (e.g., NAT/PAT addresses) will often help ease this congestion and benefit the overall implementation. This is analogous to adding additional lanes on a highway and allowing for a smoother flow of traffic. Insufficient TCP connection throughput will cause poor performance in *i-Ready* that may also manifest itself in black and white screens and “freezing.”

While the network configuration at each district may be different, those that are successful with *i-Ready* generally have 2+ NAT'd IPs per 500–1,000 students to handle the TCP load. Many will even dedicate IPs to handle *i-Ready* traffic only, which isolates *i-Ready* traffic and removes the variables of other types of traffic congesting the network.

Web Portals and *i-Ready*

Many districts are using a portal (e.g., Clever, ClassLink, Stoneware™) that contains links to all the programs that are in use at the various schools. **When configuring *i-Ready* (including the Standards Mastery component), the tile should be a direct link to *i-Ready*. Using a referrer URL other than *.i-ready.com will cause errors, including internal proxy servers or having the portal act as a “middleman” to handle the traffic. The *i-Ready* and Standards Mastery assessments can only be taken (and previewed) when *.i-ready.com is being used in the browser. (*.i-ready.com is a wildcard and represents login.i-ready.com, content.i-ready.com, cdn.i-ready.com, etc.)**

Disable Developer Tools (Browser Security)

Many students have discovered how to manipulate the text on the screen using the browser’s developer tools (see “Student Changed the Text on the Screen/Button” section above). Please note that some coding classes may need this functionality. Using the Google Admin Console, the following settings can be applied to all managed Chromebooks. (For a visual walkthrough, see the video at this [link](#))

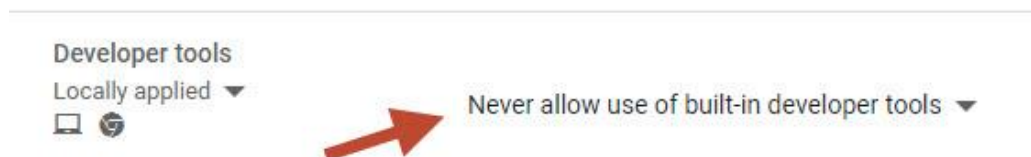
In the Google Admin Console, navigate to:

Devices/Chrome/Settings/Users & Browsers

Select your student OU from organizational units

In the search box, type “Developer Tools”

1. Under Developer Tools, set the dropdown to “Never allow the use of built-in developer tools”



then, click “Save” in the upper right-hand corner.

Disable Bookmarklets (Browser Security)

A bookmarklet contains JavaScript® commands that add new features to the browser. Students can use bookmarklets to play games, bypass district/school restrictions or introduce malicious code. Bookmarklets can be disabled on managed Chromebooks.

In the Google Admin Console, navigate to:

Devices/Chrome/Settings/Users & Browsers

Select your student OU from organizational units

In the search box, type “URL Blocking”

Add javascript://* to the blocked list and click “Save”



Block Browser Extensions (Browser Security)

Installation of browser extensions, by students, can create instability. It's recommended that installation by students be restricted by default. Some extensions may be approved and necessary so school/district settings for this can vary. To block all extensions from being installed, follow the instructions below.

In the Google Admin Console, navigate to:

Devices/Chrome/Apps and Extensions/Users & Browsers/Additional Settings

Select your student OU from organizational units

In the Allow/Block mode box, click “Edit”

Under Play Store, use the dropdown to select “Block all apps, admin manages allow list”

Under Chrome Web Store, use the dropdown to select “Block all apps, admin manages allow list”

Click “Save”

Edit Allow/block mode setting

Play Store

Block all apps, admin manages allowlist ▼ 

Chrome Web Store

Block all apps, admin manages allowlist ▼ 

CANCEL INHERIT SAVE


Reboot Chromebooks on a Schedule

It is recommended that Chromebooks are set to reboot on some type of schedule. Chromebooks that are regularly rebooted are up to date with policies and perform better. In the Power & Shutdown section of the Google Admin Console, enable scheduled reboots and enter the time of day the device should reboot. Use the dropdown to select the frequency of the reboots and click “Save.”

Devices/Chrome/Settings/Device

Scheduled reboot

Locally applied ▼

Enable scheduled reboots ▼ 


This setting only applies to kiosk devices

Time of the day when reboots should occur (HH:MM)

02:00 

Note: The schedule is based on the timezone setting of the device.

Frequency of the reboots

Daily ▼ 

Enable 3D Content for *i-Ready* Learning Games on Chromebooks

For *i-Ready* Learning Games to work on managed Chromebooks, the 3D content setting in the Google Admin Console needs to be enabled. In the Users & Browsers section of the Google Admin Console, enable the display of 3D content. Use the dropdown to select “Always allow display of 3D content” and click “Save.”

Devices/Chrome/Settings/Users & Browsers

3D content

Locally applied ▼

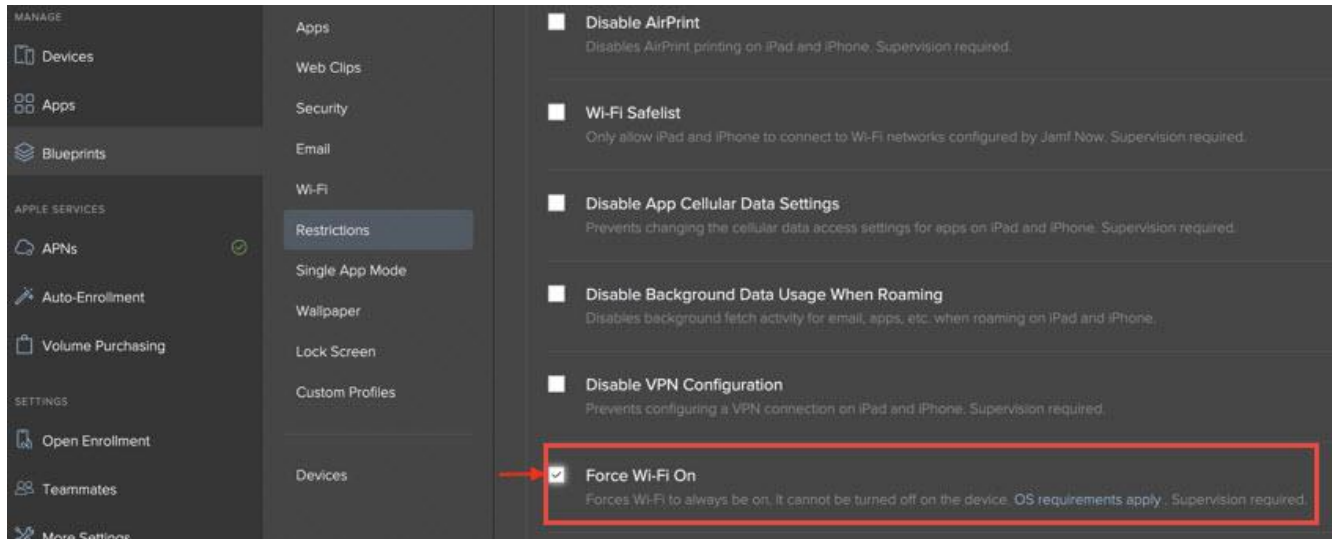


Always allow display of 3D content ▼ 

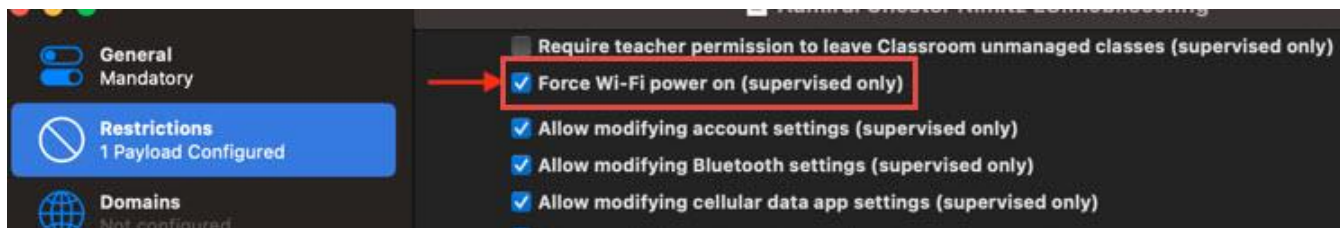
Restrict the Wi-Fi Toggle Switch (Force Wi-Fi Power On)

To ensure the best *i-Ready* experience, it's highly recommended that the wi-fi toggle switch on student devices is restricted to on (i.e., Force Wi-Fi On) in your admin. console. Mobile device management programs, such as Jamf® or Apple Configurator, can be used to prevent students from turning off the wi-fi on their iPads.

Jamf:



Apple Configurator:



i-Ready Minimum Requirements

Browsers and Operating Systems (OS)

i-Ready supports most of the major internet browsers (e.g., Safari®, Chromium Edge®, Chrome, and Firefox®) and operating systems (e.g., MacOS®, Windows® 10 and 11, and ChromeOS™). To ensure the best experience, please make sure the browser version and OS used for *i-Ready* are fully supported. **The complete list of supported browsers and OSs can be found in the system requirements on the *i-Ready* [Support page](#). Additional information can be found [here](#).**

Forgot Username or Password?

Go to [Login Assistance](#) to recover your username or password.

Note: Schools using a single-sign-on access will have teacher portal access information in your school's website. Please visit the school website for further assistance.

For Teachers/Administrators

Visit [i-Ready Central](#)

24/7 access to tips, how-tos, videos, planning tools, and more!

Technical Support

Contact Us

i-readysupport@cainc.com

800-225-0248

Mon–Fri 7:00 a.m.–9:00 p.m. ET

System Check

Make sure your computer passes i-Ready's requirements.

[System Requirements](#)

[Run System Check](#)

Supported, Allowed, and Blocked Browsers

Fully supported browsers are preferred for *i-Ready*. These browsers are part of the testing and QA process.

If your browser is not a fully supported version (QA tested), but also not too many versions behind, you may see a message like the one below. This is considered an **allowed browser (only a few versions older than the lowest fully supported version for *i-Ready*)**. You will still be allowed to log in, however *i-Ready* development is not QA testing against this version.

Your Internet browser does not provide an optimal i-Ready experience.
We strongly recommend upgrading to a supported browser before proceeding.
[View i-Ready System Requirements](#)

i-Ready Connect

Blocked browser versions are those that are too old to work with *i-Ready*. You'll see a message like the one below when you try to log in to *i-Ready*. If possible, update your browser to a fully supported version to use *i-Ready*.



Your internet browser is not supported.

- Please upgrade to a supported browser as referenced in [i-Ready System Requirements](#).
- If you are an iPad user, download and install the [i-Ready for students app](#) from the App Store.
- To check that your Operating System and internet browser are supported, go to [i-Ready Configuration Check](#).

For the 2023–2024 school year, the following browser versions will be fully supported (QA tested):

- Chrome 113 or higher
- Current Chrome LTS version
- Edge (Chromium) 113 or higher
- Safari 16.1 or higher
- Firefox 111 or higher

For the 2023–2024 school year, the following browser versions will be allowed:

- Chrome 101–112
- Edge (Chromium) 101-112
- Safari 15.1
- Firefox 99-110

For the 2023–2024 school year, the following browser versions will be blocked:

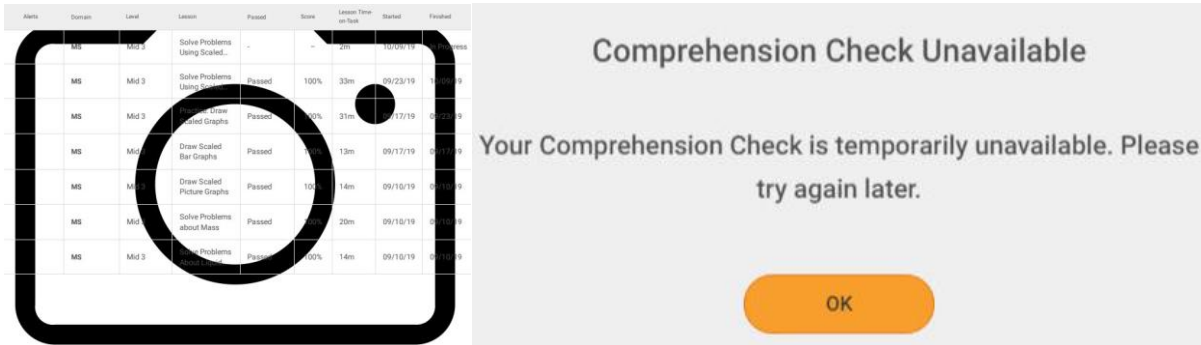
- Chrome 100 and older
- Edge 100 and older
- Safari 15 and older
- Firefox 98 and older

Upgrades and updates to *i-Ready Connect* are designed to enhance and improve the user experience and student learning. In addition, we integrate updates to adapt and evolve with technology and security improvements adopted by industry standards, including those released by our supported browsers. Any legacy technology functionality that we support is to allow educators the appropriate flexibility in upgrading browsers according to their resources and policies.

Outdated browsers impose a security risk on our products, educators, and students. For this reason, access is restricted for extremely out-of-date browser versions.

Third-Party Browser Extensions

Some third-party browser extensions (including pop-up blockers) may cause additional text and/or images to be added to *i-Ready* reports and Standards Mastery content or block Comprehension Checks. If you notice unrelated content being added to your reports and content or Comprehension Checks not loading, try disabling or removing extensions.

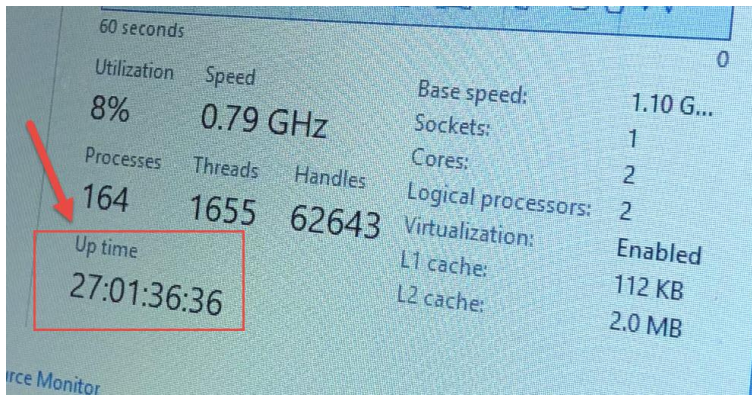


Minimum Hardware Requirements

i-Ready will generally work on a variety of hardware. However, as Curriculum Associates continues to enrich the student experience with more animations and interactions, *i-Ready* will place more demands on hardware than in the past. To ensure an optimal student experience, **below is the current minimum recommended hardware configuration for the 2023–2024 school year.**

	Windows	MacOS	Chromebook
CPU	Intel® Core™ i3 1.7 GHz (base) or better	Intel® Core™ i5 1.7GHz (base) or better	1.6 GHz or faster
Memory	4 GB or higher	4 GB or higher	2 GB or higher
Video RAM	256 MB or higher	256 MB or higher	256 MB or higher
Video Resolution	1024 x 768 or greater	1024 x 768 or greater	1024 x 768 or greater
Sound Card and Headphones/Speakers	Yes	Yes	Yes

Please note that some new devices come with lower clock speed processors that are able to boost the speed as needed. In many cases, these devices may work just fine with *i-Ready*. However, should issues dealing with slow performance arise, please check the processor speed while the computer is in use. In some instances, the processor may be throttled at a lower speed. For example, a processor rated at 1.4 Ghz that is able to boost to 2.7 Ghz may work fine. Be aware that in some cases, this same processor may be locked at a slower speed (e.g., 800 Mhz) that causes a bottleneck and affects performance via slowness. **Make sure these devices are rebooted regularly and driver updates from the manufacturer are installed.** In the image below, the computer had not been rebooted for 27 days and suffered from extreme slowness. Closing the lid and putting the computer back in the cart does not reboot the OS, and in this case, the processor speed would not go above 800 Mhz. A simple reboot resolved the issue.



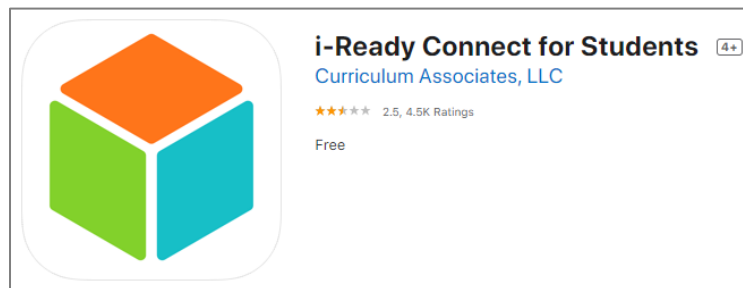
iPad Support for *i-Ready*

For the most up-to-date information regarding the *i-Ready* iPad apps, please refer to the *i-Ready* system requirements (<http://www.i-ready.com/support/i-ReadySystemRequirements.pdf>).

i-Ready has released assessment and instruction on supported iPads. **The availability of *i-Ready* content on an iPad is dependent on the device and operating system version being used.**

iPad Compatibility Requirements

Students will have the strongest experience using *i-Ready* on iPads that are compatible with iPadOS® 16.4 (or higher). Please note that some specific versions may be recommended due to updates from Apple regarding security. These students will be able to use the *i-Ready Connect for Students* iPad app and access all assessment and instruction as it is made available for the iPad. This app will be continually updated and supported with future releases.



iPads that cannot upgrade to iPadOS 15.1 or higher, will not work with the *i-Ready Connect for Students* app and will be blocked.

Students with iPad minis® are able to use the *i-Ready Connect for Students* iPad app if they are using a device capable of operating on iPadOS 15.1 or above. However, educators should note that ***i-Ready* was not designed for the screen size of an iPad mini and we do not support its use.**

In the *i-Ready Diagnostic*, the size of the iPad mini's screen can interfere with certain interactions that are needed to answer test items. For example, the "click and drag" feature may sometimes not work properly, and on-screen keypads used to answer questions may sometimes not fully be visible. Therefore, **we do not recommend the use of the iPad mini because these issues could impact the validity of students' Diagnostic scores.**

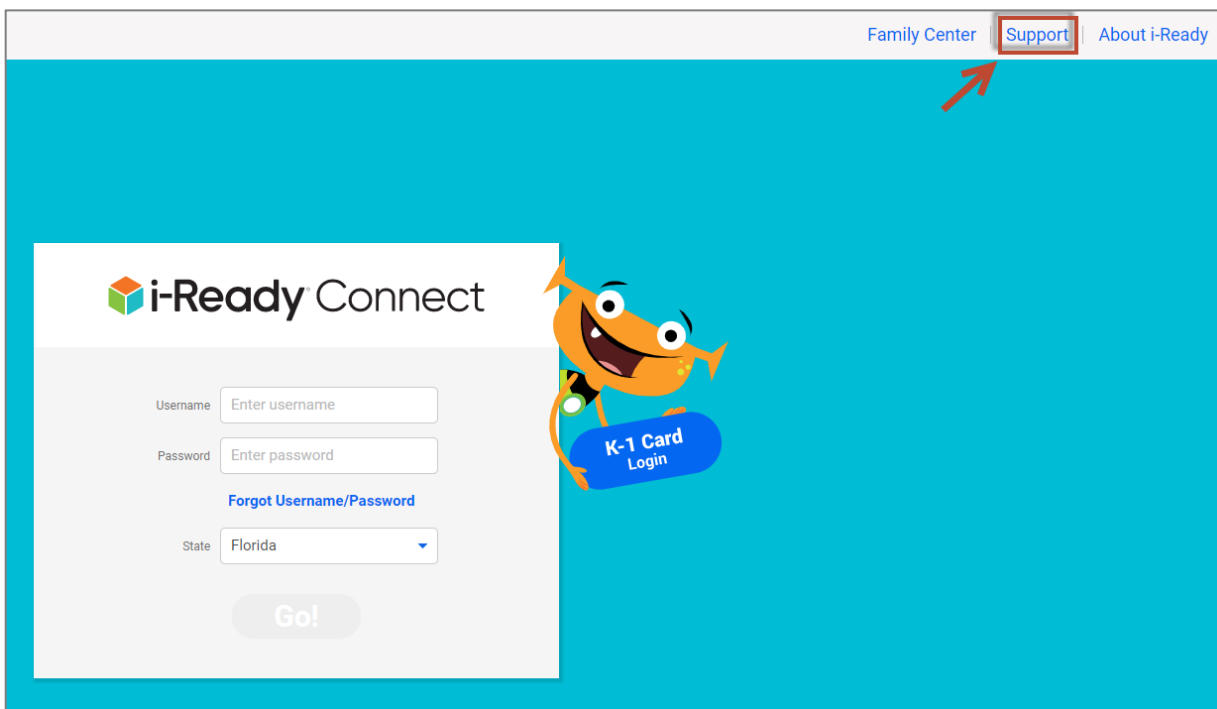
In *i-Ready Instruction*, our online lessons have been designed for a larger screen size. Students may sometimes find that certain activities in their lessons are more difficult to complete when using an iPad mini. Below is a description of each type of iPad that Apple has produced:

<https://support.apple.com/en-us/HT201471>

To check the iPadOS version of an iPad, go to **Settings > General > About**.

i-Ready Configuration Check (System Check)

The *i-Ready Connect* Configuration Check is designed for PCs, Macs, and Chromebooks. On the main *i-Ready Connect* login page <https://login.i-ready.com/>, click the “**Support**” link in the upper right-hand corner.



On the *i-Ready* Support page, click “Run system check.”

Forgot Username or Password?

Go to [Login Assistance](#) to recover your username or password.

Note: Schools using a single-sign-on access will have teacher portal access information in your school's website. Please visit the school website for further assistance.

For Teachers/Administrators

Visit [I-Ready Central](#)

24/7 access to tips, how-tos, videos, planning tools, and more!

Technical Support

Contact Us

System Check

Make sure your computer passes I-Ready Connect's requirements.

[System Requirements](#)

[Run System Check](#)

Once the system check completes, it will list the results of the test. The results of the test should be green, indicating either a PASS or RESPONDED.

i-Ready Connect Configuration Check

The i-Ready Connect 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:	Chrome 113.0.0.0	PASS
Browser cookies:	Enabled.	PASS
JavaScript:	Enabled.	PASS

URL Check


This section will validate that you have connectivity to i-Ready, Learning Games, and Standards Mastery domains.

URL	Check 1	Check 2	Average	Result
login.i-ready.com:	222ms	82ms	152ms	RESPONDED
cdn.i-ready.com:	215ms	236ms	226ms	RESPONDED
cainc.i-ready.com:	106ms	77ms	92ms	RESPONDED

If you see a **TIME OUT** on the system check, the computer was unable to reach that particular server. A TIME OUT for any of the *i-Ready* content servers can be a potential issue.


This section will validate that you have connectivity to i-Ready, Learning Games, and Standards Mastery domains.

URL	Check 1	Check 2	Average	Result
login.i-ready.com:	32ms	38ms	35ms	RESPONDED
cdn.i-ready.com:	60ms	48ms	54ms	RESPONDED
cainc.i-ready.com:	27ms	40ms	34ms	RESPONDED
content.i-ready.com:	57ms	37ms	47ms	RESPONDED
securemail.cainc.com:	19ms	15ms	17ms	RESPONDED
help.i-ready.com:				TIME OUT
items.learnosity.com:	39ms	40ms	40ms	RESPONDED



Ideally, response times should be less than 1000 ms. If the response times are consistently higher than 1000 ms (running the system check several times) then the potential for *i-Ready* issues (freezing, black screens, missing components, etc.) is much higher. This can be caused by bandwidth constraints, congestion, network equipment, and deep packet inspection.

URL	Check 1	Check 2	Average	Result
login.i-ready.com:	100ms	109ms	105ms	RESPONDED
cdn.i-ready.com:	427ms	109ms	268ms	RESPONDED
cainc.i-ready.com:	153ms	157ms	155ms	RESPONDED
content.i-ready.com:	456ms	408ms	432ms	RESPONDED



At the bottom of the system check page is a plain text output of the test under Report. Click “Select Report” or use Ctrl+A to highlight the entire section, then Ctrl+C to copy and Ctrl+V to paste. Please include this when contacting *i-Ready* support for assistance.

Report

This section prints out a report in simple text that can be copied into an email and sent to Curriculum Associates.

Select Report

```
#####
START REPORT
#####

BROWSER      Result
Operating System:  Windows 10      PASS
Browser:         Chrome 113.0.0.0  PASS
Browser cookies:  Enabled.        PASS
JavaScript:      Enabled.         PASS

USER AGENT
Mozilla/5.0 (Windows NT 10.0; Win64; x64) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/113.0.0.0 Safari/537.36

URL CHECK
URL      Check 1 Check 2 Average Result
login.i-ready.com:  222ms  82ms   152ms  RESPONDED
cdn.i-ready.com:   215ms  236ms  226ms  RESPONDED
cainc.i-ready.com:  106ms  77ms   92ms   RESPONDED
content.i-ready.com: 170ms  271ms  221ms  RESPONDED
connect.i-ready.com: 220ms  155ms  187ms  RESPONDED
```

Network Requirements/Speed Test

For the 2023–2024 school year, the minimum per active user bandwidth requirement is 768Kbps, with a recommended 2Mbps per active user. Please take the following into consideration:

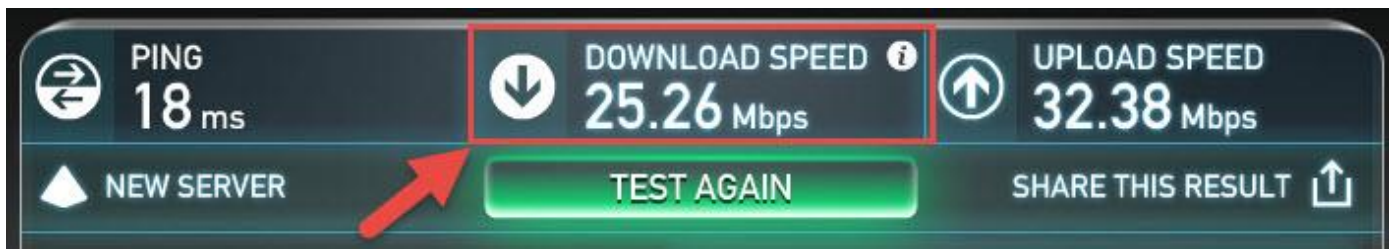
- **This does not mean that districts/schools need to double their current bandwidth to support *i-Ready*.** 2Mbps per active user is a “perfect world” goal that would optimally handle the most demanding moments of content delivery. **To be fair, the student sitting at the rendered page should have the minimum 768Kbps available on demand, but all users are not going to be using all the bandwidth required constantly and concurrently.**

Variables such as the number of users, low-performing devices, security appliances (e.g., content filter and firewall), jitter, latency, Wi-Fi, and so on can greatly influence the way the overall system performs regardless of the amount of bandwidth. For distance learning users, available bandwidth, access point saturation, other users in the home streaming content as well as many other factors can also affect *i-Ready* performance.

If *i-Ready* is slow to load, the students are experiencing freezing consistently, or components of the lesson are missing, a simple speed test may provide some insight. During peak usage in class, run a speed test on one of the devices using one of the following sites:

- <http://www.speedtest.net/>
- <http://speedof.me/>

If the download speed is particularly low, there may be a network issue affecting the throughput (ISP, network equipment, Wi-Fi, etc.).



Multiply the number of students in the class by 768. For example, if there are 30 students in the class using *i-Ready*, multiply 30 by 768 ($30 \times 768 = 23,040$). You would need at least 23Mbps of bandwidth to meet the minimum requirements for *i-Ready*. If the devices are using Wi-Fi connections, each access point can only handle so many connections. Keep in mind that other network-related services (email, reporting, streaming, etc.) are also using the same bandwidth.

Staggering Logins

During the login process for *i-Ready*, there is a small spike in network traffic due to the authentication process. **If you find that many students are unable to log in or get some sort of *i-Ready* error message, try staggering the logins for *i-Ready* to avoid a spike in network traffic.**

PC/Mac Troubleshooting

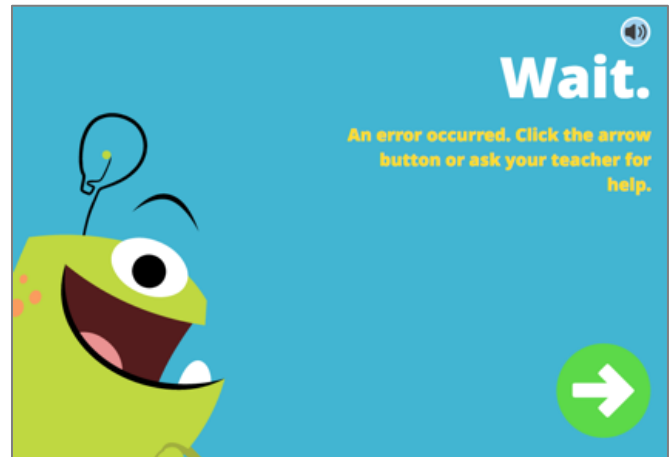
What to Do When You Cannot Log In to *i-Ready Connect* on a Computer

- **Check connections.**
 - Check the “Banner” on *i-Ready Connect*’s system check page for information from Curriculum Associates:
 - <https://cdn.i-ready.com/systemcheck/>
 - Physical connections (LAN cables)
 - Students love to pull these out on lab computers
 - Double-check (It may be disconnected just enough to break the connection but not necessarily look unplugged.)
 - Wi-Fi connections
 - Are you connected to the access point?
 - Is the access point saturated?
 - Is the device hopping between access points?
 - Can you access the internet at all?
 - Do other sites work?
- **Run the *i-Ready Connect* system check (<https://cdn.i-ready.com/systemcheck/>).**
 - Is everything green?
- **Are other programs working?**
 - Are other programs (non-*i-Ready*) having trouble also?
- **Change computers.**
 - Does the issue resolve itself if the student uses another computer?
 - If so, it could be a configuration issue on that device.
- **Try a different browser.**
 - Does the issue resolve itself if the student uses a different browser?
 - If so, it could be browser issue.
- **Are you using SSO?**

- Sign up for notifications from Clever (<https://status.clever.com/>).
- Sign up for notifications from ClassLink (<https://status.classlink.com/>).
- Click on the “Subscribe to Updates” link on the top right-hand side of the screen to be notified of outages or Clever/ClassLink-related issues that would prevent logging in to *i-Ready Connect*.
- If you see an error message after logging in to your SSO portal (e.g., S6xx, Forgerock, etc.), see this [guide](#).

“Wait, an Error Occurred” or “Hmmm, Looks Like There’s a Problem”

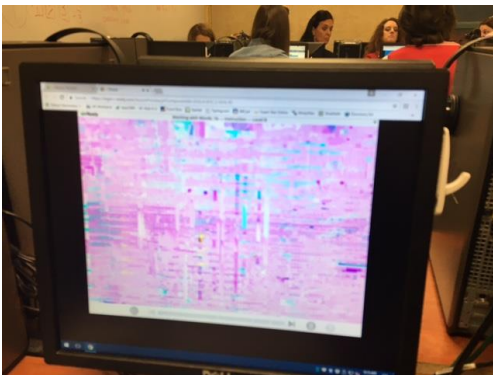
Sometimes as a student is working in *i-Ready*, an interruption somewhere on the network happens and one of the following messages pops up on the screen:



Most of the time the student can click the arrow and move forward. Instructing the students to do this first can save some time. Staggering logins can also help by avoiding a spike in network traffic. If the message continues to show up, further investigation is needed.

Screen Pixelation

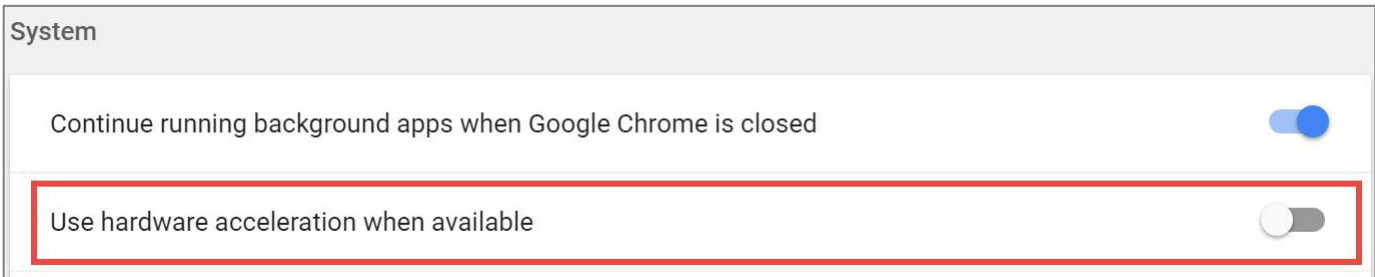
In certain instances when using *i-Ready*, the computer screen becomes pixelated, and the text and graphics are unable to be seen correctly. In most cases, updating the drivers for the graphics card to the latest version will resolve the issue. If the issue persists after updating the drivers, disabling hardware acceleration should work.



Google Chrome:

- Open a new tab and type “chrome://settings”
- Click “System” on the left side of the screen

- Disable the setting “Use hardware acceleration when available”



Note: 256 MB of video RAM is the minimum required for *i-Ready*.

Sound Issues

- **Audio Driver (Windows PCs)**
 - More often than not, computers using generic Microsoft Windows drivers for the sound card have intermittent issues. When updated to the sound card drivers for the actual sound card (Realtek®, Sound Maxx, etc.), the issue will typically be resolved.
 - Open Device Manager and look under “Sound, video and game controllers.”
 - If it is a Microsoft/Windows driver, then it is generic and will need to be updated. This is the number one cause for sound issues in *i-Ready*.



- **Some lessons have audio while others do not.**
 - Make sure the lesson/Diagnostic has an audio component.
 - If the students are taking a Diagnostic, not all questions have audio components. There are several questions at the beginning of some levels where there is audio, and the student is asked about different sounds/words. The next set of questions does not have audio components. The student is to read the question on his or her own and answer the question. This is all by design.
- **Check the headphone jack.**

- These get worn. Some desktop computers have a headphone jack in the back. Try that one as well.
- Objects get broken off in the audio jack.
- USB headphones or adapters can also be used.



- **Check the headphones.**

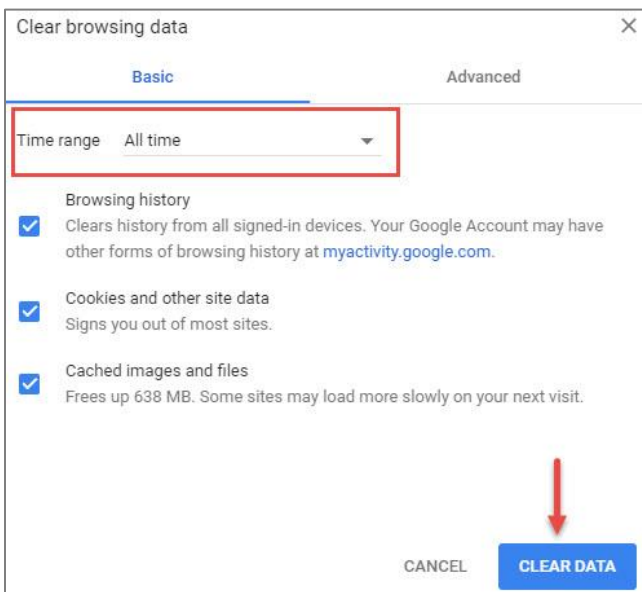
- Are they broken or do they actually work?
 - Large headphones found in many labs may have a wiring short.
 - The wires inside the earpieces are thin and tend to pull away from the connection joints over time. This may allow sound with some applications, but not others.
 - **Try a known working set of ear buds (non-lab, non-student-used headphones) to eliminate the common denominator.**

Clear Browser Cache and Cookies (Delete Temporary Internet Files)

The easiest way to clear the browser cache from Chrome, Firefox, or Edge is to use the following key combination:

Ctrl+Shift+Del

This should take you to the option to clear the browser cache and cookies. However, if the computer is managed (locked down), this option may not work. Be sure to change the dropdown to clear all the cache (All time, everything, etc.), not just the last few minutes and check the box for “Cookies and other site data.” Below is an example from Chrome (other browsers will be similar):



iPad Troubleshooting

i-Ready Connect for Students iPad App

Make sure the latest version of the *i-Ready Connect for Students* app is installed. This app is required to access *i-Ready* content on an iPad and is available free in the App Store®. The version number is located on the login page under the Go! button.

A screenshot of the i-Ready Connect login screen. It features a "Username" field with the placeholder "Enter username", a "Password" field with the placeholder "Enter password", a blue link for "Forgot Username/Password?", and a "State" dropdown menu currently set to "Other". Below these fields is a large green "Go!" button. At the bottom of the screen, the text "i-Ready Connect for Students Version 5.2.0" is displayed in a small font, enclosed in a red rectangular box. A red arrow points from the right side of the box towards the "Go!" button.

Start with a Clean Instance of the *i-Ready Connect for Students* App

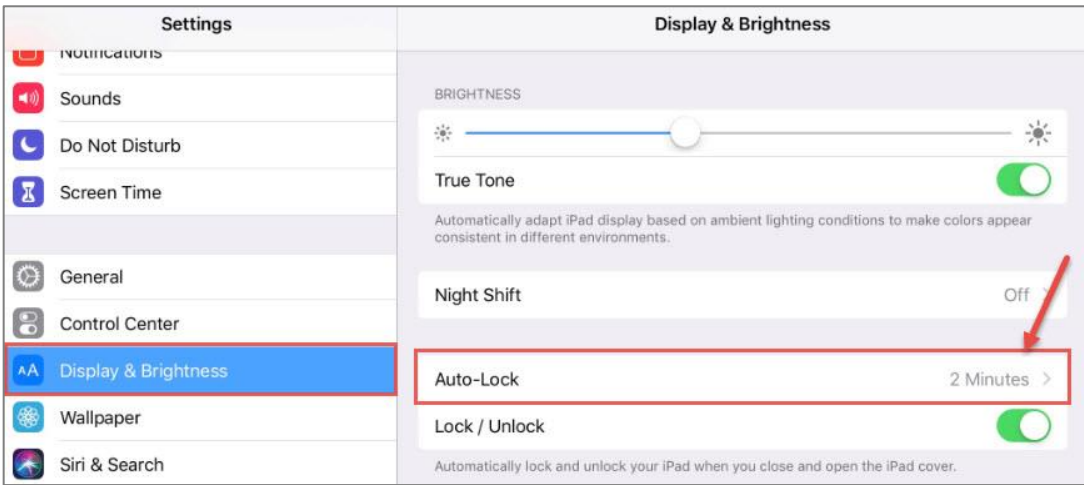
Make sure the students are starting with a fresh instance of *i-Ready* when launching the app and not one that has been minimized. Double tap the home button and swipe up on the *i-Ready* app to completely close it when finished. Otherwise, it just runs minimized in the background and can cause issues (see Sound issues section below). Additional information can be found [here](#).

As part of routine maintenance, it's a good idea to reboot the iPads on a regular basis.

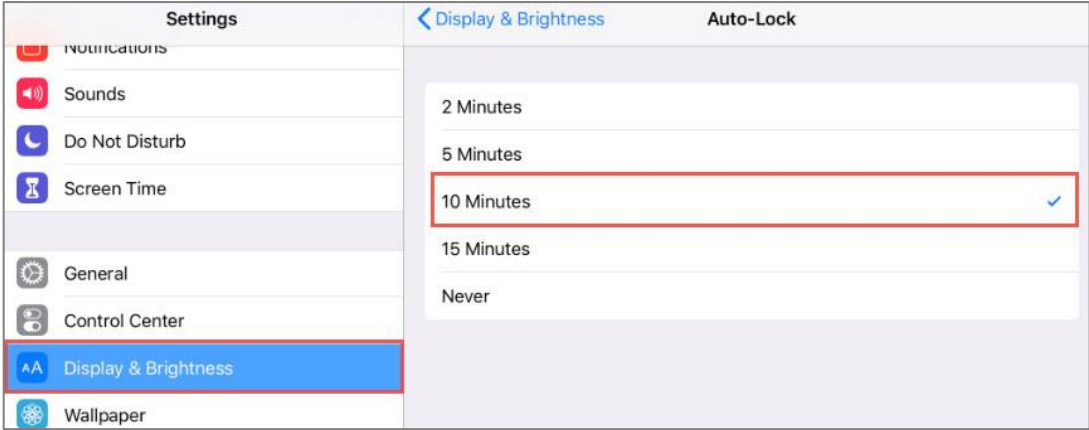
Blank Screen and Logging In Multiple Times (Screen Auto-Lock Timeout)

By default, after two minutes of inactivity in iPadOS, the screen turns off and apps get disconnected, forcing students to log in again. For students who are easily distracted (e.g., Grades K–2) or called away to meet with the teacher, this causes some frustration. Setting the auto-lock timeout higher can resolve this.

Go to Settings > Display & Brightness > Auto-Lock

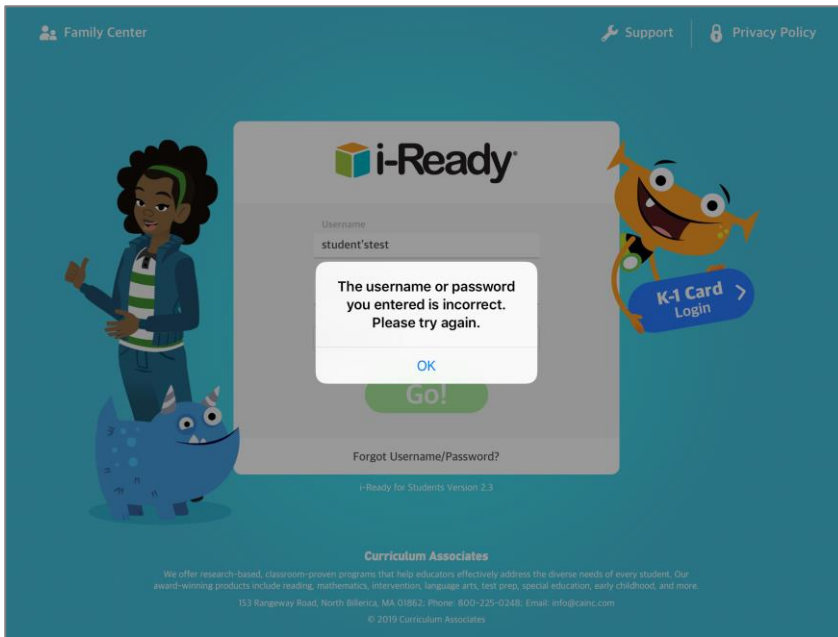


Change the Auto-Lock to 5 or 10 minutes to allow for small distractions with the students.



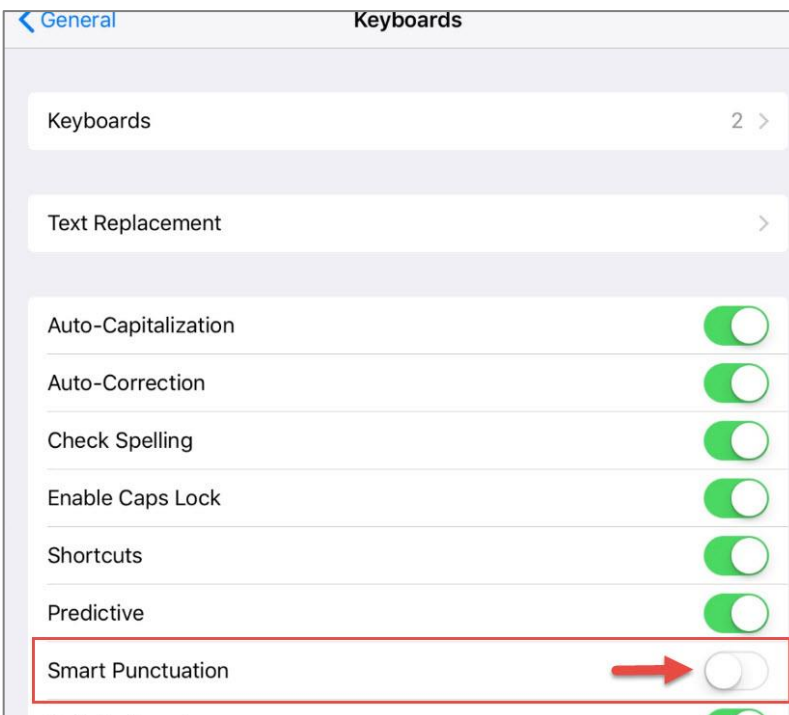
What to Do When You Cannot Log In to *i-Ready* on an iPad (Smart Punctuation)

Smart Punctuation is a feature that replaces some punctuation with something more typographically suitable, for example "straight" quotes with “smart” quotes. As a result, **students with an apostrophe in their usernames may run into the following screen when logging into *i-Ready*, even when their usernames and passwords are entered correctly. This typically affects non-SSO users.**



This issue is a result of Apple's implementation of Smart Punctuation and may affect some students using *i-Ready* as well as other educational software accessed through an iPad. **To prevent potential issues with logging in, we encourage educators to disable "Smart Punctuation" in iPadOS by following these instructions:**

- **Go to Settings > General > Keyboard.**
- **Disable "Smart Punctuation."**



Sound Issues

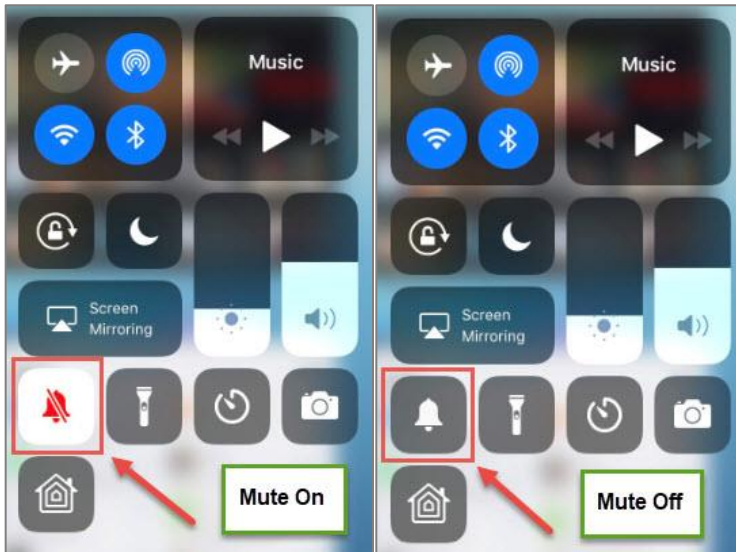
Silent/Mute Switch

Make sure the switch on the side of the iPad is NOT set to silent/mute. If the slider is set to silent/mute some *i-Ready* sound will work, and some will not. (*Note: some iPad models do not have a physical silent/mute switch.)



Soft Mute

The iPad has a soft mute feature, which can result in no sound coming from certain apps (including *i-Ready*) even though the volume is turned up. This soft mute “feature” mutes some app music and sounds, but not the audio from apps like Hulu® or Netflix®. This makes it difficult to diagnose, especially since the headphones appear to work.



Distorted or No Audio

In iPadOS, moving the *i-Ready* app into the background then returning it to the foreground while playing a lesson can cause any of the following:

- Audio plays but is distorted
- Audio does not play
- App no longer responds to user interaction (lesson cannot proceed)

Make sure the students are starting with a fresh instance of *i-Ready* when launching it and not one that has been minimized. Double tap the home button and swipe up on the *i-Ready* app to completely close it when finished. Otherwise, it just runs minimized in the background.

Does Apple's iCloud keychain work with the *i-Ready Connect for Students* app?

The *i-Ready Connect for Students* app prevents saved passwords for security reasons. This includes iCloud keychain and other third-party password managers.

Chromebook Troubleshooting

Touchscreens

Due to the vast number of devices and models that are available with touch screens, the *i-Ready* team is unable to fully test and support the touch screen functionality on any devices outside of the specific models and iPadOS versions of the iPad as shown in our system requirements. However, many districts successfully use touchscreens with *i-Ready* today. In order to ensure that the devices will be fully functional and tested by our teams, please use the guidance provided in our [System Requirements](#) document. If the device does not respond to touch input, use the mouse or trackpad to navigate or manipulate the on-screen objects for the best results.

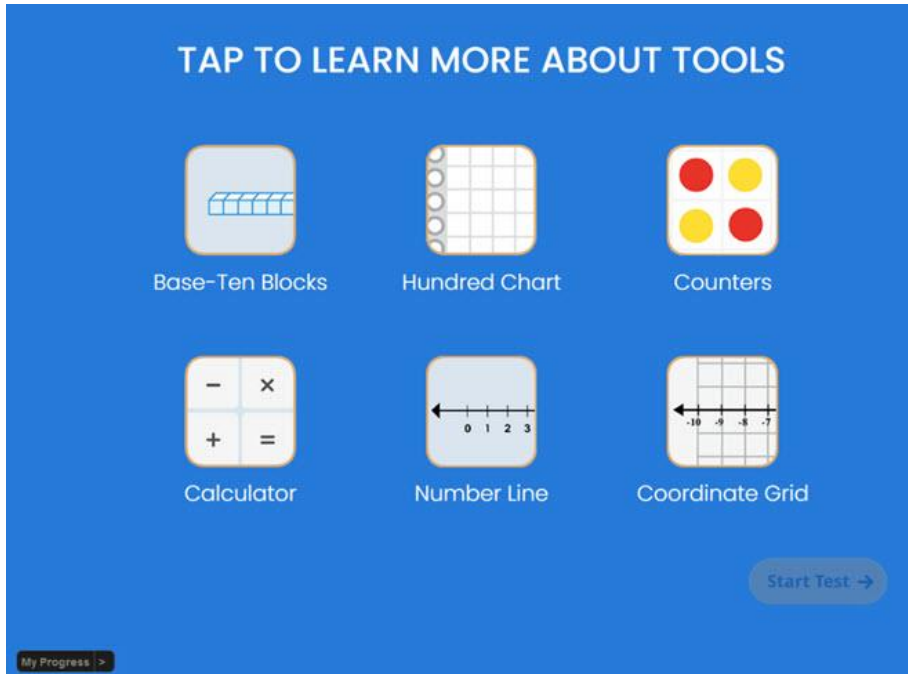
Tiles/Buttons in *i-Ready* Not Showing or Greyed Out (DPI/Display Size and Browser Zoom)

In some instances, certain tiles or buttons in *i-Ready* do not appear or are greyed out preventing the user from moving forward in the Diagnostic or lesson. **The two most common causes of this are the DPI/display size being set over 100% and the browser zoom level being set at 125% or higher. Resetting the DPI/display size and zoom levels to 100% will resolve the issue.**

Below is a screen shot from the Math Diagnostic introduction where the end user can learn about different built-in tools within *i-Ready*. In the first image, the tiles appear to be greyed out and the user is unable to proceed. There should be six tiles but only five are showing.

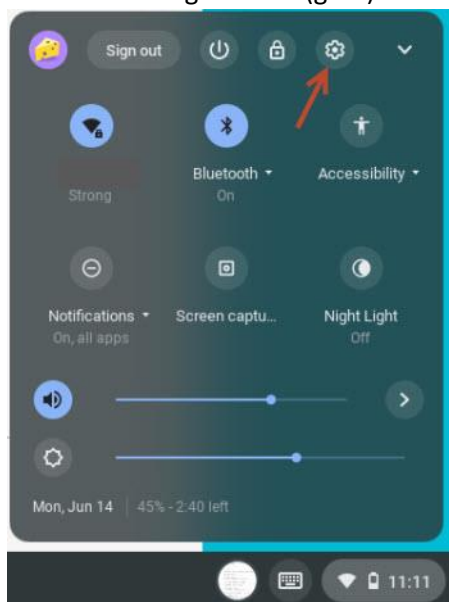


After resetting the DPI/display size level in the settings, the end user will be able to access each tile for more information on the tools available. All six tiles are now visible.

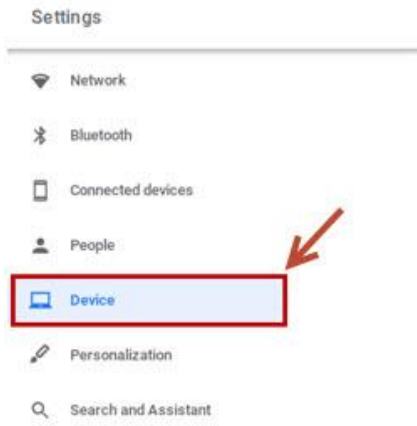


To change the DPI/display size:

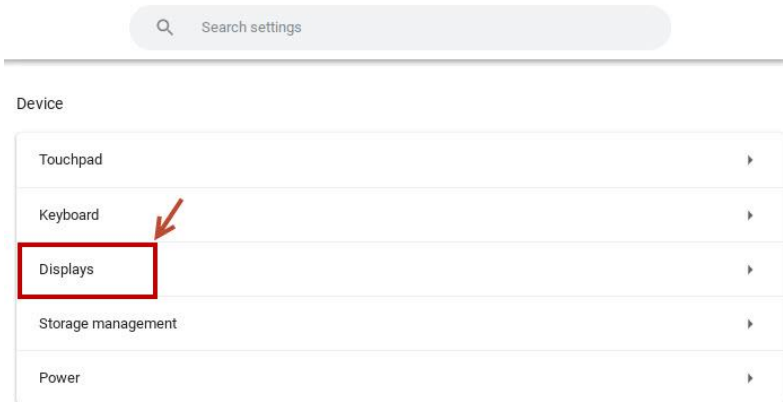
- Click the time in the lower right corner to open the menu
- Click the Settings button (gear)



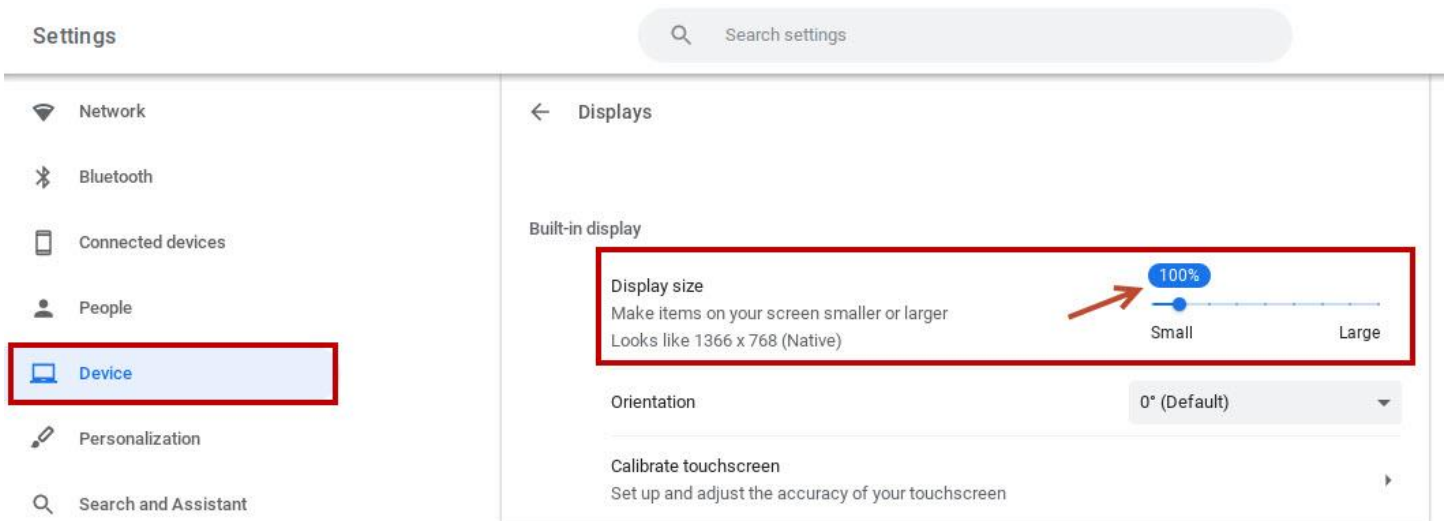
- Click Device in the left menu



- Click Displays in the right menu



- Change the Display size to 100%



Below is a screen shot from an *i-Ready* lesson that seems to be stuck. There appears to be no way to move forward because the “Done” button is missing.



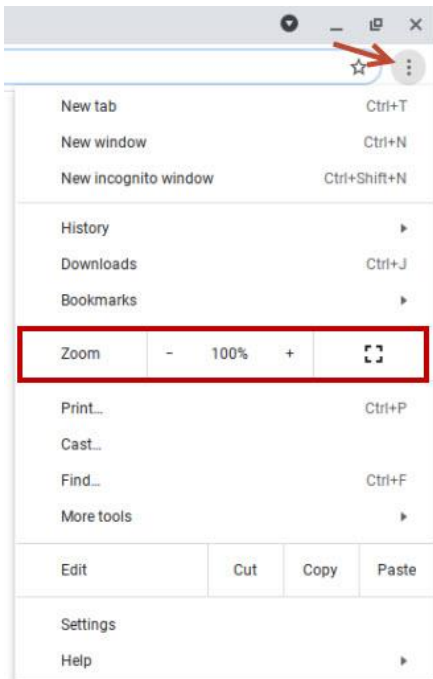
After resetting the browser zoom level, the end user will see the “Done” button.



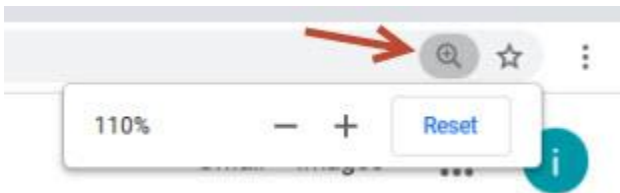
The simplest method to change the browser zoom level, is to use keyboard shortcuts:

- To increase the zoom level: Press the Ctrl and + buttons at the same time.
- To decrease the zoom level: Press the Ctrl and – buttons at the same time.

You can also click the three buttons in the upper right corner of the browser to open the menu. Use the + and – buttons to change the zoom level to 100%.



If the zoom setting has been changed before, you may see a magnifying glass on the right side of the address box. If you want to go back to the default (100%) level, just click the magnifying glass then select “Reset.”



Remote Access

If an issue arises on your Chromebook that requires some in-depth troubleshooting, it may be necessary to host a remote-access session. For this to take place on a Chromebook, the Chrome Remote Desktop app needs to be installed. Once installed, a remote session can be started, and a session key provided to one of *i-Ready's* support personnel. See the link below to download the Chrome Remote Desktop app.

<https://remotedesktop.google.com/access>

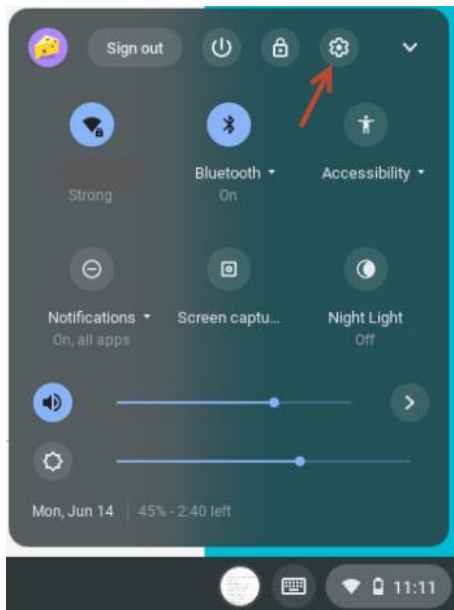
Android Apps on Chromebooks

Some Chromebooks are also able to run Android apps. When accessing *i-Ready*, use the full Chrome browser version that is part of Chrome OS. Using the Android Chrome app will not work with *i-Ready*.

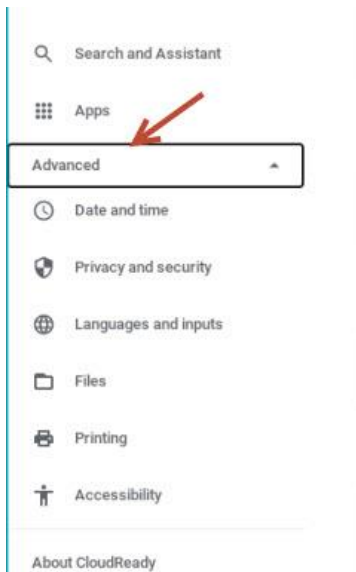
Enable On-Screen Keyboard (Chromebook Tablets)

Districts using Chromebook tablets will need to enable the on-screen keyboard so it will automatically pop up when *i-Ready* prompts for user input.

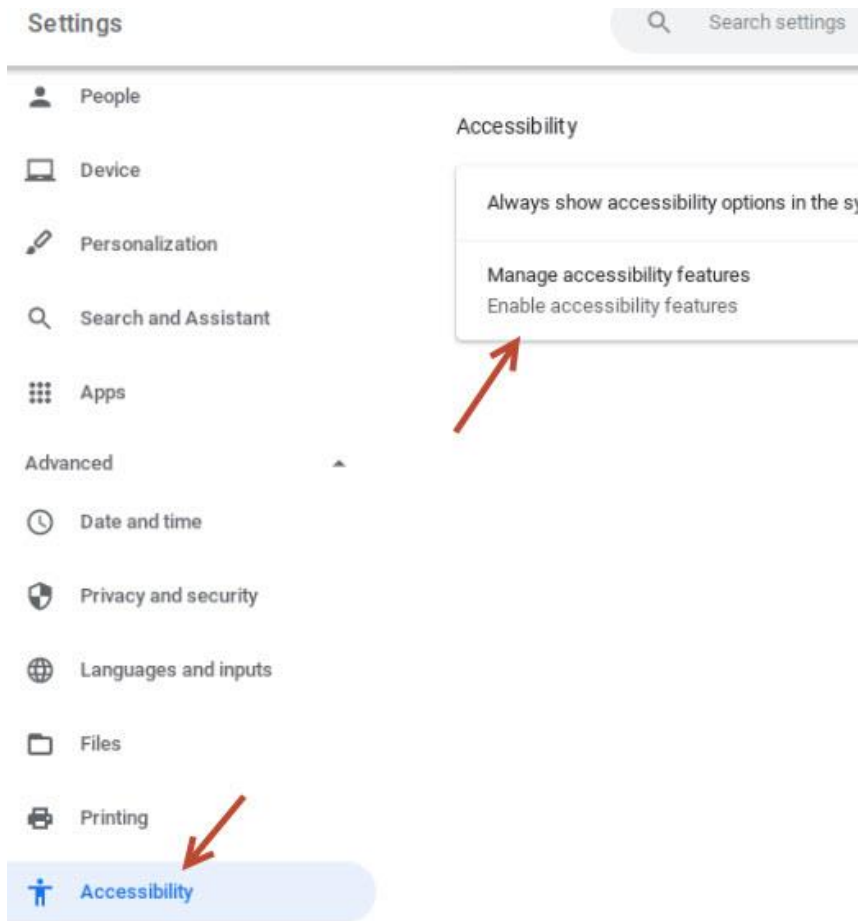
- At the bottom right corner of the tablet, click the time to open the menu
- Select Settings (cog/gear icon)



- At the bottom left of the settings window, click Advanced



- Click “Accessibility,” and select “Manage accessibility features”

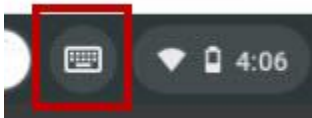


- Under the “Keyboard and text input” section, move the slider to enable the on-screen keyboard

Keyboard and text input

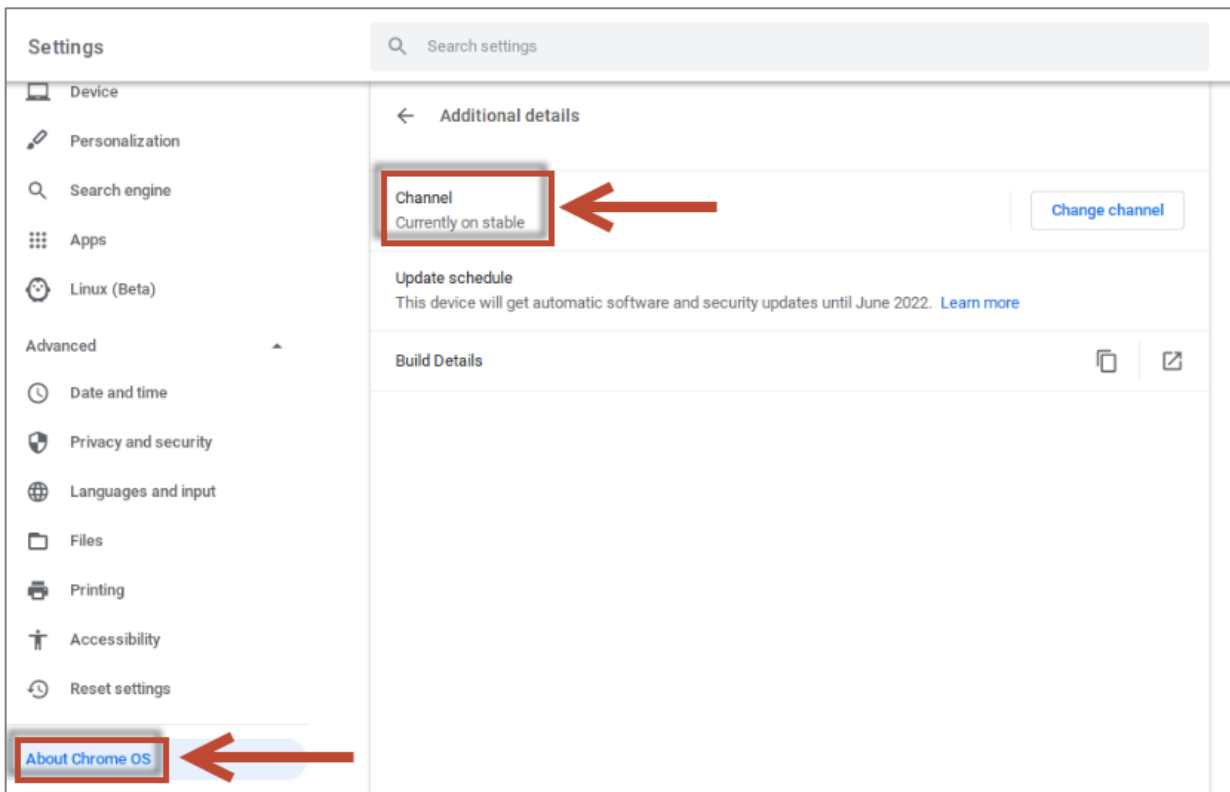


With the on-screen keyboard enabled, students can now use it to type in answers. Also, the keyboard will now have an icon in the taskbar so it can be opened and closed as desired.



Stable vs. Beta Channel (Lesson Freezing and Loading)

Chromebooks have the option of running various versions of the operating system (stable, beta, and dev). **Please use the stable channel for i-Ready.** Using the beta or dev channels can cause compatibility issues and lead to random lesson problems, including freezing and loading problems. The setting can be found under the About ChromeOS Info page (<chrome://version>).



Accessibility and Accommodations

i-Ready Diagnostic, *i-Ready Growth Monitoring*, and *i-Ready Standards Mastery* offer accessibility features that are available to students based on student preference. Because these features are available to students—regardless of disability, IEP, or 504 plan—any student who uses *i-Ready* can make the choice as to whether or not they will use the available accessibility features. To learn more about the accessibility features that are available on the *i-Ready Diagnostic*, *i-Ready Growth Monitoring*, and *i-Ready Standards Mastery*, [click here](#).

Below is some information on where *i-Ready* has audio built in. The program does have audio within the Diagnostic for Mathematics for Grades K–5 and for the following domains within the Diagnostic for Reading but is not available at grades higher than are shown below.

Reading: The program has audio for the following domains within the Diagnostic for Reading:

- **Reading Comprehension:** Level K. At this level, we are assessing listening comprehension.
- **Vocabulary:** Levels K–1. At this level, it's important to access vocabulary knowledge independently of decoding ability. Some Grade 2 Vocabulary items also provide some audio support.
- **Phonics:** K–3
- **High-Frequency Words:** K–3
- **Phonological Awareness:** K–1. Items use both audio and visual support to assess children's ability to distinguish and manipulate the sounds in spoken language.

Mathematics: *i-Ready* has an option for audio support for Grades K–5 Mathematics.

- In Grades K–1, the stems are auto-read to the students; or students can also hover over the icons. In Grades 2–5 students, can hover over speaker icons to hear audio.
- In Grades 6–12, there is no audio because, at this level, reading mathematics problems and determining the appropriate resolution is an important element of many standards. Moreover, audio support is rarely developmentally appropriate for students performing at a Grade 6 or higher level.

As we learn more about students’ diverse needs, we’ll explore adding support for assistive technologies into future development.

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