

## *i-Ready* Technical FAQs and Troubleshooting Guide

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## For *i-Ready* Teachers and Administrators

### The Diagnostic Ended Abruptly (Progress Bar Percentage Was around 75%)

The progress bar displays the percentage of the Diagnostic that the student is estimated to have completed at that moment in time. Because *i-Ready Diagnostic* is adaptive, this percentage is inherently difficult to estimate. This is because students will branch into different areas of the Diagnostic and can receive a larger number of items or a smaller number of items based on their performance in the Diagnostic.

As such, a student performing well can receive fewer items than a student who is not performing as well. Students performing at a certain level can even skip entire domains. For example, students in Grade 5 will not be assessed in Phonics or High-Frequency Words if they are performing above a certain level.

In order to display the best information to students taking the Diagnostic, as well as to reduce anxiety, the progress bar always calculates the percentage completed based on the maximum possible number of items the student could have left at that moment in time. This method of calculating progress means that the progress bar may appear to jump, but it will always jump forward and never move backward. In certain cases, especially for students taking the ELA Diagnostic in Grades 5–12, the progress bar can appear to jump forward quite a bit, as students can perform well enough to not be

assessed in foundational domains such as High-Frequency Words and Phonics. For these Grades 5–12 students, the large jump will occur right at the end of the Diagnostic.

Seeing the “Congratulations! You completed your assessment!” message on the student dashboard means the student has successfully reached the end of the Diagnostic. Also, if the Student Profile report for that student contains a score for the Diagnostic, it means the Diagnostic has been successfully completed.

### Student Was in the Middle of the Diagnostic and It Started Over (21-Day Rule)

Once a student starts a Diagnostic, they have 21 calendar days to complete it. If they do NOT complete the Diagnostic within the 21-day timeframe, the Diagnostic will restart. If a student indicates that the Diagnostic started over, check the Diagnostic Status report. This class-level report will show an alert once students have seven days or less to complete the Diagnostic. The summary section will show how many students are about to have their Diagnostics expire. The Alerts column can be sorted to have those students listed at the top. Students will also get an alert indicating how much time they have until the Diagnostic expires.

The screenshot displays the 'Diagnostic Status' report interface. At the top, there are filters for Subject (Reading), Class/Report Group (All Reading Students), Date Range (Most Recent 4 Weeks), and Placement Definition (Standard View). Below the filters, a summary section shows the following counts: 1 Not Started, 2 In Progress (with a red arrow pointing to a 'Expiring Soon' alert), and 10 Completed. Below the summary, there is a table of students. The first row shows a student named Benson, Elena with a red alert icon and '0% In Progress'.

Alerts	Student	Status	Placement
+ [Alert Icon]	Benson, Elena	0% In Progress	-

### Student Finished Diagnostic but There is No Data in the Class Diagnostic Results Report

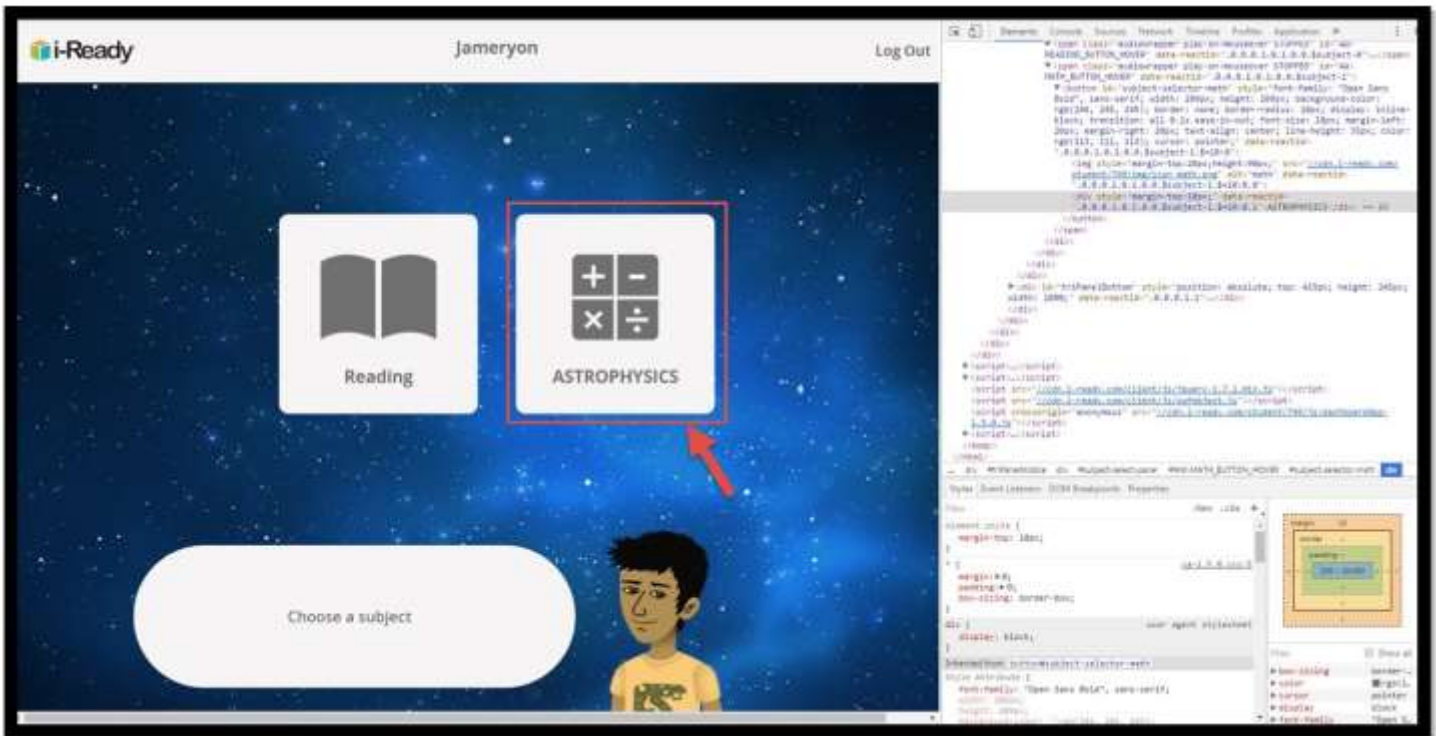
If a student finishes a Diagnostic outside of the Diagnostic Window (e.g. Fall Window), the results will not show up on the class Diagnostic Results report. Use the “Custom” option on the Date Range dropdown to include the date range in which the Diagnostic was finished to see the results.

### Student “Hacked” *i-Ready* and Changed the Text on the Screen 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 “hacking” 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 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 U.S. 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 Chromebooks below.)

### Student Is Unable to Scroll and Can't Read All the Text

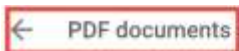
Most newer laptops come with updated trackpads that do not have physical buttons for the mouse. They are designed to use gestures for scrolling and zoom. **By default, using two fingers in an up and down vertical "swipe" will scroll the text on the screen.** Depending on the trackpad manufacturer and the software installed, gestures can be customized or disabled. Installing an external mouse with scroll wheel will also allow scrolling.

### Downloading i-Ready PDF reports in Google Chrome

If you prefer to download the i-Ready PDF reports (for your records) instead of viewing them 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 Advanced (at the bottom)
- Click the Content Settings button (under the Privacy and Security section)
- Click PDF Documents
- Move the slider to enable the Download PDF Files option
- PDFs will now download to your computer and will open in the default PDF reader installed



Download PDF files instead of automatically opening them in Chrome



Google Chrome™ is a distinctive brand feature of Google, Inc.

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

Please note that if you are using Single Sign On (SSO) such as Clever or SAML you will need to reset your password in your Student Information System (SIS) 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 admin 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 whitelist will need to be updated with the following domains:

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

## For District IT Personnel (Network and System Administrators)

### 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 whitelist the *i-Ready* content servers listed in the system requirements (<http://www.i-ready.com/support/i-ReadySystemRequirements.pdf>) to avoid slowdowns or blocked pages.

When the *i-Ready* 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* Login page to not fully load include:** *i-Ready* is not whitelisted; reverse DNS 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 whitelist rules for *i-Ready* are executed before any blacklist-like rules. The number one reason why *i-Ready* gets blocked, even after it has been whitelisted, is other restrictions in place before the whitelist rules.** If you do not whitelist, 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 to adding the *i-Ready* domains to the bypass list/whitelist, we recommend the following settings based on the content filter in use:**

iboss

1. **Make sure the firmware is up to date.**
2. **Verify that Transparent SSL Decryption is disabled.**
3. **Under Controls, click Allow List. Add the following *i-Ready* domains, with the GLOBAL option checked:**
  - a. i-ready.com
  - b. cainc.com
  - c. ssl.google-analytics.com
  - d. learnosity.com
  - e. dof8gyq4yceq.cloudfront.net
  - f. dw6y82u65ww8h.cloudfront.net
  - g. cdn.vidyard.com
  - h. i-readycentral.com
  - i. teacher-toolbox.com
  - j. motionmathgames.com
  - k. unity3d.com
4. **Under Threat Console, click URL Ignore List. Add the same *i-Ready* domains.**
5. **Disable Reverse DNS Lookup (Evasive Protocols Settings).**
  - a. Disabling Reverse DNS Lookup Support will reduce the likelihood of false positive blocks for services (such as *i-Ready*) that rely on cloud or CDNs that host multiple TLS services, which may consist of varying types of content, from the same IP or pool of IP addresses.



The screenshot shows the 'Evasive Protocols Settings' page in the iboss interface. The left sidebar contains a navigation menu with options like 'Web Categories', 'Applications', 'Evasive Protocols', 'Browser & OS', 'Social Media', 'Allow List', 'Block List', 'Keywords', 'Ports', 'Content / MIME', 'File Extensions', 'Domain Extensions', 'HTTP Request Scan', 'Sleep Schedule', 'Monitoring', 'Exceptions', 'URL Lookup', 'Bandwidth Shaping', 'Groups', 'User Single Sign-On', and 'Data Redirection'. The main content area is titled 'Evasive Protocols Settings' and includes a 'Save' button and a 'Save to Multiple Groups' button. Below these are sections for 'High-Risk Activity Device Lock' and 'Additional Settings'. The 'High-Risk Activity Device Lock' section contains a warning message and a 'BYOD' icon. It lists several activity locks: 'Enable Tor activity lock', 'Enable OpenVPN activity lock', 'Enable Spot Flux activity lock', and 'Enable BITorrent activity lock', each with a 'YES' toggle. There is also a 'Lock Device' field set to '1' minutes. The 'Additional Settings' section includes 'Block SSH / Secure Shell Access', 'Block Outgoing FTP Traffic', 'Block SSL on Non-standard Ports', 'Reverse DNS Lookup Support', and 'Block Internal Servers'. The 'Reverse DNS Lookup Support' toggle is currently set to 'NO' and is highlighted with a red box and a red arrow. The 'Block Internal Servers' dropdown is set to 'Disabled'.

- b. If students are consistently getting an “Error Occurred” message when using *i-Ready* and/or *i-Ready Standards Mastery*, disabling Reverse DNS Lookup should resolve the issue.

The screenshot shows a modal dialog box with the title 'Error Occurred'. The text inside the dialog says 'There was an error. Please try again later.' At the bottom of the dialog is a large orange button with the text 'OK' in white.

Other content filters should have similar settings (disable SSL Decryption, add the *i-Ready* domains to the bypass list, disable Reverse DNS, etc.).

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## 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 (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*

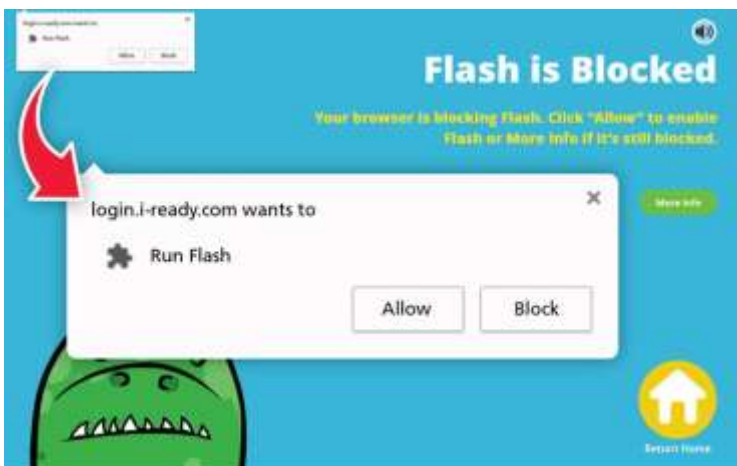
Many districts are using a portal (Clever, ClassLink™, Stoneware™, etc.) that contains links to all the programs that are in use at the various schools. When configuring *i-Ready* (including the Standards Mastery component), the tile should be a direct link to *i-Ready*. Using a referrer URL other than \*.i-ready.com will cause errors, including internal proxy servers or having the portal act as a “middle man” 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.)

ClassLink™ is a trademark of ClassLink, Inc.

Stoneware™ is a trademark of Lenovo (Singapore) Pte. Ltd.

## Will *i-Ready* Require Adobe Flash for the 2018–2019 school year?

Students and educators will be able to use *i-Ready* in HTML5 for the 2018–2019 school year. **However, a very small number of *i-Ready* Reading/Vocabulary lessons for Grades 3–5 will not be available in HTML5 until the end of 2018.** Those lessons will be available in Flash for the beginning of the school year. It is recommended that schools and districts maintain their Flash settings so that all students can access this instruction if it appears in their lesson path in the first few months of the 2018–2019 school year.



To enable Flash Player for *i-Ready*, follow the instructions using the link below:

<http://www.curriculumassociates.com/FlashGuide>

Adobe® Flash® is a registered trademark of Adobe Systems, Inc. in the United States and/or other countries.

## Intel 7260/7265 Wireless Drivers and Settings

Most laptops in use today use the wireless network adapter to connect to the network. It's important to keep the drivers up to date on any adapter as many connectivity issues have been fixed with driver updates. In particular, the Intel 7260 and 7265 wireless adapters had some known wireless connectivity issues on Windows®-based devices. The following settings are recommended if using the 7260/7265 Intel wireless adapter:

- **Install the latest BIOS** for the laptop.
- **Download and install the latest drivers from Intel.** (Keep in mind there is also an AC version of this card.)
- Open **Device Manager**, find the **Wi-Fi adapter**, open the properties, and go to the **Advanced tab**.
- Make the following changes:
  - **HT Mode=HT Mode** (If using the wireless AC version of the adapter and the access point is AC capable, choose VHT Mode. \*Note: This setting works best in 5Ghz.)
  - **Preferred Band=Prefer 5.2 Ghz band** (only if using 5 Ghz on the access points)
  - **Roaming Aggressiveness=Medium-low or lowest** (If there is an AP in the classroom or nearby, there is no need to have the adapter constantly looking for a better signal and changing APs.)
  - **U-APSD Support=Disabled**
- Go to **Control Panel** and open **Power Options**.
- Find the power plan in use and **select "Change Plan Settings."**
- Click **"Change Advanced Power Settings."**
- Expand **Wireless Adapter Settings**.
- Expand **Power Saving Mode**.
- For both On Battery and Plugged In, change the setting to **"Maximum Performance."**
- Click **"OK"** to save the changes.
- **Disable Bluetooth®**
  - The wireless and Bluetooth combo share the same wireless connection and antenna, so turning off Bluetooth can let the wireless connection have the entire usage of bandwidth and the antenna. Also, turning off Bluetooth will help to decrease the signal interference because Bluetooth devices use the same 2.4 Ghz band.

While the Intel Dual Band 7260/7265 wireless adapters can be problematic, these settings should help stabilize the overall connection. Other Wi-Fi adapters may have similar settings, but always make sure the device has the latest drivers installed as some features are not available until updated.

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Windows™ is a registered trademark of Microsoft Corporation in the United States and/or other countries.

Bluetooth® is a registered trademark of Bluetooth Sig, Inc.

## i-Ready Minimum Requirements

### Browsers and Operating Systems (OS)

i-Ready supports most of the major internet browsers (Safari®, Edge, Chrome, and Firefox®) and operating systems (OS X®, Windows, ChromeOS™). In order to ensure the best experience, please make sure the browser version and OS used for

i-Ready is supported. The complete list of supported browsers and OSs can be found in the system requirements on the i-Ready Support page (<http://www.i-ready.com/support/>).

[Log In](#) | [Support](#)

## Support

### System Requirements

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

- Run system check
- **System Requirements**
- [Update settings to prevent Flash issues](#)

### Helpful Resources

**New! i-Ready Central**  
24/7 access to tips, how-tos, videos, planning tools, and more!

Log in to your i-Ready account, then click on the "i-Ready Central" icon in the blue bar.

### Contact Support

**Phone:** 800-225-0248  
Mon–Fri 7:00 a.m.–9:00 p.m. ET

**Teachers and Administrators:** Log in to your i-Ready account for additional support options.

The OS and browser versions supported can be found on the system requirements under the “Current System Requirements” section.



## 4. Current System Requirements

### 4.1 Supported Browsers and Operating Systems

Safari® and OS X® are registered trademarks of Apple, Inc.

Firefox® is a registered trademark of the Mozilla Foundation.

Chrome OS™ is a distinctive brand feature of Google, Inc.

### Unsupported Browsers

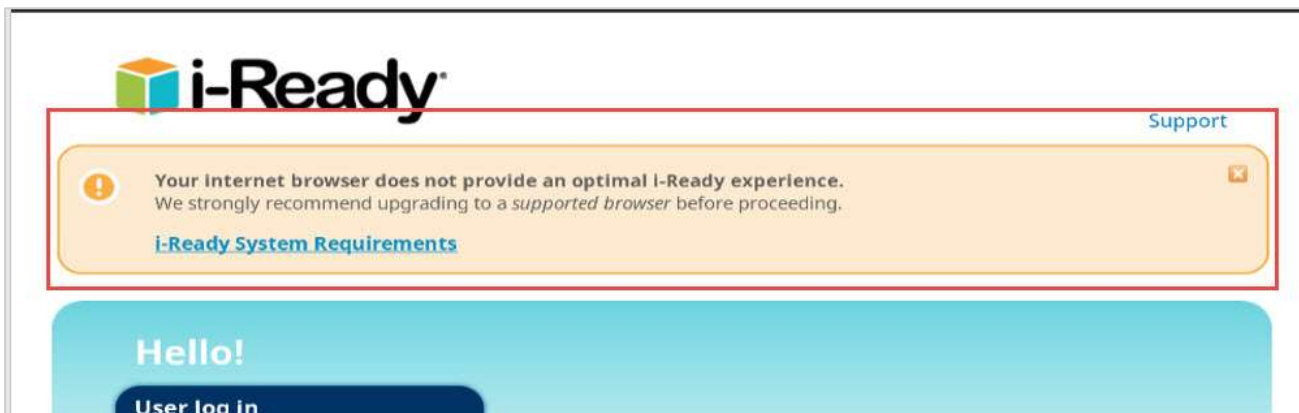
If your browser is too old or unsupported (not on the supported browser list), you may see the following message when you go to the Login page.



Please update your browser to a supported version to access *i-Ready*.

### Blacklisted, Whitelisted and Graylisted Browsers

Supported (whitelisted) browsers are preferred for *i-Ready*. These browsers are part of the testing and QA process. If your browser is not a currently supported version, but also is not too old (or not one of the main supported browsers), you may see a message like the one below. This is considered a graylisted browser (only a few versions older than the lowest supported version for *i-Ready*). You will still be allowed to log in, however *i-Ready* development is not testing against this version. There may be unknown issues with outdated versions of the browser. Blacklisted browser versions are those that are too old to work with *i-Ready* and are blocked. If possible, update your browser to a supported version to use *i-Ready*. (IE is no longer supported and will be blocked for the 2018–2019 school year.)



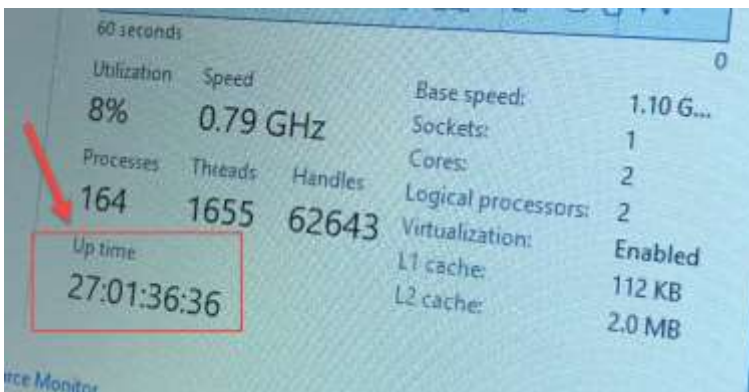
### Hardware Requirements

*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 recommended hardware configuration for the 2018–2019 school year.**

	Windows	Mac OS	Chromebooks*
CPU	Intel® Core™ i3 1.7 GHz (base) or better	Intel® Core™ 2 Duo 2.0 GHz	1.6 GHz or faster (except dual-core Exynos processors)
Memory	2 GB or higher	2 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 & Headphones/Speakers	Yes	Yes	Yes

\*Note: Curriculum Associates recommends Chromebooks with an Octane score of 8000 or higher for an optimal *i-Ready* experience. To test your Octane score, go to <http://chromium.github.io/octane/>.

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

## iPad Compatibility Requirements

Students will have the strongest experience using *i-Ready* on iPads that are compatible with iOS® 10.0 (or higher), such as the iPad 4 and newer. These students will be able to use the *i-Ready 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 iOS 10.0, such as the iPad 2 and the iPad 3, will not work with the *i-Ready for Students* app and are not supported.

Students with iPad Minis are able to use the *i-Ready for Students* iPad app if they are using a device capable of operating on iOS 10 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 iOS version of an iPad, go to **Settings > General > About**.

iPad® is a registered trademark of Apple, Inc.

### *i-Ready* System Check

On the main Login page for i-Ready (<https://login.i-ready.com/>), click the "**Support**" link in the upper right-hand corner.



Family Center | **Support**

Hello!

User log in

Username:

Password:

North Carolina

**Go!** [Forgot Username/Password?](#)



[Learn more about i-Ready](#)

Curriculum Associates

We offer research-based, classroom-proven programs that help educators effectively address the diverse needs of every student. Our award-winning products include reading, mathematics, intervention, language arts, test prep, special education, early childhood, and more.

151 Ringway Road, North Billerica, MA 01862; Phone: 800-225-0248; Email: [info@curc.com](mailto:info@curc.com)

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



Log In | Support

## Support

### System Requirements

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

- Run system check**
- [System Requirements](#)
- [Update settings to prevent Flash issues](#)

### Helpful Resources

**New! i-Ready Central**

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

Log in to your i-Ready account, then click on the "i-Ready Central" icon in the blue bar.

### Contact Support

**Phone:** 800-225-0248  
Mon–Fri 7:00 a.m.–9:00 p.m. ET

**Teachers and Administrators:** Log in to your i-Ready account for additional support options.

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.



## Curriculum Associates | i-Ready Configuration Check

This Web page will check the configuration of this computer to help you prepare for running i-Ready. Each test will report "pass" or "fail." If required software is not detected, you can install it and try this check again. If the configuration is reported as being not officially compatible, please consult with Curriculum Associates about the system requirements for i-Ready.

### Operating System/Browser Check

This section will validate that your current browser has all the required configurations for using i-Ready.

		i-Ready Current School Year
Operating System:	Windows 10	PASS
Browser:	Chrome 62.0.3202.94	PASS
JavaScript:	Enabled.	PASS
Browser cookies:	Enabled.	PASS

### Adobe Flash Player Check

This section will validate that Flash Player is installed and functioning properly.

		i-Ready Current School Year
Flash Player Status:	Flash is working.	PASS
User Flash Plugin Name:	pepflashplayer.dll	N/A
User Flash Plugin Description:	Shockwave Flash 27.0 r0	N/A
User Flash Plugin Version:	27	PASS
Latest Adobe Flash Version:	27.0.0.187	N/A

If you see a **TIME OUT** on the system check, the computer was unable to reach that particular server. A **TIME OUT** for Google Analytics or Adobe.com is OK, but a **TIME OUT** for any of the *i-Ready* content servers can cause problems.

#### White List Check

This section will validate that you have connectivity to all the systems required to use i-Ready.

Note: i-Ready Standards Masters requires whitelisting by domain. Whitelisting by IP address causes inconsistent results in this section.

		i-Ready Current School Year
login.i-ready.com:	488ms	RESPONDED
cafe.i-ready.com:	823ms	RESPONDED
cdn.i-ready.com:	346ms	RESPONDED
s3.amazonaws.com:	307ms	RESPONDED
fpdownload.adobe.com:	1634ms	RESPONDED
ssl.google-analytics.com:		TIME OUT
access.learmosity.com:	273ms	RESPONDED
eventbus.learmosity.com:	198ms	RESPONDED
events.learmosity.com:	338ms	RESPONDED
items.learmosity.com:	276ms	RESPONDED
questions.learmosity.com:	195ms	RESPONDED
reports.learmosity.com:	251ms	RESPONDED
assets.learmosity.com:	164ms	RESPONDED
do5lgy4ycq.cloudfront.net:	110ms	RESPONDED
slwly2u85w9n.cloudfront.net:	163ms	RESPONDED
cdn.vitalink.com:	123ms	RESPONDED
i-readycentral.com:	301ms	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.

		i-Ready Current School Year
login.i-ready.com:	314ms	RESPONDED
cainc.i-ready.com:	463ms	RESPONDED
cdn.i-ready.com:	98ms	RESPONDED
s3.amazonaws.com:	181ms	RESPONDED
fpdownload.adobe.com:	1661ms	RESPONDED

At the bottom of the system check page is a plain text output of the test under Report. 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**

Select Report

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

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

BROWSER      i-Ready Current School Year
Operating System:  Windows 10      PASS
Browser:         Chrome 62.0.3202.94  PASS
JavaScript:      Enabled.         PASS
Browser cookies:  Enabled.         PASS

USER AGENT
Mozilla/5.0 (Windows NT 10.0; Win64; x64) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/62.0.3202.94 Safari/537.36

ADOBE FLASH      i-Ready Current School Year
Flash Player Status: FLASH_ENABLED: Flash successfully detected and enabled on browser
User Flash Plugin Name:      pepflashplayer.dll      N/A
User Flash Plugin Description: Shockwave Flash 27.0 r0 N/A
User Flash Plugin Version:   27      PASS
Latest Adobe Flash Version:  27.0.0.187      N/A

WHITE LIST      i-Ready Current School Year
login.i-ready.com:  266ms  RESPONDED
cainc.i-ready.com:  289ms  RESPONDED
cdn.i-ready.com:    86ms   RESPONDED
s3.amazonaws.com:  575ms  RESPONDED
get.adobe.com:     993ms  RESPONDED
ssl.google-analytics.com: 272ms  RESPONDED
assess.learnosity.com: 558ms  RESPONDED
eventbus.learnosity.com: 473ms  RESPONDED
```

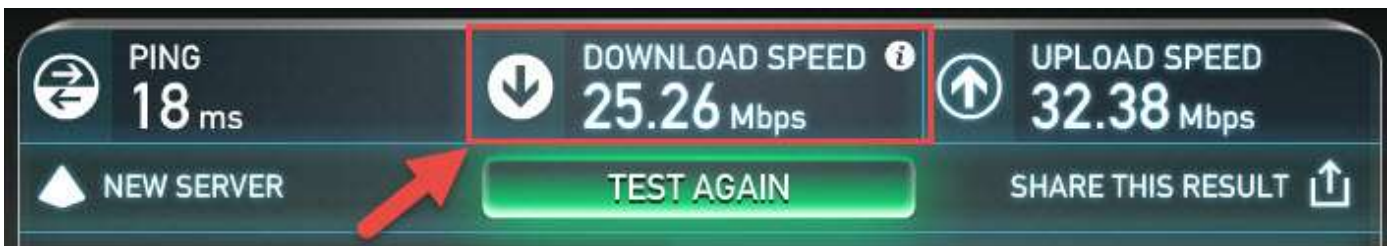
## Network Requirements/Speed Test

It is recommended that each student have access to a minimum of 256 kbit/s throughput at any given time to have a successful experience while using *i-Ready*. 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.

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 256. For example, if there are 30 students in the class using *i-Ready*, multiply 30 by 256 ( $30 \times 256 = 7,680$ ). You would need at least 7.6 Mb 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.**

## Basic Troubleshooting

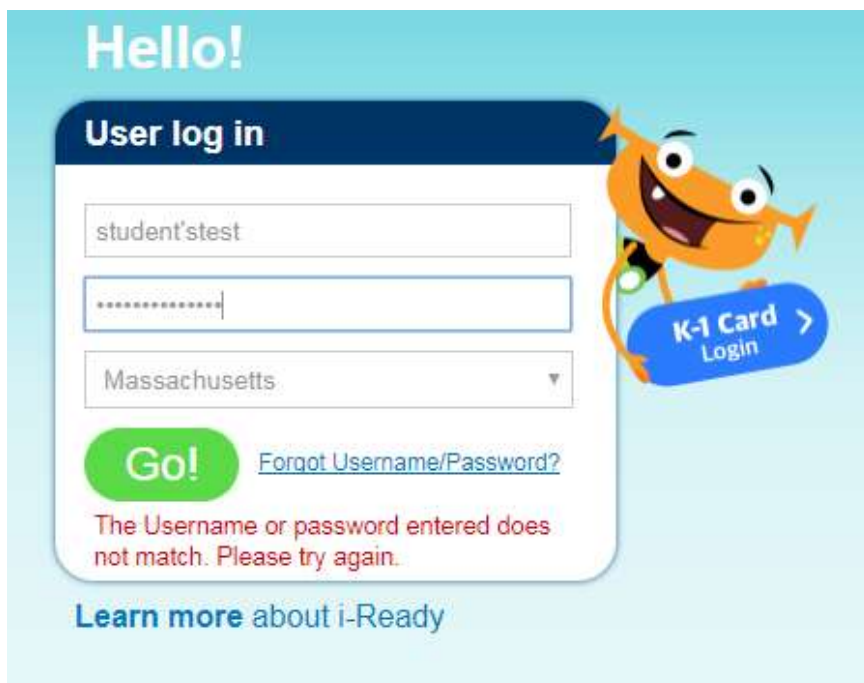
### What to Do When You Cannot Log in to *i-Ready* on a Computer

- **Check connections.**
  - Physical connections (LAN cables)
    - Students love to pull these out
    - 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* 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 Clever Single Sign On (SSO)?**
  - Sign up for notifications from Clever (<https://status.clever.com/>).
  - Click on the “Subscribe to Updates” link on the top right-hand side of the screen to be notified of outages or Clever-related issues that would prevent logging in to *i-Ready*.

### What to Do When You Cannot Log in to *i-Ready* on an iPad (iOS 11 and Smart Punctuation)

In iOS 11 and above, Apple has implemented Smart Punctuation, 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 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 iOS 11 devices by following these instructions:**

- **Go to Settings > General > Keyboards.**
- Disable “Smart Punctuation.”



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

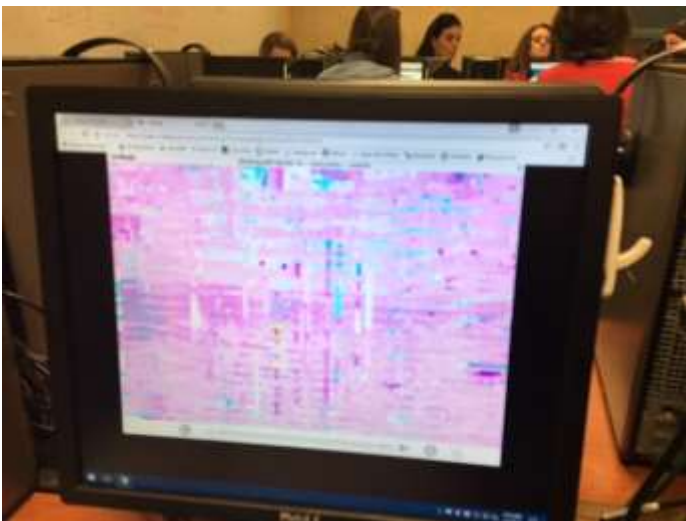
Sometimes as a student is working in *i-Ready*, an interruption somewhere on the network happens and one of the following messages pops up on the screen:



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.

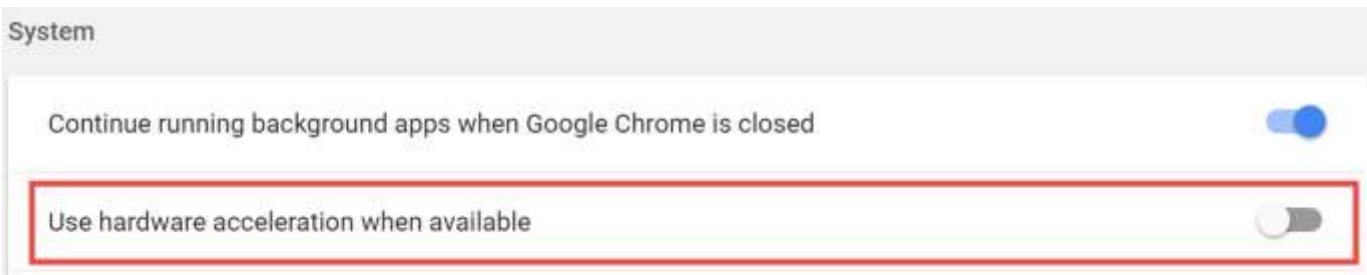
### Screen Pixelation

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.”
- Scroll to the bottom of the page and click “Advanced Settings.”
- Go to the System section.
- Disable the setting “Use hardware acceleration when available.”



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

### Freezing

- Freezing (unable to move forward, lesson not responsive) is caused by lost connections. Essentially, something happened during the download of the lesson file.
- Refresh the screen (F5).
- Close the browser and log back in.
- Reboot the computer.
- Clear browser cache (see below).

### Sound issues

- **iPad**
  - 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: not all iPad models have a silent/mute switch.)



- **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 go away.
  - 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 wiring short.
    - The wires inside the earpieces are thin and tend to pull away from the connection joints.



- When the ground wire breaks (at the plug end or where it connects to the headphone) you will hear sound with some applications, but not others (depends if the sound is stereo or mono).
- **Try a known working set of ear buds (non-lab, non-student-used headphones) to eliminate the common denominator.**

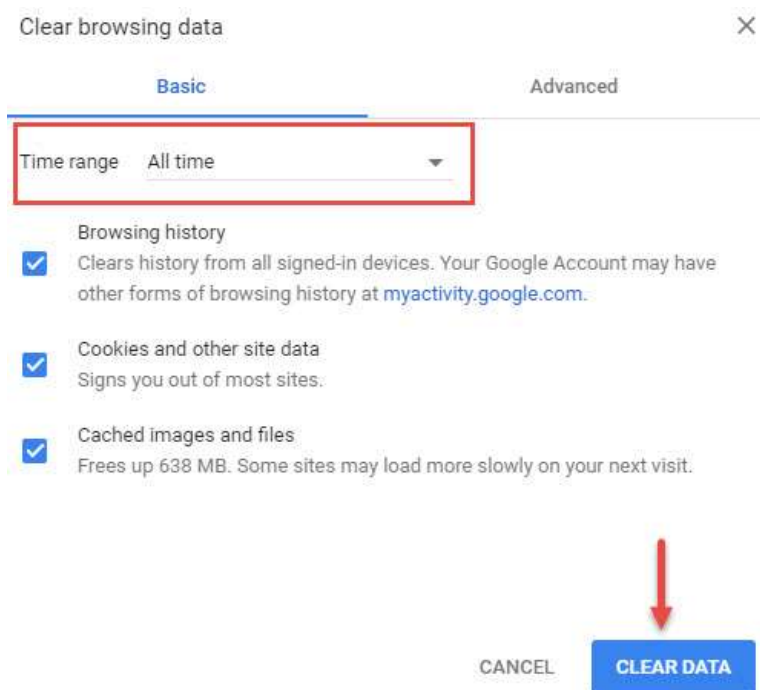
Realtek® is a registered trademark of Realtek Semiconductor Corp.

## Clear Browser Cache (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. 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. Below is an example from Chrome (other browsers will be similar):



## Wi-Fi and Wireless Access Points

### Access Points

Older access points can easily become saturated if too many devices are connected. If you are using Wi-Fi and only getting half the class on *i-Ready*, it could be due to access point saturation (further investigation would be needed). Make sure the access points are up to date with software/firmware from the manufacturer.

## Encryption

The best configuration for maximum throughput on Wi-Fi is WPA2 encryption with an AES algorithm. Please note that if WEP or WPA/TKIP security is used, throughput can be reduced by up to 80%. The 802.11n spec states that high throughput rates (link rates above 54 Mbps) can't be enabled if either of those outdated security methods is used.

We recommend 5 Ghz AC Wi-Fi if possible (WPA2/AES). If not available, the 2.4 Ghz band (WPA2/AES) should work (using wireless N). Wireless A, B, or G is NOT recommended.

## Bluetooth

If Bluetooth is not needed, it should be turned off and disabled. The wireless and Bluetooth combo share the same wireless connection and antenna, so turning off Bluetooth can let the wireless connection have the entire usage of bandwidth and the antenna. Also, turning off Bluetooth will help to decrease the signal interference since Bluetooth devices use the same 2.4 Ghz band as nearly all wireless adapters.

## Chromebooks

### Flash player (Chrome browser and Chrome OS)

**Use the link below to find the most up-to-date information regarding Flash Player and Google Chrome with *i-Ready*:**

<http://www.curriculumassociates.com/FlashGuide>

Students and educators will be able to use *i-Ready* in HTML5 for the 2018–2019 school year. However, a very small number of *i-Ready Reading* lessons for Grades 3–5 will not be available in HTML5 until the end of 2018. Those lessons will be available in Flash for the beginning of the school year. It is recommended that schools and districts maintain their Flash settings so all students can access this instruction if it appears in their lesson path in the first few months of the 2018–2019 school year.

**Using the Google Management Console, the settings below can be pushed to all Chromebooks. Please note that these settings work with user accounts and public sessions. Guest mode is unsupported since there is no way to enforce the policy below.**

**On the Google Management Console, navigate to:**

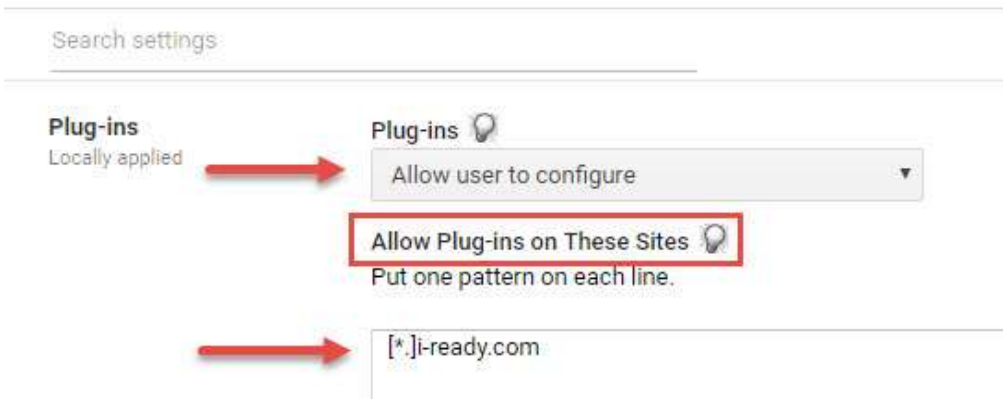
Device Management/Chrome/User Settings/Allow Plug-ins on These Sites

Device Management/Chrome/Public Session Settings/Allow Plug-ins on These Sites

1. Add [\*.]i-ready.com to the “Allow Plug-ins on These Sites” field.
2. Under Plug-ins, change the dropdown to “Allow user to configure.”

**Note:** If a portal is used to access *i-Ready*, we recommend adding the portal’s domain to the list above to ensure Flash is allowed through the handshake between the portal and *i-Ready*.

## Chrome &gt; User Settings



## Chrome &gt; Public Session Settings



Chromebook™ is a distinctive brand feature of Google, Inc.

### Disable Developer Tools

Many students have discovered how to manipulate the text on the screen using the browser's developer tools (see "Student 'Hacked' *i-Ready* and Changed the Text on the Screen" section above). Please note that some coding classes may need this functionality. Using the Google Management Console, the following setting can be applied to all managed Chromebooks:

On the Google Management Console, navigate to:

Device Management/Chrome/User Settings

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

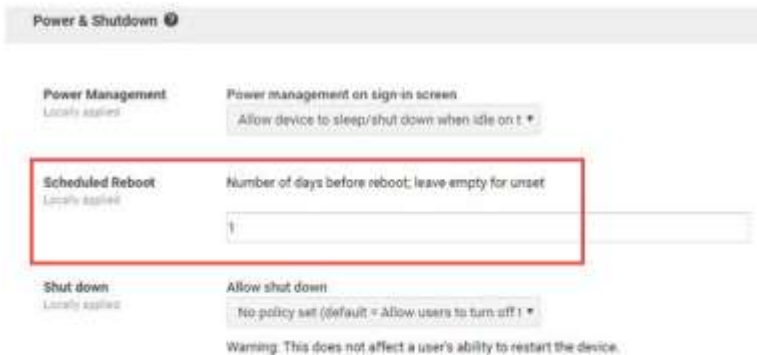
Device management > Chrome > User Settings



## Reboot 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 Management Console, place a 1 in the Scheduled Reboot section.

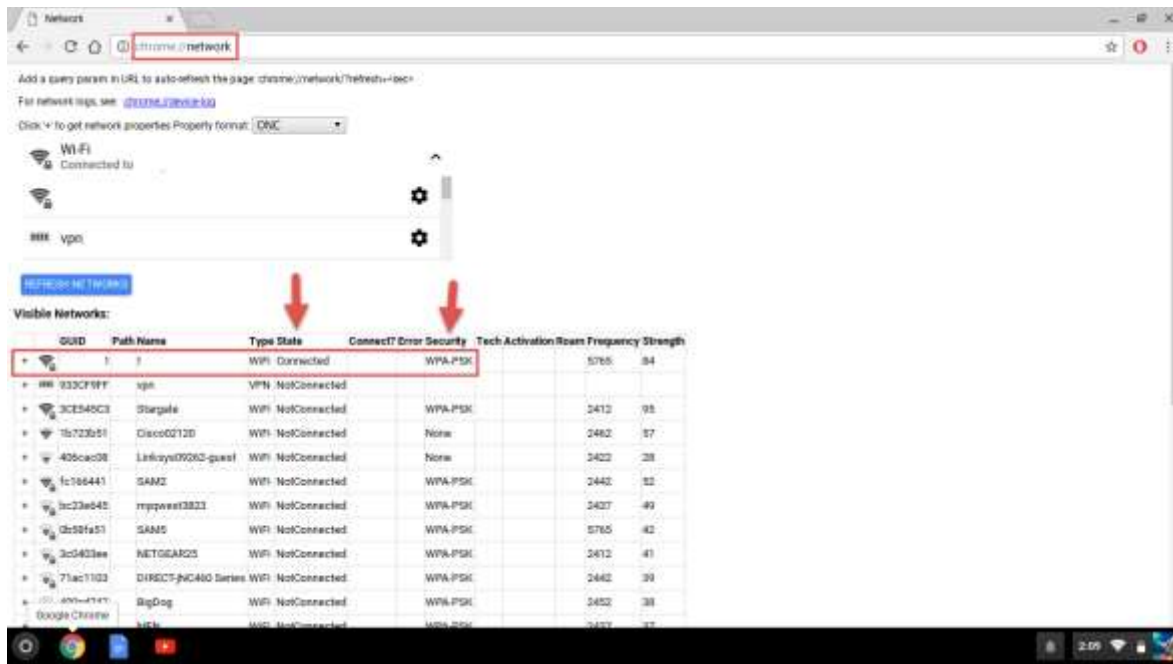
Device Management/Chrome/Device Settings



## Encryption

The best setup for a Chromebook is WPA2 encryption with an AES algorithm.

- If WEP or WPA/TKIP security is used, throughput can be reduced by up to 80%.
- If you are NOT using WPA2/AES, the high throughput (HT Mode) rates can't be enabled and link rates will be 54 Mbps (or lower), causing a bottleneck.
- To check your encryption type, open the browser and navigate to `chrome://network`.



## Slow or No Loading Pages

Outside of bandwidth or network issues, slow or no loading pages are typically caused by ad blockers, certain extensions, or Prefetching.

### Disable ad blockers for *i-Ready*.



**Disable browser extensions when troubleshooting *i-Ready* loading or slowness issues.** If the issue goes away, there may be a setting update to allow *i-Ready*. For example, an extension that works with a content filter or firewall (i.e. Lightspeed®, iBoss, etc.) may need to be configured for *i-Ready*.

### Disable Prefetching by doing the following:

- Open a new tab and type **chrome://settings**.
- Scroll to the bottom of the page and click **advanced settings**.
- Go to the **Privacy** section.
- Uncheck **“Use a prediction service to load pages more quickly.”**
- The settings should auto-save.
- The Prefetch feature is a Google Chrome feature that caches web pages that are linked from the web page you are currently on. This allows the page to load a bit faster when accessing it (if you choose to access it at all). However, the Prefetch feature in Chrome can take up unnecessary resources by caching pages you may never visit. It's recommended to turn this feature off.

## Privacy

Content settings...

Clear browsing data...

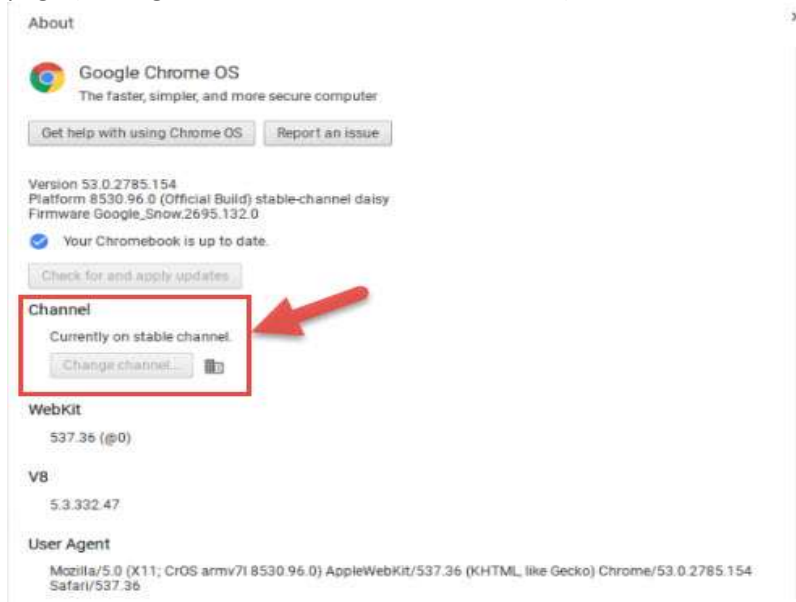
Google Chrome may use web services to improve your browsing experience. You may optionally disable these services. [Learn more](#)

- Use a web service to help resolve navigation errors
- Use a prediction service to help complete searches and URLs typed in the address bar
- Use a prediction service to load pages more quickly
- Automatically report details of possible security incidents to Google
- Protect you and your device from dangerous sites
- Use a web service to help resolve spelling errors

Lightspeed® is a registered trademark of Lightspeed POS, Inc.

### 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 Google Chrome OS Info page (Settings > About Chrome OS > More info).



### Assistive Technology for Visually Impaired Students

While *i-Ready* currently does not have assistive technology specifically designed for visually impaired students built in, there are several options.

- A larger monitor (or dual monitors) may be beneficial. The size that works best will depend on the individual (24"–27" seems to be the most common).

- Increase the DPI from standard 100% to something larger (some trial and error may be needed to find what works best). It maintains the aspect ratio but just makes everything very large.
- Built-in magnify option in the OS. With larger monitors this can prove useful to some students to reduce scrolling.
- Third-party screen magnification software (MAGic®, ZoomText®, etc.) may provide the custom tools to adjust the settings to suit the needs of the individual.

The *i-Ready Diagnostic* is still valid if someone reads the reading passages aloud. We recommend that when using *i-Ready* with visually impaired students, the students have someone who can help them through the assessment. The student would listen to audio where available and the helper would read aloud any questions and answer choices that do not have audio support (not all questions have audio components).

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

- Reading Comprehension: Grade Level K
- Vocabulary: Grade Levels K–2
- Phonics: Grade Levels K–3
- High-Frequency Words: Grade Levels K–3
- Phonological Awareness: Grade Levels K–1

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

MAGic® is a registered trademark of Freedom Scientific, Inc.

ZoomText® is a registered trademark of Algorithm Implementations, Inc.

## 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](mailto:i-ReadySupport@cainc.com)) with the information requested below.**

Alternatively, from the main *i-Ready* 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.

**Helpful Resources**

**New! i-Ready Central**  
24/7 access to tips, how-tos, videos, planning tools, and more!

Log in to your i-Ready account, then click on the "i-Ready Central" icon in the blue bar.

**Contact Support**

**Phone:** 800-225-0248  
Mon–Fri 7:00 a.m.–9:00 p.m. ET

**Teachers and Administrators:** Log in to your i-Ready account for additional support options.

### What to Include When Contacting *i-Ready* Support

**In order to assist in expediting your request, the following information is extremely helpful:**

- System check from computer having the issue (see above) <https://cdn.i-ready.com/systemcheck/>
- Make and model of computer (e.g., Dell Optiplex 780, Lenovo N23, etc.)
- 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 phone camera if necessary) and/or other supporting documentation.