ConnectED Student Portal Issues

If any parent/student has been having trouble with the ConnectED program freezing or shutting down, below is a response we received from the technical support site.

"Thank you for contacting McGraw-Hill Education Technical Support. I apologize for the inconvenience you have experienced with ConnectED freezing and/or shutting down. To resolve your issue, <u>please delete your temporary internet files and cookies and restart your web browser.</u> Below are the steps for the most popular browsers used by Windows and Macintosh."

Microsoft Internet Explorer 9/10
1. Open Internet Explorer.
2. Click Tools and select Developer tools.
3. In the Developer Tools window, click on Cache and select Clear Browser Cache.
4. Click Yes to confirm the clearing of the browser cache.
5. Exit and restart Internet Explorer.

Microsoft Internet Explorer 8

1. Open Internet Explorer.
2. Click Tools in the menu bar or click on the Gear icon in the right toolbar.
3. Click Internet Options and choose the General tab.
4. Click the Delete... button under the "Browsing History" section.
5. Make sure you uncheck "Preserve Favorites Website Data" at the top of this window.
6. Check the options Temporary Internet Files and Cookies.
7. Uncheck all the other options.
8. Click the Delete button.
- Deleting files could take a while if you have a lot of files and history.
9. Click OK to close window.
10. Exit and restart Internet Explorer.

Mozilla Firefox

1. Select History
2. Select Clear recent history
3. Time range to clear set to EVERYTHING
4. Make sure the Cache box is selected
5. Select Clear now.
6. Exit and restart Firefox.

Google Chrome

1. Open Chrome
2. Select the Menu bar on the top right had corner (looks like three bars)
3. Select History located above Extensions
4. Select Clear browsing data
5. On the dropdown menu, make sure "Obliterate the following items from" says The beginning of time
6. Select the items Empty the cache and Delete cookies and other site data.
7. Click Clear browsing data.
8. Close tab.
9. Exit and restart Chrome.

Safari

1. Launch Safari and click the Settings button in the upper-right corner of the browser window. Select Preferences then Select Advanced.
2. Checkmark the box for "Show Develop menu in menu bar". Develop menu will appear in the Safari menu bar.
3. Click Develop and select "Empty Caches" from the dropdown.
4. Exit and restart Safari.

Alternate Safari Instructions:

1. Click the "Go" menu in the Finder menu bar.
2. Select "Library" and then "Caches".
3. Right click "com.apple.Safari" and select "Move to Trash"
4. Exit and restart Safari.

In Safari for the iPad

1. Go to setting app
2. Select safari
3 Select Clear Cache
4. Prompt would ask if you want to clear, select yes