

SCS i-Ready troubleshooting

General Ed Teachers having issues logging into i-Ready via Clever?

- The first step schools should take to troubleshoot is to confirm that teachers are in PowerSchool, with a valid SCS email address, and that the teachers have a Math class assigned to them in PowerSchool. If these things are true and the teacher still does not have an active i-Ready account, contact shelbyrostersupport@cainc.com.

Special Ed Teachers not syncing?

- The i-Ready Team is working on a broad solution to get all special ed teachers syncing into i-Ready soon.

Firefox Browser issues?

- **Since SCS defaults to Firefox, here are a few things to be aware of:**
- Adobe Flash is required to use i-Ready, but is disabled by default on Firefox. If you need to activate Flash, click here for instructions for how to activate - <https://www.curriculumassociates.com/i-Ready-flashguide/0032.html>. Note - this step will need to be taken only once *per machine* to enable flash on Firefox.
- There is a separate issue with Palo Alto, the district's firewall, that was causing recent freezing and connectivity issues. The issue is a bug with Palo Alto (not i-Ready), however our i-Ready tech teams have implemented a workaround with SCS tech that should mostly resolve this. Please contact i-Readysupport@cainc.com and your i-Ready Acct Manager, Mike Ricci (mricci@cainc.com), if you continue to encounter tech issues.

Here are the recommended next steps for i-Ready instruction:

See the details below as a guide to using i-Ready and Teacher Toolbox for RTI2 Instruction. This document will serve both SCHOOL ADMINS & TEACHERS.