

# 6-12 Client Implementation Resources



## GENERAL QUESTIONS?

- Regional IS Administrator

## BILLING?

- Account Executive

## GRADING + ASSESSMENTS?

- Virtual Instructor
- <http://www.virtualschoolresourcecenter.com/wp-content/uploads/2019/10/Understanding-Edgenuity-Grades.pdf>

## CUSTOMER SUPPORT?

- 877-202-0338 ext 3
- [customersupport@edgenuity.com](mailto:customersupport@edgenuity.com)

## RESOURCE CENTER?

- <http://www.virtualschoolresourcecenter.com/resources>
- <https://www.edgenuity.com/video-library>
- Orange Tab in Genius SIS

## WHITE LIST FOR EDGENUITY CONTENT

- <https://www.edgenuity.com/techsupportdocs/Edgenuity-WhiteList.pdf>
- eDynamic Learning Courses:  
<https://www.edgenuity.com/support/technical-requirements/>

## MENTOR

- <https://www.edgenuity.com/video-library/?vid=5443981669001>
- <http://www.virtualschoolresourcecenter.com/wp-content/uploads/2017/10/SIS-Mentor-Quick-Start-Guide.pdf>

## ENROLLMENT OPTIONS

- <https://www.edgenuity.com/video-library/?vid=5443985054001>

## IPAD TROUBLESHOOTING

In March of this year, Apple implemented a couple of new settings which cause trouble for iPads.

- Settings -> Safari -> Privacy & Security -> Block All Cookies MUST BE OFF
- Settings -> Safari -> Privacy & Security -> Prevent Cross-Site Tracking MUST BE OFF