

# K-5 Client Implementation Resources



## COMMON QUESTIONS AND RESOURCES

- Regional IS Administrator

## BILLING?

- Account Executive

## GRADING + ASSESSMENTS?

- Virtual Instructor

## CUSTOMER SUPPORT?

- For support with Buzz/Genius - ISK5Support@edgenuity.com
- For support with K-5 Curriculum - ISProductSupport@edgenuity.com
- 877-202-0338 ext 3
- CustomerSupport@edgenuity.com

## RESOURCE CENTER?

- <https://www.edgenuity.com/video-library>
- <http://www.virtualschoolresourcecenter.com/virtual-training/mentor-training/>
- <http://www.virtualschoolresourcecenter.com/resources/administration-resources/>
- <http://www.virtualschoolresourcecenter.com/resources/teacher-mentor-resources/>
- <http://www.virtualschoolresourcecenter.com/resources/parent-learning-coach-resources/>
- <http://www.virtualschoolresourcecenter.com/resources/student-resources/>

## WHITE LIST FOR EDGENUITY CONTENT

- <https://www.edgenuity.com/techsupportdocs/Edgenuity-WhiteList.pdf>

## 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

The iPad must be upgraded to iOS version 13.3 (or higher) of iOS. Earlier versions, particularly iOS 13.1, will not work as there is a known issue that blocks all 3rd party cookies in that version.

Additionally, the iPad settings must be set as follows:

Settings -> Safari -> Privacy & Security -> Block All Cookies MUST BE OFF

Settings -> Safari -> Privacy & Security -> Prevent Cross-Site Tracking can be ON

Please note that the Safari browser is supported only on the iPad. Other browsers such as Chrome have been tested and do not work. (Note that Safari is not supported on any other device except iPads).