

Edgenuity Tips & Tricks FAQ

How to Access Your Course

- <https://sislogin.edgenuity.com/>
- Note: If you're logging in through the Edgenuity login page (www.edgenuity.com/login), you need to select "SIS Login."

Tips & Tricks to Troubleshoot Tech Issues

- Preferred Web Browsers: Google Chrome or Mozilla Firefox
- Disable Pop-Up Blocker or provide permission for the SIS website
- Enable Flash
- Clear cache/cookies
- Reset router
- Refresh screen
- Log out and log back into SIS

Submission of Documents

- Save documents as the name of the assignment.
- Use the template to include the questions and the responses.
- If using Google Suites, save documents as a PDF to submit.
- Accepted file types: .ppt, .pptx, .xls, .xlsx, .doc, .docx, .zip, .pdf, .accdb, .msg

For Technical, LMS, SIS Problems: Customer Support

Monday through Friday: 7:30 AM–9:30 PM

Weekends: 9:00 AM–5:00PM

Email: customersupport@edgenuity.com

Phone: 877-202-0338 Option 3

- You can also track any changes in service at www.edgenuity.com/status

To Reach a Concept Coach

Monday through Saturday: 5:00 AM–8:00 PM PST

Email: conceptcoaching@edgenuity.com

Phone: 888.866.4989 X 7766

Schedule a Tutoring Session with your Edgenuity Teacher

Instructions to schedule an appointment. Booking links can be found in the SIS in Course Information on the left side of the student dashboard. (See step-by-step below.)



1. Once you find the booking link, select duration of session.

| HWhite | |
|---|---|
| Select service | |
| 1 Hour Meeting 1 hour Free | 15 Minute Meeting 15 minutes Free |
| 30 Minute Meeting 30 minutes Free | ISPD Webinar 2 hours |

2. Select date and time.

| < > July 2019 | | | | | | | 6:30 am | 7:00 am | 9:00 am |
|---------------|----|----|----|----|----|----|---------|---------|---------|
| Su | Mo | Tu | We | Th | Fr | Sa | | | |
| | 1 | 2 | 3 | 4 | 5 | 6 | | | |
| 7 | 8 | 9 | 10 | 11 | 12 | 13 | | | |
| 14 | 15 | 16 | 17 | 18 | 19 | 20 | | | |
| 21 | 22 | 23 | 24 | 25 | 26 | 27 | | | |
| 28 | 29 | 30 | 31 | | | | | | |

3. Student should complete information.

| Add your details | |
|------------------|--|
| Name | Please let us know if you have any special requests. Thank you. |
| Email | |
| Phone number | |
| Notes (optional) | |

4. Select "Book" to complete appointment.

Book

5. You should receive a confirmation email immediately after booking.