

# Lexia Troubleshooting Tips

Here are some troubleshooting tips for students and parents that Lexia suggested I share for common tech support needs.

Be sure students are using an up to date Web browser.

Check the version of chrome installed on the student's chromebook? You can check this by visiting <https://www.whatismybrowser.com/> on the device.

## Connectivity

- If the student uses a laptop, iPad, or Android tablet, have them move close to the wireless source (WiFi router). Check for signal strength before logging in to their Lexia program.
- Have the student use Lexia when no one else is using the WiFi for activities that use a lot of WiFi bandwidth, such as streaming TV or movies, or video conferencing.
- If the student uses a computer or laptop, have them try using a different browser (we support Chrome, Firefox, Safari, and Edge).
- If there is another device available, have the student try a different device.
- If the students are on computers, they might also try clearing the cache in the browser. They can use the following steps to clear cache in Chrome:
  - Click the Chrome menu (The icon is in the top-right corner, and will look like three horizontal lines if Chrome is updated, or like a green arrow if Chrome needs updating).
  - In the pull-down menu, select More tools > Clear browsing data, which will open a pop-up tab.
  - In the dialog box, check the box next to "Cached images and files" and choose "the beginning of time" from the pull-down menu. Uncheck the other options if you do not wish to clear their data.
  - Click "Clear data" at the bottom of the dialog box.

## Bandwidth Issues:

It appears that that student may be having network difficulties, and may not have strong enough internet to connect to our server. I recommend getting information regarding the network the student is using, such as the amount of bandwidth, and checking that it is compliant with our System Requirements.

You can find the System Requirements document by taking the following steps:

- Click on the Resources tab in myLexia
- Click Setup and Technical Info
- Click the desired program
- The System Requirements will be the first option I have included a link below <https://www.lexialearningresources.com/files/support/C5SysReq.pdf>

Additional Resources for Teachers and Staff Members:

If you are a teacher or school staff member who needs general information, you can log into myLexia.com and click on the Resources tab to find manuals, training videos, setup guides, and other helpful resources.

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