

# Reading Wonders Troubleshooting Tips

Below are troubleshooting tips that Reading Wonders has provided to support students and teachers.

Interactive resources not opening -

To resolve your issue, please delete your temporary internet files and cookies, then restart your web browser. Below are the steps for clearing cookies and cache on the most common Windows and Macintosh browsers. You can also find them on our self-help site by clicking [here](#).

If you don't see instructions below for your specific version or browser, search your browser's Help menu for "clear cache". If you're unsure what browser version you're using, from the Help menu or your browser's menu, select About [browser name].

## **Internet Explorer:**

Due to the changing requirements of our programs, we no longer support this browser. However, we do still support the other options listed below.

## **Edge:**

1. Click the icon with **three horizontal dots** in the top right of the window to open the **More menu**.
2. Click the **Settings** tab.
3. Click **Choose what to clear**.
4. Check-mark
  - **Browsing history**
  - **Cookies and saved website data**
  - **Cached data and files**.
5. Once that goes through, **close all Edge browser windows** and reopen Edge to refresh the browser.

## **Google Chrome:**

1. Click the **Customize and Control icon (three vertical dots)** in the top right corner of the browser.
2. Hover over **More Tools**.
3. Click the **Clear Browsing Data** button.
4. Select **All Time** from the drop-down menu.
5. Click the **Advanced** tab.
6. Check-mark
  - **Browsing History**
  - **Download history**
  - **Cached images and files**
  - **Cookies and other site data**.
7. Click **Clear Browsing Data**.
8. Once the box has disappeared, **close all open Chrome browser windows** and reopen Chrome to refresh the browser.

**Firefox:**

1. Click the **menu button (3-vertical lines)** in top right
2. Click **Options**
3. Select the **Privacy & Security**
4. Scroll to **History** section and click **Clear History**
5. Check-mark
  - **Browsing & Download History**
  - **Cookies**
  - **Cache.**
6. Click **OK.**
7. After that has processed, **close all open Firefox browser windows** and reopen Firefox to refresh the browser.

**Safari 8 and above:**

1. From the **Safari menu**, select **Clear History...**
2. Select the **desired time range**, and then click **Clear History.**
3. **Quit Safari or press Command-Q** to exit the browser completely and then reopen to refresh the browser.

**Safari 7 and below:**

1. From the **Safari menu**, select **Reset Safari....**
  2. **Select the items you want to reset**, and then click **Reset.**
- \*As of Safari 5.1, Remove all website data includes both cookies and cache.
3. **Quit Safari or press Command-Q** to exit the browser completely and then reopen to refresh the browser.

**iPad:**

1. Go to the iPad **Settings app.**
2. Select **Safari.**
3. Select **Clear Cache.**
4. Prompt would ask if you want to clear, select **Yes.**

McGraw Hill | School  
800-437-3715 Monday-Friday, 7 am-8 pm EST

Visit our Self-Help Website with many FAQ documents: [DTS Communities](#)  
If you want to submit a new issue, please click [Contact Us.](#)