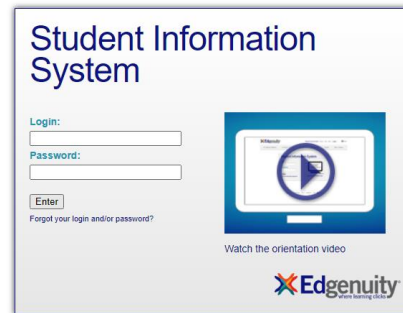


Some parents are reporting issues with logging into Edgenuity. Please doublecheck the following to see if they may resolve the issue:

- Make sure the appropriate Safari Settings are turned off and cache cleared. See following slides.
- Make sure students are logging in with the direct link (not Edgenuity link in LHub):  
<https://sislogin.edgenuity.com>



- If on an iPad, look at the iOS. The device should have version 13.3 or later installed.



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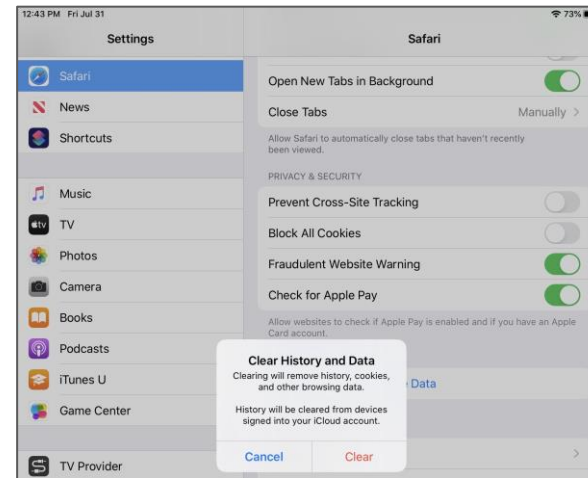
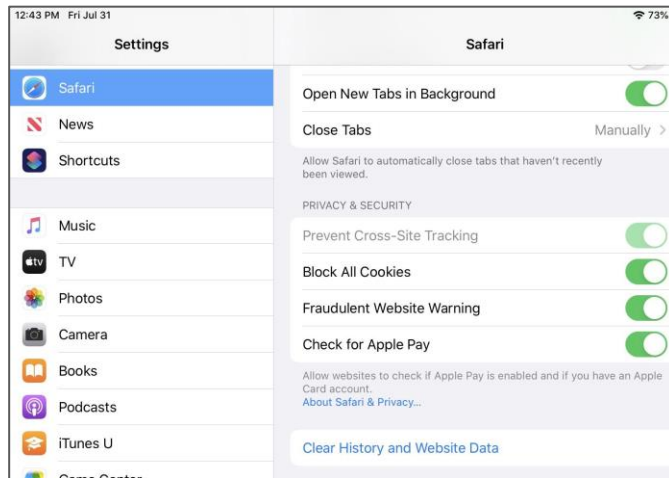
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Village  
Elementary



McAuliffe  
Elementary

# Required Settings for iPad

- Make sure your iPad is updated to the latest iOS.
- You must have **Prevent Cross-Site Tracking** and **Block All Cookies** turned off.
  - Settings > Safari > Privacy & Security Tab
    - Turn Off Prevent Cross-Site Tracking
    - Block All Cookies
  - Make sure to Clear History and Data before logging in.
  - [Video Link of Steps](#) (no audio)



Note: **cross-site tracking** generally refers to companies collecting an individual's browsing data across multiple websites.



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# Required Settings for Safari Browser on Computer

*\*only for families providing their own computer*

- You must have **Prevent Cross-Site Tracking** and **Block All Cookies** turned off.
  - Safari > Preferences> Privacy Tab
    - Turn Off/Leave Blank Prevent Cross-Site Tracking
    - Turn Off/ Leave Blank Block All Cookies
  - [Video Link](#) of Steps (no audio)

