

You may encounter these screens when using Edge, here's why...

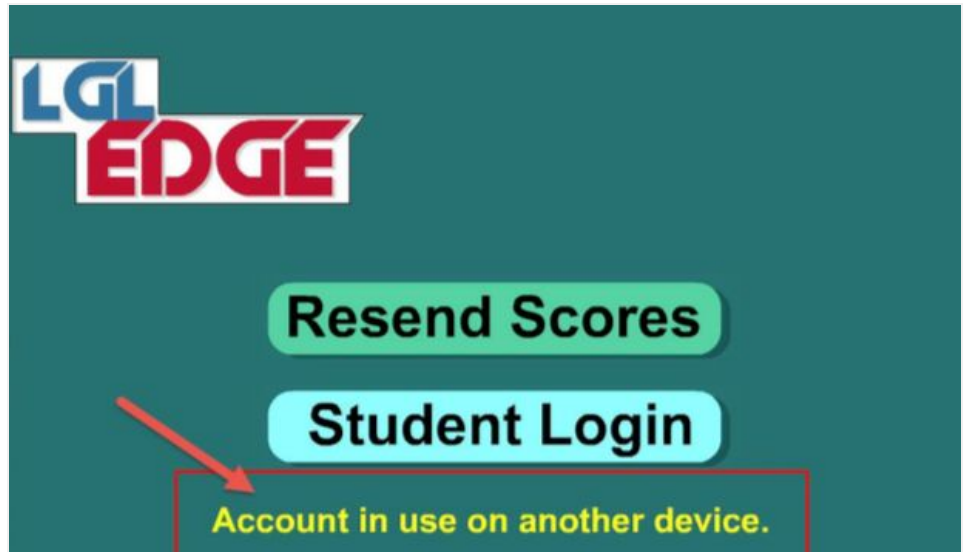
Account in Use on Another Device

EXPLANATION

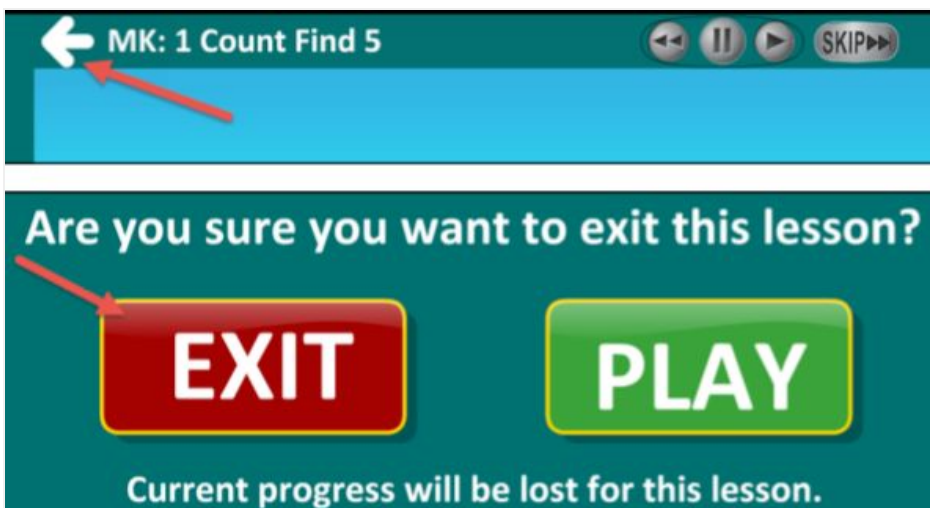
If you encounter this screen and message, it means the student did not log out of his or her lesson correctly.

ACTION

Please wait three minutes and log in again.



Correct Way to Quit a Lesson Early



If a student needs to log out prior to finishing a lesson, click on the white back arrow shown below and then choose "EXIT." This will properly log the student out of his or her lesson.

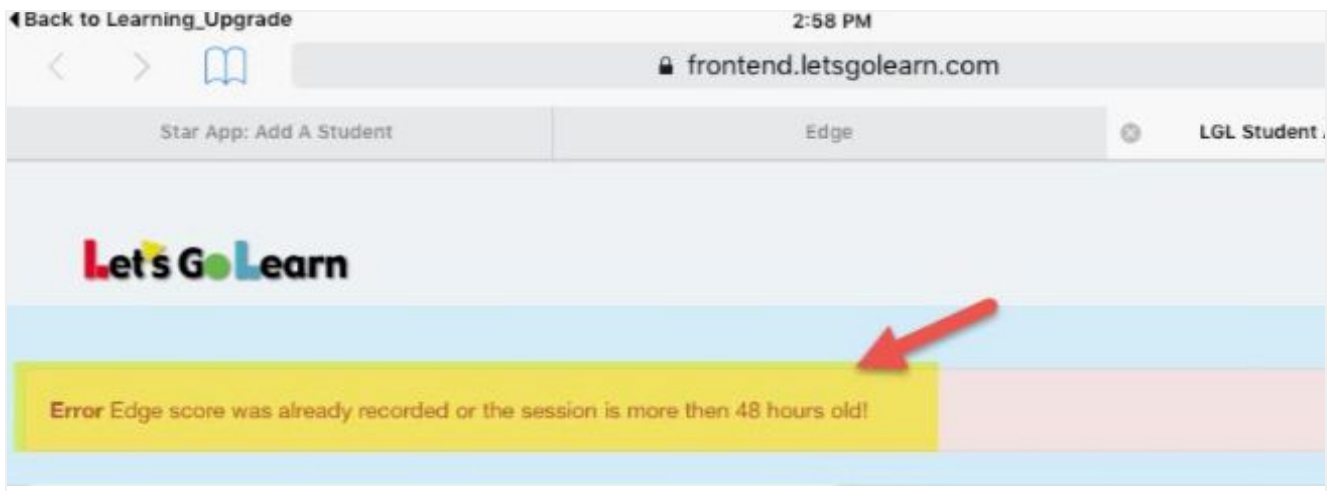
NOTE

The lesson progress will not be saved and the student will need to start from the beginning the next time he or she continues the lessons.

Error Edge score was already recorded or the session is more than 48 hours old!

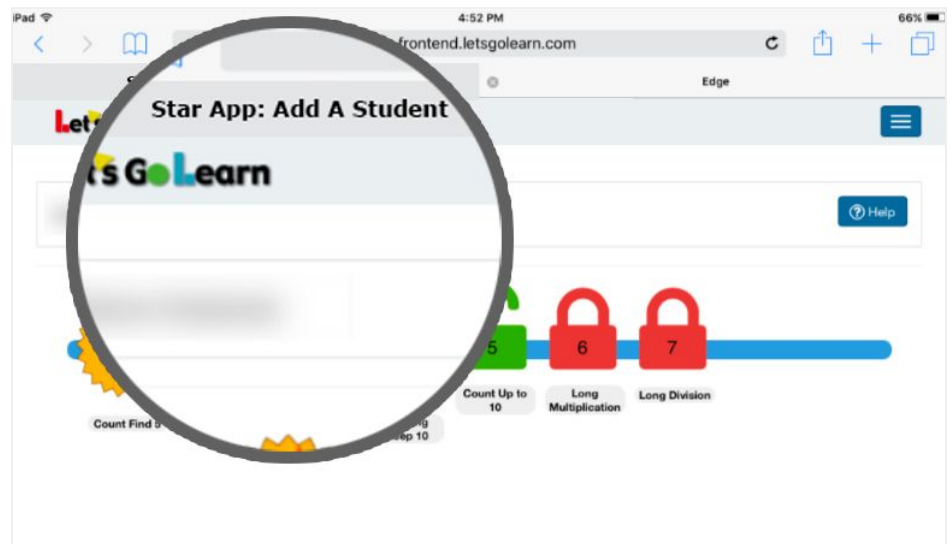
EXPLANATION

If you see this error message, a student most likely finished his or her lesson and instead of clicking on the green lock to start the next lesson, he or she clicked on the "Star App" tab and started/completed the same lesson again.



How to Avoid this Error

After each lesson is completed, the app will automatically record the student's score and return to Safari on the "Edge" tab. Before clicking on the next green lock to start the next lesson, students should close any tabs titled "Star App: Add a Student." This will remove the possibility of students clicking the wrong tab and completing the same lesson again.



**Cannot save score.
Check internet connection.**

EXPLANATION

If you see this error message, there was an Internet connection interruption when the app attempted to record the student's score to Let's Go Learn.

ACTION

To test if you are still connected to the Internet, go to Safari, open a new tab, and enter www.learningupgrade.com. If the website loads, go back to the app and click the "Retry" button. If you receive this message a second time, please contact your school's IT person.

