

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

Be certain to share content with other educators, parents, and students, and if you have any questions, please reach out to [help@letsgolearn.com](mailto:help@letsgolearn.com) or call, 888-618-READ (7323), option 1.

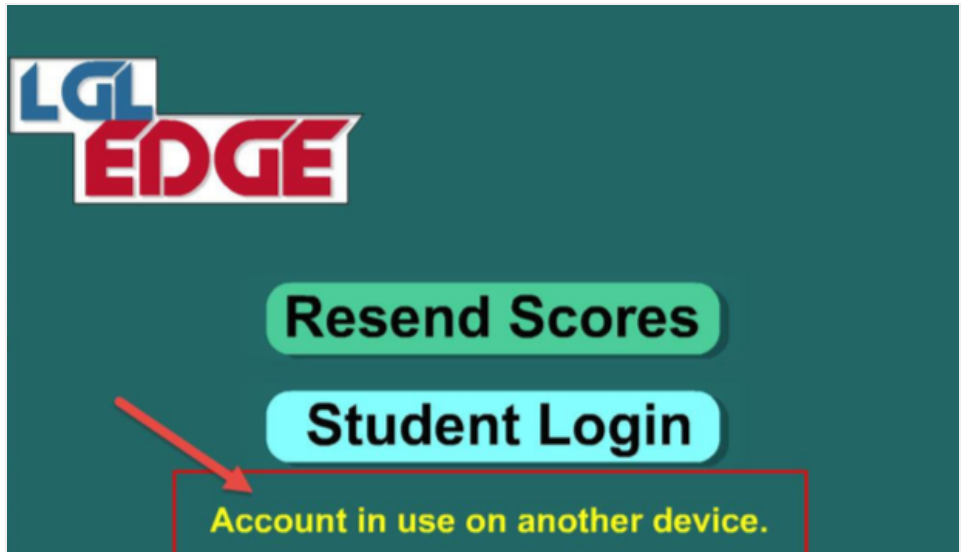
**Account in Use on Another Device**

**EXPLANATION**

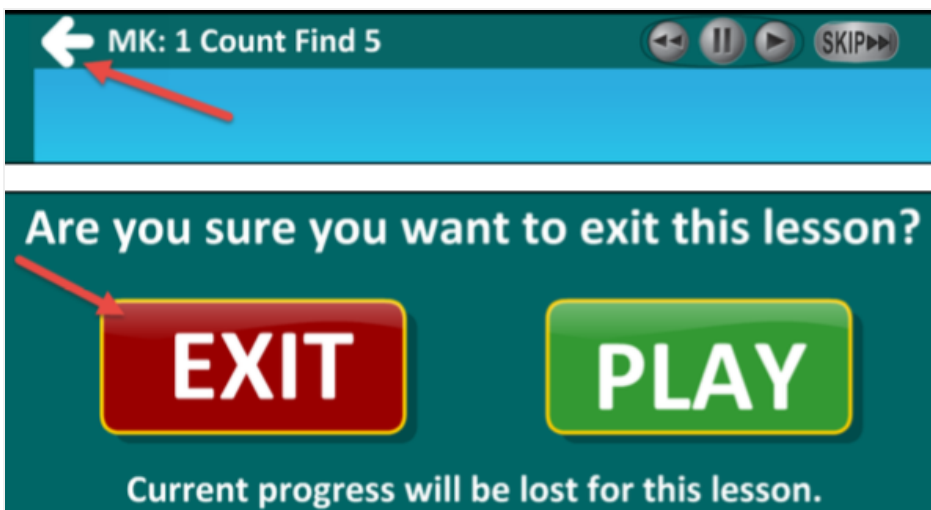
If you encounter this screen and message, it means the student did not log out of his or her lesson correctly.

**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.

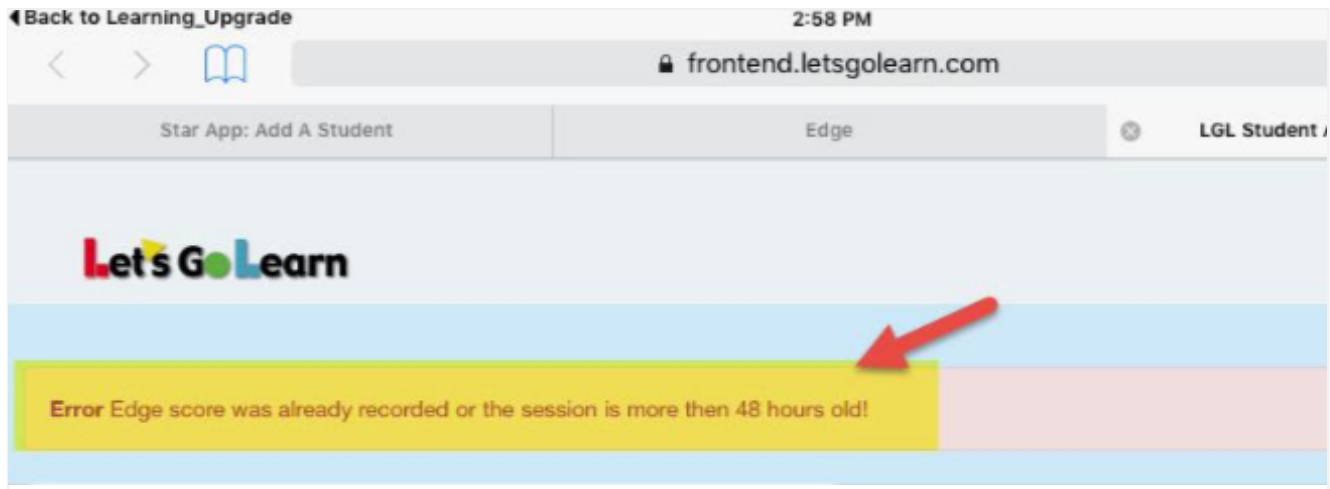
**NOTE**

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!

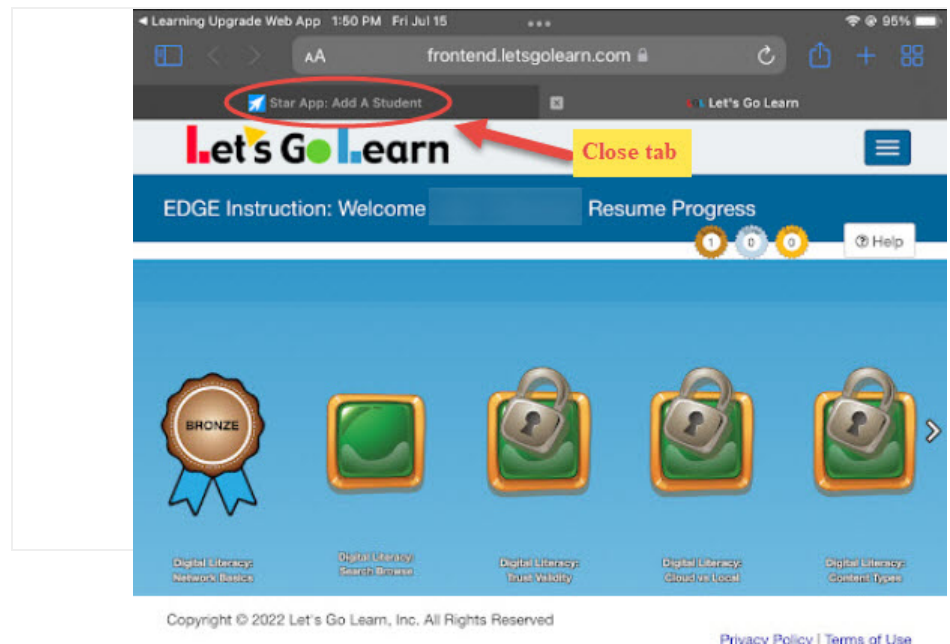
### EXPLANATION

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.



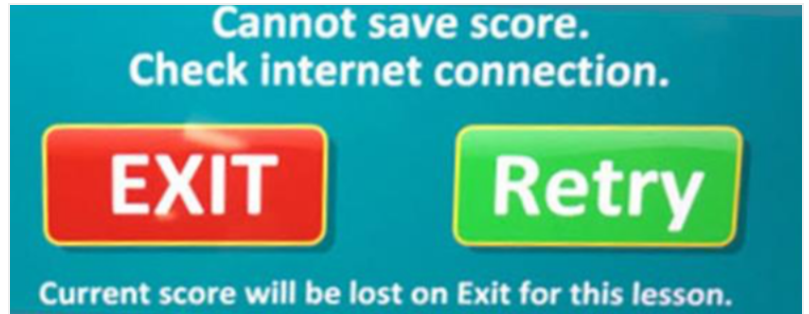
## Cannot save score. Check internet connection.

### 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](http://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.



## Unity Content Error Message

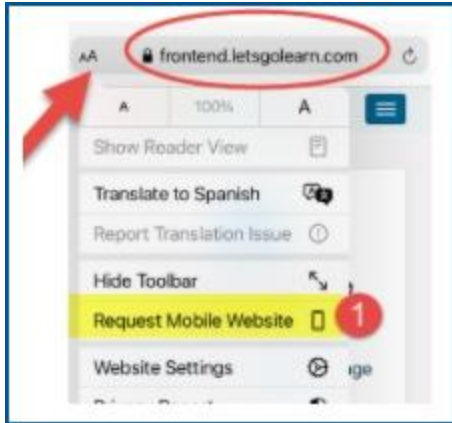
**EXPLANATION** - This message appears if the "Request Mobile Website" is not activated on the lesson locks screen.



**ACTION - Before** clicking on a lesson on the Edge lesson locks page, click on the letters "AA" showing on the left of the URL in the address bar.

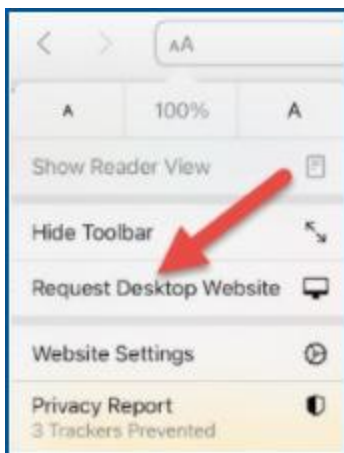
If the screen displays "Request Mobile Website," the student will need to click the "Request Mobile Website." This will change the setting to show "Request Desktop Website." You can verify this by clicking on the letters "AA" again to verify that it is now displaying "Request Desktop Website."

Incorrect setting below.



Verify that the screen shows "Request Desktop Website." See below.

Correct setting below.



*\*Note: It is important that students click on the letters "AA" and follow the instructions above **BEFORE** they click on the green lock for the lesson to load properly.*