STRIDE
A C A D E M Y ™

5 Keys to Smooth Sailing in *Stride Academy*
Check off these items to prevent technical issues:

1. Update your browser – The preferred browsers for *Stride Academy* are *Google Chrome* **for PCs and Macs**, and *Safari* **for iOS (iPad)**. You can prevent (or resolve) technical issues by simply downloading the **latest version** of these preferred browsers to access *Stride Academy*:

For PC/Mac: Google Chrome
To download: www.google.com/chrome

For iOS: Safari
To download: http://support.apple.com/downloads/#safari

Why these preferred browsers? The rest of the World Wide Web is quickly moving away from *Flash* technology, so we engineered Stride Academy in the latest *HTML5* technology, which makes it compatible with more devices than ever – including tablets. Older, *Flash*-based browsers will not fully support Stride Academy, and that is why we recommend these preferred browsers for the ultimate, problem-free experience in our curriculum and games!

If you are already using the Chrome or Safari browser: Make sure you have the very latest version, for best performance. To check your current version and see if it is up-to-date, go to: www.whatismybrowser.com

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ATTN Internet Explorer Users!
If you are experiencing *any* technical difficulty, switching to the *Chrome* browser is an immediate fix in 99% of support cases!

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2. Update your operating system – Please confirm that you have accepted the latest software updates to your operating system on PC, Mac or iOS (iPad). Updating your operating system regularly is like changing the oil in your car – it protects your computer from vulnerabilities *and* ensures optimum performance in all applications, not just *Stride Academy!*

Need Additional Help? For more support resources: www.LTSed.com/support
Check your device compatibility: www.ltseducation.com/stride_certified.php

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3. Allow *Stride Academy* to pass your firewall – To prevent any issues with logging in to *Stride Academy* or viewing the video lessons, ask your IT department to allow *Stride Academy* URLs and IP addresses to pass your firewall. Here is a list:

IP Addresses:
69.28.128.0/18
68.142.64.0/18
208.111.128.0/18
69.164.0.0/18
87.248.192.0/19
95.140.224.0/20
178.79.192.0/18
203.77.184.0/21
117.121.248.0/21
111.119.0.0/19
111.221.32.0/21
41.63.64.0/18
198.61.162.96
207.97.198.194
207.97.198.195
166.78.107.224
166.78.100.59
192.168.20.38
192.168.20.39
207.97.198.196

URLs:
www.stridelogin.com
www.stridereports.com (ports 80, 8080)
www.stridestart.com
www.stridedev.com
api.wordnik.com
cdn.mathjax.org/
cdnjs.cloudflare.com
www.ltseducation.com

Please also be sure to allow files with .jpeg, .gif and .png extensions. Many questions and answers contain images. These need to be allowed, so they are visible.

This list is updated regularly in our online FAQ:
http://strideacademy.info/phpmyfaq/

4. Allow and retain the browser cache – To ensure proper functioning of *Stride Academy* (and to speed up game loading and response times), be sure that your browser's cache is enabled, and that it's not cleared between Stride Academy sessions. See detailed instructions for your browser, below:

> Chrome: Choose "Allow cookies by default" and "Allow local data to be set."
> Firefox: Choose "Allow" for Set Cookies and "Always Ask" for Maintain Offline Storage."
> Internet Explorer: Choose "Automatically" for the top settings and "250" for disk space to use.
> iOS Safari: Choose to Accept Cookies "From Visited", and ensure that Private Browsing Mode is **off** (see http://support.apple.com/kb/ht1677).

5. Check your bandwidth – A broadband connection is required for *Stride Academy* to run quickly and smoothly. *Stride Academy* will dynamically modulate buffering (pre-loading) in a variety of bandwidth scenarios for best performance.

The U.S. Federal Communications Commission (FCC) defines "Basic Broadband" as data transmission speeds of at least **4 Mbit/s downstream** (from the Internet to the user's computer) and **1 Mbit/s upstream** (from the user's computer to the Internet). You may check your current bandwidth by visiting: http://www.speedtest.net/.