



ENLIGHTIUM  
ACADEMY

# Ignitia

# Troubleshooting

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# Users of Satellite Internet

**Before you try other troubleshooting techniques, please check to see if you have satellite internet.**

While we recommend against using satellite internet, we do have a recommendation for those who use satellite internet to provide the best service possible within the circumstances. In the past, students with satellite internet have used Utilize Google DNS to work with Ignitia, generally with positive results. Google DNS is a free, global DNS resolution service that you can use as an alternative to your current DNS provider; more information on Google DNS can be found [here](#). Google DNS is not guaranteed to resolve all satellite internet issues, though it has worked for several students in the past.

To test how your internet interacts with Ignitia (especially if you have no other options aside from satellite internet in your area) we encourage you to [test our demo curriculum](#). The primary test should be to go through a quiz or test slowly (take at least 20 minutes clicking through the questions) to see if you are logged out. Preferably two separate quizzes or tests should be attempted. If you get kicked out of one or both attempts, you will likely have issues. However, to make sure, clear your cache and cookies, close and reopen the browser, then attempt the quiz again. If you are not kicked out, try these two techniques, if possible:

- Submit an essay question that is a few paragraphs in length (projects are good for this) to see if the entire answer goes through
- Submit some “multiple select” questions with more than 10 options to see if the answers are submitted

After testing the demo curriculum, if you do not encounter frequent issues, try the following computer test:

For a PC:

1. In the start menu of Windows, open “Run” and type “cmd” to open Command Prompt.
2. Type **tracert ignitiumwa.ignitiaschools.com**
3. If the results show numbers close to 50 ms, you are less likely to have issues and can enroll at your discretion. If the results show anything over 400 ms, you are somewhat likely to have issues and can enroll, keeping in mind our 14 day money back guarantee. If you see numbers over 700 ms, you will most likely encounter many issues, which means our school will likely not be a good fit for your family.

For a Mac:

1. Find Network Utility, click Traceroute, and type in **ignitiumwa.ignitiaschools.com**
2. If you return anything over 400 ms, you are somewhat likely to have issues and can enroll keeping in mind our 14 day money back guarantee. If you see numbers over 700 ms, you will most likely encounter many issues, which means our school will likely not be a good fit for your family. Numbers closer to 50 ms indicate that you are less likely to have issues and can enroll at your discretion.

To avoid issues with satellite internet, reduce the internet usage in the home while quizzes and tests are taken. No other computers in the home should be using the internet connection during those times.

# Ignitia Troubleshooting Techniques

If any of the following troubleshooting techniques do not assist you, please contact Ignitia Tech Support at **877.251.6662**.

## **An assignment is showing multiple attempts even though I'm accessing it for the first time**

- Ensure that you do not start or look at an assignment, quiz or test unless you intend to complete it. Ignitia will count opening an assignment as an attempt, even if no work is completed

## **I am being logged out of quizzes and tests**

- Ensure that Ignitia is not open in any other tabs or windows.
- Ensure that you do not refresh the page while taking a quiz or test.
- Ensure that you use Ignitia's buttons instead of a keyboard for navigation.
- 25 minutes of "inactivity" will log a student out. Even if students are working on schoolwork, such as writing an essay, Ignitia may log them out of the program. General activity, such as clicking the "next question" button and then the "previous question" button, will allow the student to keep working.
- Ensure that no one but the student (such as a parent or a tutor) is logged in under the student's account while he or she is working.
- Clear your cache and cookies and history, then close and reopen the internet browser BEFORE each quiz and test. Directions for clearing cookies can be found [here](#).

## **The answers to questions are showing up blank after I submit an assignment**

- Clear your cache and cookies and history, then close and reopen the internet browser BEFORE submitting an answer. Directions for clearing cookies can be found [here](#).
- Ensure that Ignitia is not open in any other tabs or windows.
- 25 minutes of "inactivity" will log a student out. Even if students are working on schoolwork, such as writing an essay, Ignitia may log them out of the program. General activity, such as clicking the "next question" button and then the "previous question" button, will allow the student to keep working
- Ensure that no one but the student (such as a parent or a tutor) is logged in under the student's account while he or she is working

If any of the following troubleshooting techniques do not assist you, please contact Ignitia Tech Support at **877.251.6662**.

### **The assignments already have answers filled in even though I haven't answered those questions**

- Ensure that no one but the student (such as a parent or a tutor) is logged in under the student's account while he or she is working

### **The answers are being changed after I submit an assignment**

- Clear your cache and cookies and history, then close and reopen the internet browser BEFORE submitting an assignment. Directions for clearing cookies can be found [here](#).
- Ensure that Ignitia is not open in any other tabs or windows.
- Ensure that you do not refresh the page while submitting an assignment.
- Ensure that you use Ignitia's buttons instead of a keyboard for navigation.
- 25 minutes of "inactivity" will log a student out. Even if students are working on schoolwork, such as writing an essay, Ignitia may kick them out of the program. General activity, such as clicking the "next question" button and then the "previous question" button, will allow the student to keep working.
- Ensure that no one but the student (such as a parent or a tutor) is logged in under the student's account while he or she is working.

### **An assignment says that not all of the questions are answered when I try to submit, even though they are**

- Clear your cache and cookies and history, then close and reopen the internet browser BEFORE accessing an assignment. Directions for clearing cookies can be found [here](#).
- Ensure that Ignitia is not open in any other tabs or windows.

### **Some answers are lost after I submit an assignment**

- Clear your cache and cookies and history, then close and reopen the internet browser. Directions for clearing cookies can be found [here](#).
- Ensure that Ignitia is not open in any other tabs or windows.
- Ensure that you do not refresh the page while submitting an assignment.
- Ensure that you use Ignitia's buttons instead of a keyboard for navigation.
- 25 minutes of "inactivity" will log a student out. Even if students are working on schoolwork, such as writing an essay, Ignitia may kick them out of the program. General activity, such as clicking the "next question" button and then the "previous question" button, will allow the student to keep working.

If any of the following troubleshooting techniques do not assist you, please contact Ignitia Tech Support at **877.251.6662**.

**An assignment has not been assigned**

- Contact your instructor or customer support to assign the next assignment.

**A question has an incorrect answer**

- Inform your instructor that the question's answer is incorrect.

**A video within the lesson is not loading**

- Ensure that your computer is up to date in the following areas:
  - Operating system (OS)
  - Video-viewing software (Flash, etc.)
  - Internet browser (Chrome, Firefox, etc.)
  - Security software

**I'm waiting too long for quizzes and tests to be unlocked**

- Contact your instructor or customer support to unlock the next quiz or test.
- Upgrade to the next available support level (Diamond, Gold, etc) to receive a more immediate teacher response.