

# Returning Student Orientation, High School: Technically Speaking

As an online student, you and your family will be your own IT Department. This means you will:

- Make sure you have a [working computer](#) and a [good internet connection](#)
- Have a word processor such as Microsoft Word or a [free alternative](#)
- [Troubleshoot](#) when technical issues arise

Luckily, you're not alone! Enlightium's team has curated technical support and troubleshooting resources for your family. If you have a Mac, PC, or Chromebook and use Chrome or Firefox, then you should experience little to no technical difficulties.

**School Hack:** If your household is not too technically savvy, take a moment to [explore these resources](#).



**Toby the Beaver, an Enlightenment Support Member**

# Best Practices for an Online Student

- **Close out unused tabs and applications** to get the fastest internet connection.
- **Can you use a tablet?** For lessons, yes. For quizzes, projects, and tests, try to use a laptop or desktop computer or your work may not submit properly.
- **Avoid public wifi** unless you are using a VPN.
- **Using satellite internet** can result in an increase in technical issues.
- **If the writer's box is not working**, try zooming in and out on the screen.
- **When navigating in a lesson**, click the “forward” and “backward” arrows in Ignitia, not in the browser.

[Clicking the Back Button video](#)

## Common Ignitia Technical Issues

You don't have access to Ignitia.

If you try to log into Ignitia but get an error message, check out these reasons as to why:

1. **It's an [Ignitia Down Day](#).** You will have access to Ignitia most days of the school year, but there are a few days (such as [after a quarter ends](#)) when **all students** will not have access to Ignitia.
2. **You're at the wrong URL.** Search “Ignitia” in Enlightium's Knowledge Base and follow the link to the correct page to log in.
3. **Your account was disabled.** This is not too common, but it could be for financial or academic reasons. Ask your parent or guardian to contact our team for details.

Ignitia is not working.

If Ignitia is running slowly or not working, complete the following steps:

1. Use the Chrome or Firefox browser.
2. [Clear your cache and cookies.](#)

3. Turn your computer off and back on.

If Ignitia is still not working after those steps:

1. **Search for a solution in [Enlightium's Knowledge Base](#).** Try “video is not loading” or “logged out of a quiz”.
2. **Contact Ignitia's Technical Support Team** at (800) 735-4193; save this number to your phone.
3. Email [support@enlightiumacademy.com](mailto:support@enlightiumacademy.com) if the first two steps did not work. *Please don't contact your counselor for technical assistance.*

## Less Common Ignitia Technical Issues

You can proactively review these resources to prepare for less common technical issues, or you can just search for them in Enlightenment's Knowledge Base if they occur during the school year:

- [Ignitia Is Saying That Not All Questions Are Answered](#)
- [I am Being Logged Out Of Quizzes And Tests](#)
- [Answers Are Showing Up Blank After Submitting An Assignment](#)
- [Answers Are Being Changed After My Student Submits An Assignment](#)
- [A New Assignment Shows Multiple Attempts](#)
- [A Question Has An Incorrect Answer](#)
- [My Account Has Been Hacked!](#)
- [I Can See The Answers](#)
- [An Assignment Has Not Been Assigned](#)
- [I am Waiting Too Long For Quizzes And Tests To Be Unlocked](#)

## Useful Tech Tools

These resources are not associated with Enlightenment Academy but are common tools used by online students. Check with your parent or guardian before downloading new software.

- Concerned about headaches or eye strain? Try using [Eyeleo](#).
- Want to reduce the amount of blue light emitted from your screen? Consider [F.lux](#).



**Eleanor the Eagle, an Enlightium  
Parent or Guardian**



**Elwood the Lion, an Enlightium  
Student**

## Technical Expected Student Outcomes (ESOs)

Each year you will have a technical [ESO](#), which we can finish right now. To complete your technical ESO for this school year:

1. Click on the link below **only** for your grade level.
2. Read the short article.
3. Take the short quiz.
4. You're done!

Each year at Enlightium you will do a new technical ESO and learn more about computers, online safety, and more. You should read the article with your parent or guardian.

Choose only your grade level:

- [9th Grade Students: Data Organization](#)
- [10th Grade Students: Understanding Malware and Antivirus](#)
- [11th Grade Students: Creating Secure Passwords](#)
- [12th Grade Students: Carefully Storing Sensitive Data](#)