

Returning Student Orientation, Middle School Returning: Technically Speaking

Remember that, as an online student, you and your family will be your own IT Department. This means that if your computer stops working, you will fix it. Luckily, you're not alone! Enlightium's team has [technical support and troubleshooting resources](#) for your family.



Toby the Beaver, an Enlightium 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.

[Watch Back Button video](#)

What Should You Do If Ignitia Runs Slowly?

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. If you have a phone, save this number. If you do not have a phone, ask your parent or guardian to save it.
3. Email support@enlightiumacademy.com if the first two steps did not work. *Please don't contact your counselor for technical assistance.*

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 [E.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 **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:

- [6th Grade Students: Maintaining Christian Values While Accessing the Internet](#)
- [7th Grade Students: Using Social Media Wisely](#)
- [8th Grade Students: Keeping your Computer Secure](#)