

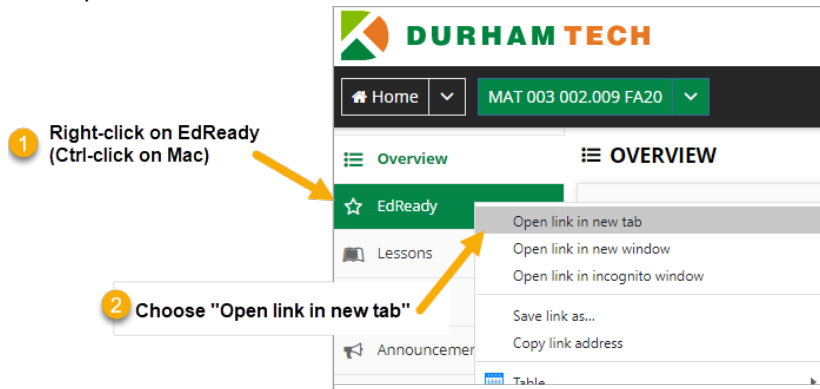
EdReady Troubleshooting for Students

Two problems students may encounter when clicking EdReady from a course in Sakai:

- Some see this error: *durhamtech.edready.org redirected you too many times*
- Some see a screen that says “**LOGIN**” in the upper right. This means something is wrong. The system should log you in. Do not try to log in or reset your password – you don’t have one.

Follow these steps (in order) to try to resolve the problem:

1. Make sure you are using Chrome (preferred) or Firefox.
2. In your MAT 003 course on Sakai, **RIGHT-CLICK** on the EdReady button (Ctrl-Click if using a Mac) and choose “Open link in new tab”



3. Check browser settings to be sure your browser is set to accept cookies:
 - In Chrome, at the top right, click the 3 horizontal dots
 - Choose **Settings**
 - On the left, click **Privacy and Security**
 - Click on **Cookies and other site data**
 - Choose **Allow all cookies** (or choose Block third-party cookies in Incognito)
4. Clear your browser cache:
 - In Chrome, at the top right, click the 3 horizontal dots
 - Choose **Settings**
 - On the left, click **Privacy and Security**
 - Click on **Clear browsing data**
 - For Time range, select **ALL TIME**
 - At a minimum, make sure these options are checked:
 - Browsing history
 - Cookies and other site data
 - Cached images and files
 - Click **Clear data**
 - **IMPORTANT:** Close your browser **COMPLETELY** and restart your computer.

If the above steps don’t work, try a completely different browser that you don’t normally use with Sakai/EdReady. Or try on another computer if you have one.