



SuccessMaker At Home

Troubleshooting Problems

As with any computer software, you may on occasion run into an issue or two when attempting to install and/or use SuccessMaker At Home. Please see the below links and corresponding information for help if you run into any problems.

SuccessMaker At Home web site unavailable

Please be aware that every now and then, for various reasons, the SuccessMaker At Home web site will be inaccessible. If you visit the SuccessMaker At Home web site, but clicking on the green "Start" button only results in a blank window being opened (as pictured below), that usually means the web site is currently unavailable. If that occurs and the option to login never appears, please try accessing the SuccessMaker At Home web site again at a later time.



Deleting Internet Explorer cache, cookies, and history

If you encounter any problems accessing the SuccessMaker At Home web site or viewing its pages, try "resetting" your web browser - in this case Internet Explorer - cache, cookies, and history by performing the steps below:

Internet Explorer 6

1. Open the Windows control panel (usually accessible by clicking on Start, then Settings, then Control Panel)
2. Open the Internet Options control panel
3. Click on the "Delete Cookies" button and click OK to confirm deletion
4. Next, click on the "Delete Files" button, put a check in the box next to "Delete all offline content", then click OK
5. Lastly, click on the "Clear History" button and click Yes to confirm, then click OK to close the Internet Options control panel

Internet Explorer 7

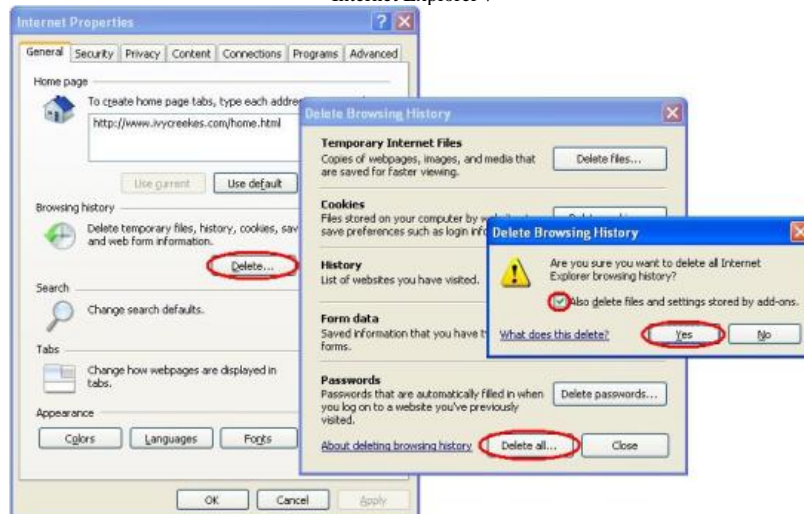
1. Open the Windows control panel (usually accessible by clicking on Start, then Settings, then Control Panel)
2. Open the Internet Options control panel
3. Within the “Browsing history” section, click the “Delete” button
4. When the Delete Browsing History window appears, click the “Delete all” button at the bottom
5. Now put a check in the box next to “Also delete files and settings stored by add-ons” and click “Yes”
6. Once the browsing history has finished being deleted, click OK to close the Internet Options control panel

You can now re-open Internet Explorer and try accessing the SuccessMaker At Home site/pages again.

Internet Explorer 6



Internet Explorer 7



Disabling/configuring pop-up blocker software

Due to the way the SuccessMaker At Home web site is setup, occasionally pop-up blocker software will interfere with its functionality. If you are having any trouble navigating your way around the SuccessMaker At Home site, including some pages failing to open or appear, please temporarily disable any pop-up blocking software you may have installed on your computer. Once you have finished visiting the SuccessMaker At Home web site, you can safely re-enable your pop-up blocker program.

Another option you have in regards to pop-up blockers is to configure your pop-up blocking software to allow pop-ups specifically for the SuccessMaker At Home web site. Please see the instructions provided below for configuring the Internet Explorer browser within Windows XP Service Pack 2 or later (that includes its own built-in pop-up blocking option):

*Other third-party software pop-up blockers usually offer a similar option, though the procedure for configuring those programs may slightly vary from what is detailed below.

1. Open a new Internet Explorer browser window
2. Go to the Tools menu, go down to Pop-up Blocker, and choose Pop-up Blocking Settings
3. Within the "Address of Web site to allow" field, type in the SuccessMaker At home web address - <http://sme.gwinnett.k12.ga.us> - and click Add
4. "sme.gwinnett.k12.ga.us" should then be listed within the "Allowed sites" area and you can then click Close



Uninstall and reinstall SuccessMaker At Home software

On rare occasions, if the SuccessMaker At Home software is simply failing to work properly on your home computer (for example, if student assignments do not run when

your child is logged in), you may need to uninstall and reinstall the SuccessMaker At Home Courseware. If none of the above troubleshooting procedures help in getting SuccessMaker At Home working for you (be sure and implement them prior to attempting an uninstallation), please go through the following steps in order to uninstall and reinstall your software:

1. Ensure that your web browser is "reset" by deleting Internet Explorer cache, cookies, and history
2. In Windows, click on the Start button, go to Programs, then SuccessMaker, and click 'Uninstall Courseware'
3. Once the uninstall process begins click Next, then when prompted choose "Yes" to uninstall the Courseware, clicking Finish when the uninstall completes
4. Now that the uninstall has completed, restart your computer
5. After Windows has rebooted go to your C: drive ('Local Disk') and delete the following folders (if they exist):

CAI
HISTORY
LOCALCAI
ResultsManager
STUDENT
TEACHER

6. Now empty the Recycle Bin and restart your computer one more time
7. You can then reinstall the SuccessMaker At Home Courseware using the original installation procedure.

**If you need additional technical assistance,
please register with [Pearson online](#).**

If you have more questions or need general help,
please contact us at 678-714-3655 or via email at
SuccessMakerAtHome@ivycreekes.com