

Edgenuity Quick Troubleshooting

1. LAUSD Resource Page:

- a. When a teacher, student and/or parent call about Edgenuity please make sure to refer them to the LAUSD Resource page at <https://www.edgenuity.com/lausd/>.
- b. Most answers about how to login, quick start guides, orientation videos, recorded training videos (for Teacher/Student/Parent), troubleshooting guides for students logging in from home, parent letter introducing Edgenuity, FAQs and many more are all housed there. (Please feel free to familiarize yourself with the website)

2. Edgenuity Customer Support:

- a. Edgenuity Customer Support is there for teachers, students and parents. Please encourage anyone calling in with issues that cannot be resolved by the information on the resource page to contact our Edgenuity support team right away.
 - i. PHONE: 877.202.0338
 - ii. HOURS OF OPERATION:
 1. Monday–Friday: 4:30 a.m. to 6:30 p.m. (PST)
 2. Saturday–Sunday: 6:00 a.m. to 2:00 p.m. (PST)
 - iii. Chat: Bottom right corner of resource page (<https://www.edgenuity.com/lausd/>)



3. Finally, Correct Login Page?

- a. Often students will just google 'Edgenuity' and click on the **Login** button on our website. This is not the URL teachers or students should be using. Because of the SSO integration with Edgenuity teachers and students should log in at:
 - i. Middle School/High School: <https://lausd.learn.edgenuity.com/>
 - ii. Elementary School: <https://clever.com/in/lausd>
- b. Login URLs as well as ways to setup and reset passwords are on the resource page.

We are also hosting **Live e-Learning Help** drop-in sessions for Educators. There is an announcement posted for Educators in the Edgenuity LMS but incase they miss it here are those details:

Live e-Learning Help! (Attend our Educator Edgenuity Workshop)

Educators! Need HELP?

Attend our Educator Edgenuity Workshop.

Who: Educators

What: Live e-Learning help

Starting: Monday, March 16th

Hours: Monday-Friday (8-4pm PST)

Signup Here: <https://go.oncehub.com/LAUSDVirtual>
