

Fixing Odysseyware Issues

The following Odysseyware fix is designed for Google Chrome and works on PC's, Mac's and Chrome Books. You should complete the following steps on both you HOME and SCHOOL computers and repeat every week or two.

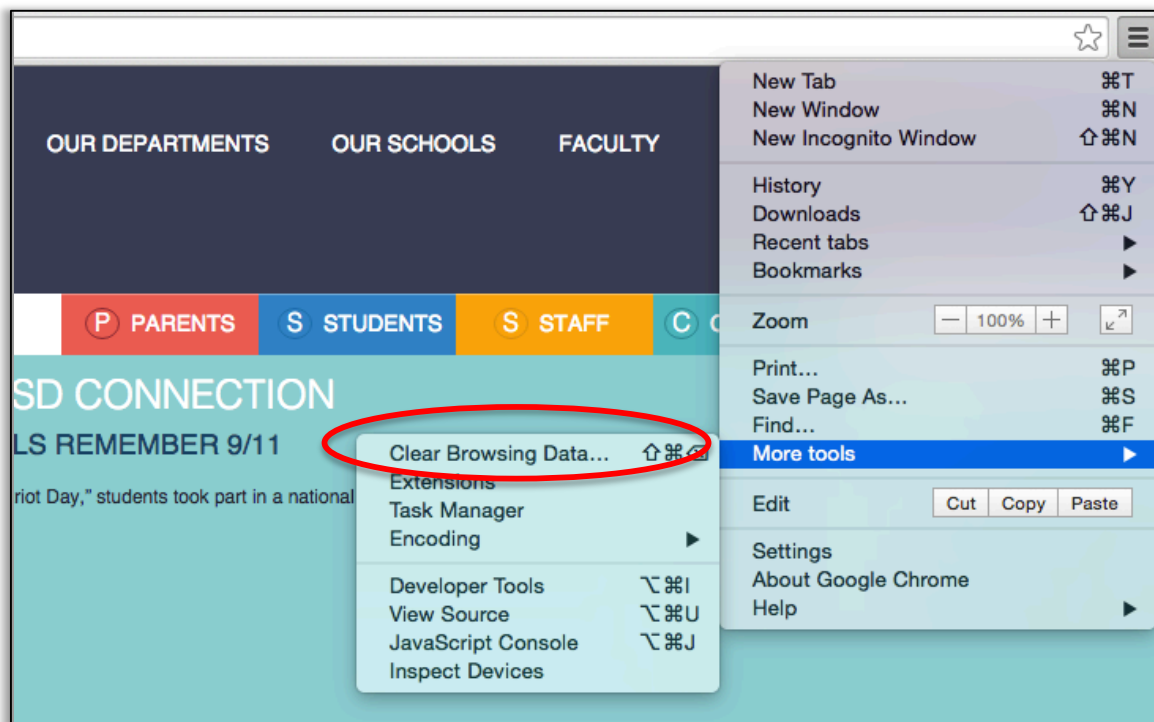
Not using Google Chrome? **Get it!** Odysseyware works best on Chrome.

Many students are experiencing issues using the Odysseyware system. The most common problems are:

- Blank questions being submitted
- The system not submitting lessons, quiz's or tests.
- Sound problems
- Writer not functioning properly
- Locked up quizzes or tests

There is an easy fix! Again, you should complete the following procedure once every week or two on both SCHOOL and HOME computers.

1. Close Google Chrome and re-open it. DO NOT OPEN ODYSSEYWARE OR ANY OTHER WEBSITES. Just leave it on your home page.
2. Next to the URL bar hit the button with three little lines and select "More tools" from the menu.
3. Then select "Clear Browsing Data....."



4. The next step is VERY important
 - a. Set the drop down menu to 'the beginning of time'
 - b. Check the top 4 and bottom two options
 - c. Click the "Clear browsing data" button at the bottom



5. **Close Chrome and reopen it.** Now go to Odysseyware and all should be good!