

5 Keys to Smooth Sailing in Stride

Check off these items to prevent technical issues:

1. Update your browser – The preferred browsers for Stride are **Google Chrome for PCs and Macs**, and **Safari for iOS (iPad)**. You can prevent (or resolve) technical issues by simply downloading the **latest version** of these preferred browsers to access Stride:



For PC/Mac: Google Chrome

To download: www.google.com/chrome



For iOS: Safari

To download: <http://support.apple.com/downloads/#safari>

Why these preferred browsers? The rest of the World Wide Web is quickly moving away from *Flash* technology, so we engineered Stride in the latest *HTML5* technology, which makes it compatible with more devices than ever – including tablets. Older, *Flash*-based browsers will not fully support Stride, and that is why we recommend these preferred browsers for the ultimate, problem-free experience in our curriculum and games!

If you are already using the Chrome or Safari browser: Make sure you have the very latest version, for best performance. To check your current version and see if it is up-to-date, go to: www.whatismybrowser.com

ATTN Internet Explorer Users!

If you are experiencing *any* technical difficulty, switching to the *Chrome* browser is an immediate fix in 99% of support cases!

2. Update your operating system – Please confirm that you have accepted the latest software updates to your operating system on PC, Mac or iOS (iPad). Updating your operating system regularly is like changing the oil in your car – it protects your computer from vulnerabilities *and* ensures optimum performance in all applications, not just Stride!

Need Additional Help? For more support resources: www.LTSed.com/support
Check your device compatibility: www.ltseducation.com/stride_certified.php



3. Allow Stride to pass your firewall – To prevent any issues with logging in to Stride or viewing the video lessons, ask your IT department to allow Stride URLs and IP addresses to pass your firewall. Here is a list:

URLs:

www.stridelogin.com
www.stridestart.com
www.stridedev.com
api.wordnik.com
cdn.mathjax.org/
cdnjs.cloudflare.com
www.ltseducation.com

Please also be sure to allow files with .jpeg, .gif and .png extensions. Many questions and answers contain images. These need to be allowed, so they are visible.

This list is updated regularly in our online FAQ:

<http://stride.info/phpmyfaq/>

IP Addresses:

69.28.128.0/18
68.142.64.0/18
208.111.128.0/18
69.164.0.0/18
87.248.192.0/19
95.140.224.0/20
178.79.192.0/18
203.77.184.0/21
117.121.248.0/21
111.119.0.0/19
111.221.32.0/21
41.63.64.0/18
198.61.162.96
207.97.198.194
207.97.198.195
166.78.107.224
166.78.100.59
192.168.20.38
192.168.20.39
207.97.198.196

4. Allow and retain the browser cache – To ensure proper functioning of Stride (and to speed up game loading and response times), be sure that your browser's cache is enabled, and that it's not cleared between Stride sessions. See detailed instructions for your browser, below:

Chrome: Choose "Allow cookies by default" and "Allow local data to be set."

Firefox: Choose "Allow" for Set Cookies and "Always Ask" for Maintain Offline Storage."

Internet Explorer: Choose "Automatically" for the top settings and "250" for disk space to use.

iOS Safari: Choose to Accept Cookies "From Visited", and ensure that Private Browsing Mode is **off** (see <http://support.apple.com/kb/ht1677>).

5. Check your bandwidth – A broadband connection is required for Stride to run quickly and smoothly. Stride will dynamically modulate buffering (pre-loading) in a variety of bandwidth scenarios for best performance.

The U.S. Federal Communications Commission (FCC) defines "Basic Broadband" as data transmission speeds of at least **4 Mbit/s downstream** (from the Internet to the user's computer) and **1 Mbit/s upstream** (from the user's computer to the Internet). You may check your current bandwidth by visiting: <http://www.speedtest.net/>.