

i-Ready Troubleshooting Guide

Logging in to i-Ready

On a computer:

Go to <https://launchpad.classlink.com/ocps>

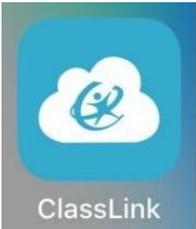


Enter the LaunchPad username and password. These will be provided by your child's teacher.

After logging in, click on the i-Ready tile.

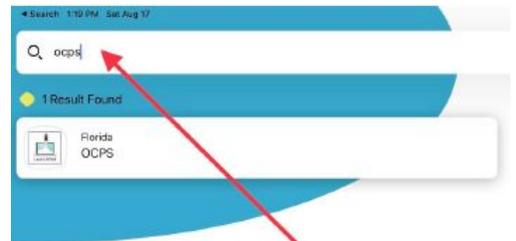


On an iPad:



Open the ClassLink App

In the search bar at the top of the screen type "ocps" then click on the "Florida OCPS" LaunchPad icon



Enter the LaunchPad username and password. These will be provided by your child's teacher.



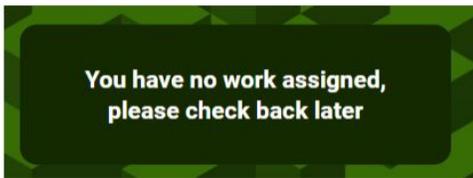
Click on the i-Ready tile



Common Error Codes: If you are seeing an error code while trying to log in to your child’s school portal, this most likely is due to a rostering issue with the student’s account. Here is what we can suggest, depending on the code you are seeing:

- S601: Please contact your school.
- S602: Please contact your school; potentially a rostering issue.
- S603: Please try again in a few minutes; if the issue persists, please contact your school.
- S604: You are trying to log in directly to i-Ready, but your school uses an SSO portal. Please go to your school’s SSO portal to log in.
- S605: Please contact your school.
- S606: Please contact your school.
- S607: User is not active; please contact your school.
- S608: Account is locked; please contact your school.

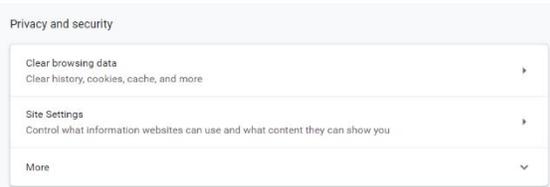
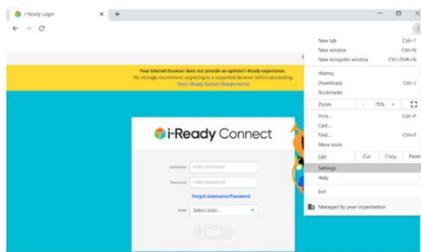
Additional Troubleshooting with i-Ready online lessons:



If your student sees this message when they should be working on lessons, please reach out to the teacher or school. They need to review the student’s account settings, activities, and reports to determine why the student is not seeing lessons.

In some cases, you might encounter technical issues when your student is working on i-Ready online lessons. These issues can appear in different ways (“An error occurred” message, a freezing screen, white screens, black screens, etc.), but here are our basic troubleshooting suggestions:

- Clear the browser’s cache: At times, if the student is encountering the issue several times, the browser has cached, or “remembered,” the place where they continue to get stuck. By clearing the cache, it may allow the student to continue from that spot. To clear the “cache” click the three dots on the top right hand corner then click on “Settings”. From there, scroll down to select the “Privacy and Security” options.



- If you have a different browser available (Mozilla Firefox or Safari), please try to use it instead. In some cases, it will allow the student to continue, because a new browser may not have cached student account information.
- Try incognito/private window. Each browser has a “private” window option. These windows often resolve issues as extensions, cache, cookies, etc., are not saved. To try this, open a browser and do the following, depending on the browser:
 - For Chrome : CTRL + Shift + N
 - For Firefox and Edge : CTRL + Shift + P
 - For Safari : Command + Shift + N
- Try a different device, if available, to confirm if the issues continue.

If I am still having trouble with i-Ready, how do I get help?

You can contact the i-Ready support team.

Email: i-ReadySupport@cainc.com or Phone: (800) 225-0248 Monday through Friday, 7:00 a.m.–9:00 p.m. ET