Kimberly Scott,

Thank you for contacting Edmentum Customer Support. Based on the information received, we have included the following solution(s):

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(1) "SI - Java Security Settings"

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Starting with Java 7 Update 51, Java has an enhanced security model to make user systems less vulnerable to external exploits. The new version of Java does not allow users to run web applications using Java unless you adjust the security settings in the Java console. When the Java applet does not load properly, you may get a blank screen with just the class name, and highlighters at the top of the screen. This can be fixed by changing the following network setting in the Java console.

Before starting close out all browser windows.

For Windows 7:

1.Open the Control Panel, and click on the Java icon.

2.On the “Security” tab, adjust bar to medium

3.Click Apply

For Windows XP:

1.Open the Control Panel, and click on the Java icon.

2.Click on the on the “Security” tab, and select "Edit Site List".

a. If the button is not available, then you will need to fully uninstall Java, and reinstall the latest version (v7 up51).

3.Add the below URL to the Edit Site List, press Add, and close your Java Console.

- URL: https://app.studyisland.com

For Mac Computers:

1.Open Finder

2.Navigate to Applications > Utilities > Java Preferences

3.Click on the on the “Security” tab, and select "Edit Site List".

a. If the button is not available, then you will need to fully uninstall Java, and reinstall the latest version (v7 up51).

4.Add the below URL to the Edit Site List, press Add, and close your Java Console.

- URL: https://app.studyisland.com

If this does not resolve your issue please give me a call or email and we can troubleshoot further.

You can also find this documentation on the help tab here: http://help.studyisland.com/technical-resources/troubleshooting/java-not-connecting/java-not-connecting

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(2) "SI - Java 8 Exceptions List"

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Java has an enhanced security model to make user systems less vulnerable to external exploits. The new version of Java does not allow users to run web applications using Java unless you have allowed the web domain within your Java Console Exception List.

This can be fixed by adding the following domains to your exceptions list in the Java console.

For Windows:

1. Access your computer's C: Drive, and select the "Users" folder

2. Select your user profile, and select the folder called "AppData"

3. Select the folder "LocalLow", and then the folder "Sun" to access Java

4. Select the "Java" folder, and then "Deployment" to access Java security

5. Select the "Security" folder, and then select the file called "exceptions"

A prompt will appear to verify which program you would like to open this file in. Please select your NotePad. Once the file is open, you can type in, or paste in the following exceptions. This file must be saved before exiting for these exceptions to be available within the Java console. After you save the file, simply access your exceptions list directly through your Java Console to confirm these changes were accepted. If you encounter any issues, or have any questions please feel free to contact our support team for assistance.

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If you have any additional questions please reply to this email or call 1-800-447-5286 (choose option 9, then your product) and provide the case number listed above in the subject line.