



### Computer Requirements:

- QuickTime (version 7 or higher)- go to [www.apple.com](http://www.apple.com) to download
- DVD player
- 512 MB of memory
- Internet Service Provider (ISP)
- Do not use an AOL browser to launch SuccessMaker
- Windows 7 is not supported at this time
- Use Internet Explorer or Firefox browsers and Safari browser for Macs only

### Steps to Follow When Installing:

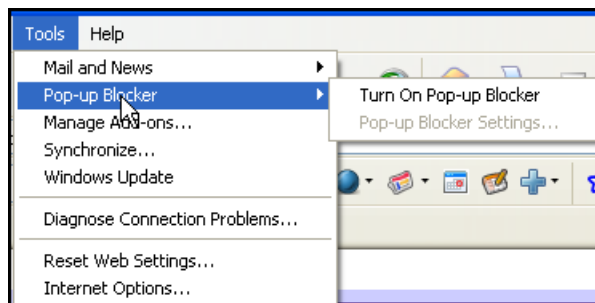
- Install QuickTime (version 7 or higher) if the computer does not already have it
- Create a parent login for the Gwinnett County SuccessMaker parent website for support: <http://www.pearsoncommunity.com/gwinnett/>
- Login to the parent website and watch the installation video before installing SuccessMaker
- Follow the At-Home Quick Reference Guide while installing
- Close ALL applications on your computer before starting SuccessMaker installation
- Install SuccessMaker program
- On page 8 of the Quick Reference Guide, it will allow you the choice to install content locally on a Windows workstation: DO NOT choose the content install- run content from DVD
- SuccessMaker will ONLY install to the **C: drive** - please do not use substitute drive letters
- Please REBOOT your computer before accessing SuccessMaker
- After rebooting, run SuccessMaker courseware as a student
- If your school has given you access to parent reports, access a parent report (local school decision)

### Troubleshooting Step #1:

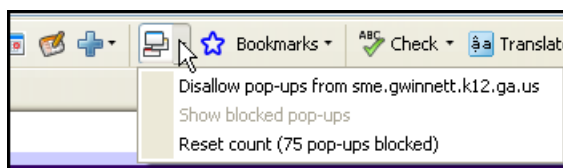
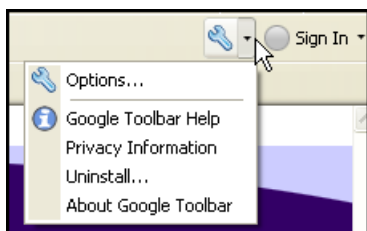
-Try these steps if launching courseware/parent reports did not work

1. Turn off all pop-up blockers for the internet and any search engine toolbars.

-Pop-up blockers are located at the top of your internet page under “Tools” and “Pop-up Blocker”.

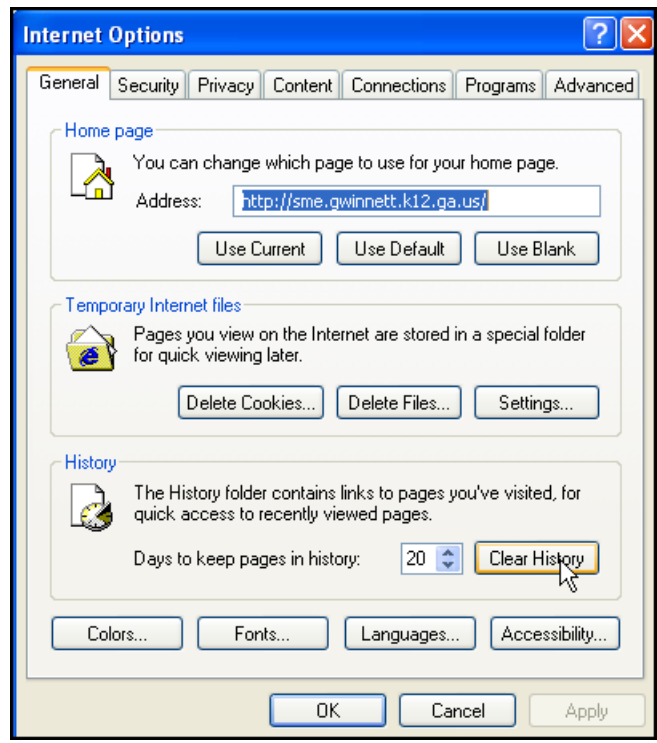
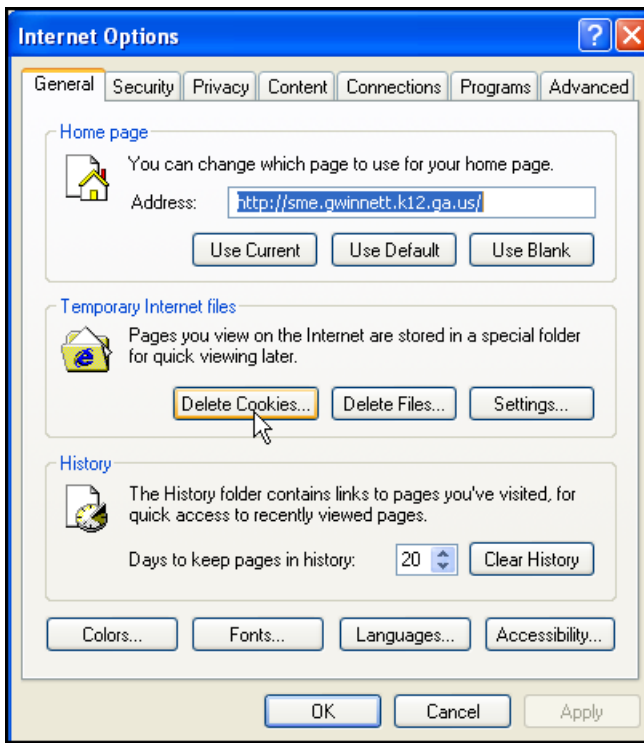


-Pop-up blockers for search engines are located under “options” then “tools” on the actual toolbar or they may be a drop down menu on the actual toolbar itself.



2. Clear cache/cookies and browser history.

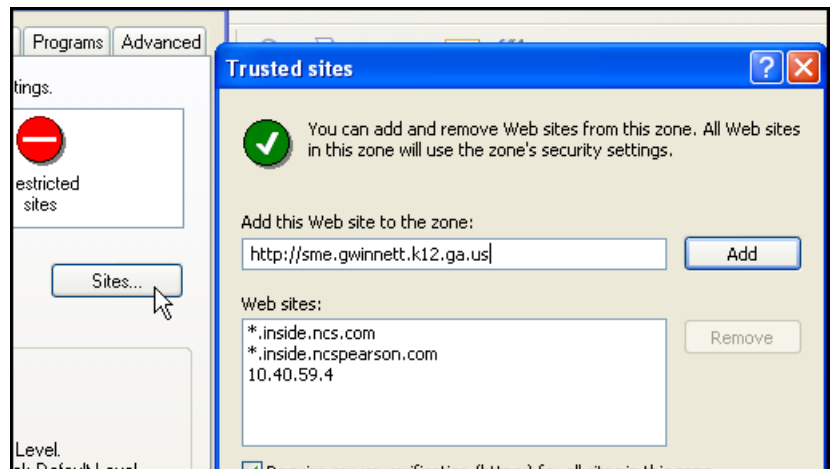
-For Windows users: located under “Tools” and “Internet Options” then “General”: delete cookies and clear history.



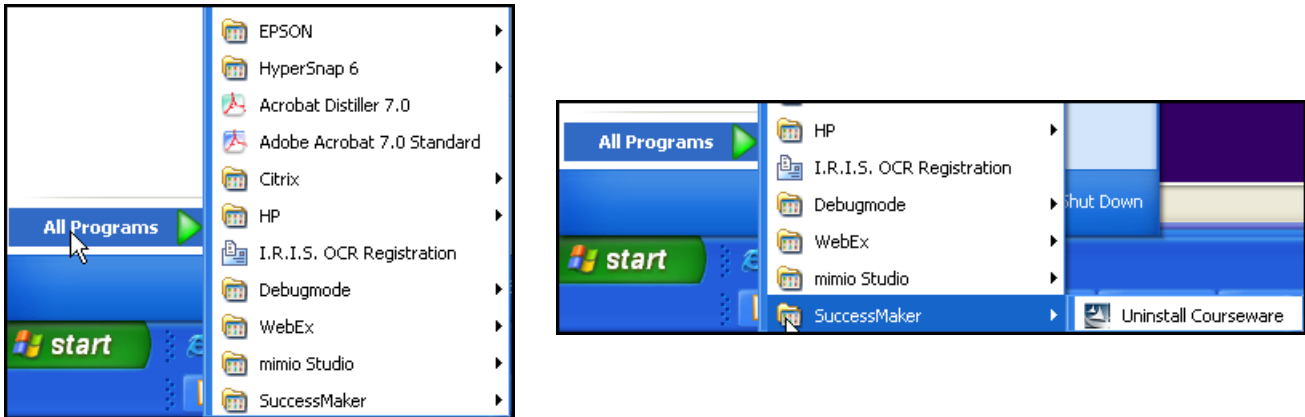
-For MAC users: open Safari, open the Safari menu, click “Empty Cache”, and then “Empty”.

3. Add SuccessMaker to pop-up blocker exceptions.

-Go to “Tools” then “Options”, Click “Security” and then “Trusted Sites” and “Sites”: add <http://sme.gwinnett.k12.ga.us>.



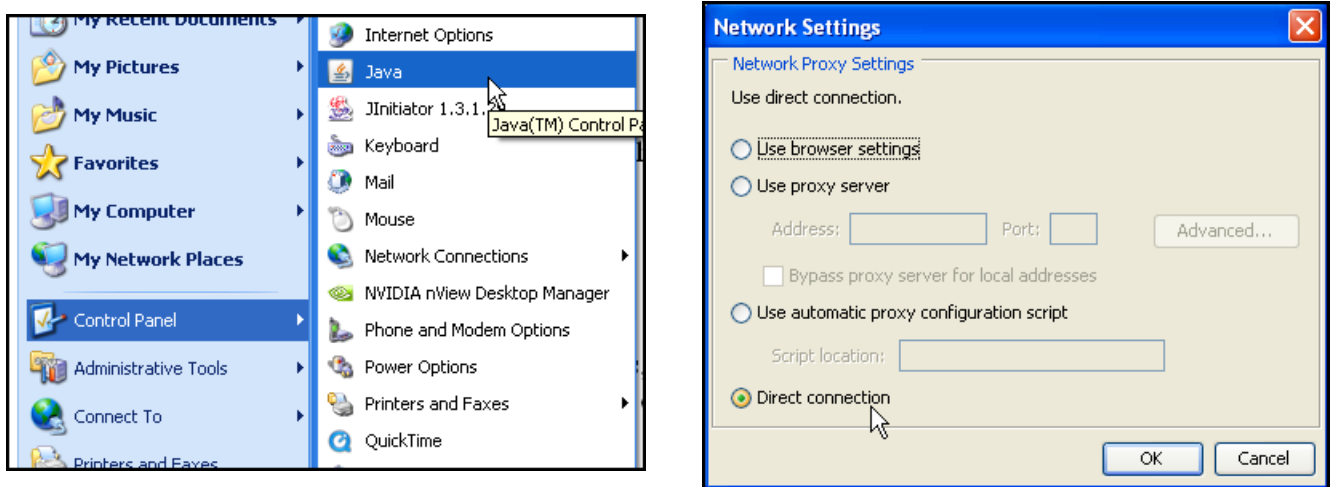
4. Verify that the SuccessMaker Client installed properly.  
-Click “Start” then “Programs” and there will be a SuccessMaker folder in the program list.



-If there is not a SuccessMaker folder, you will need to uninstall and reinstall SuccessMaker. If there is a SuccessMaker folder, then try running SuccessMaker again.

5. Adjust JAVA settings.

-Go to “Start” and “Control Panel” then choose JAVA. Click on “Network Settings” on the first screen and then select “Direct Connection” on the next screen.

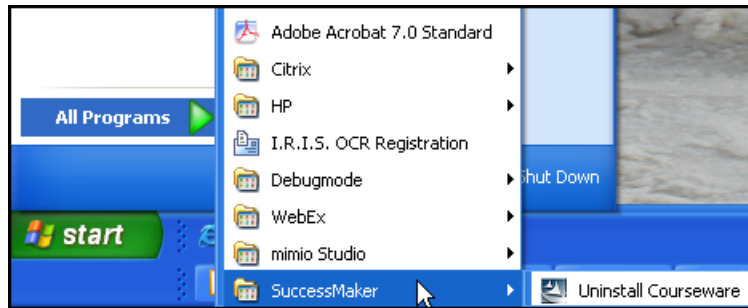


6. After doing all the troubleshooting steps, please try to run SuccessMaker again. If everything runs smoothly, then troubleshooting is complete. If SuccessMaker is still not working, please move to Troubleshooting Step 2.

## TROUBLESHOOTING STEP #2:

1. Uninstall SuccessMaker and reinstall SuccessMaker.

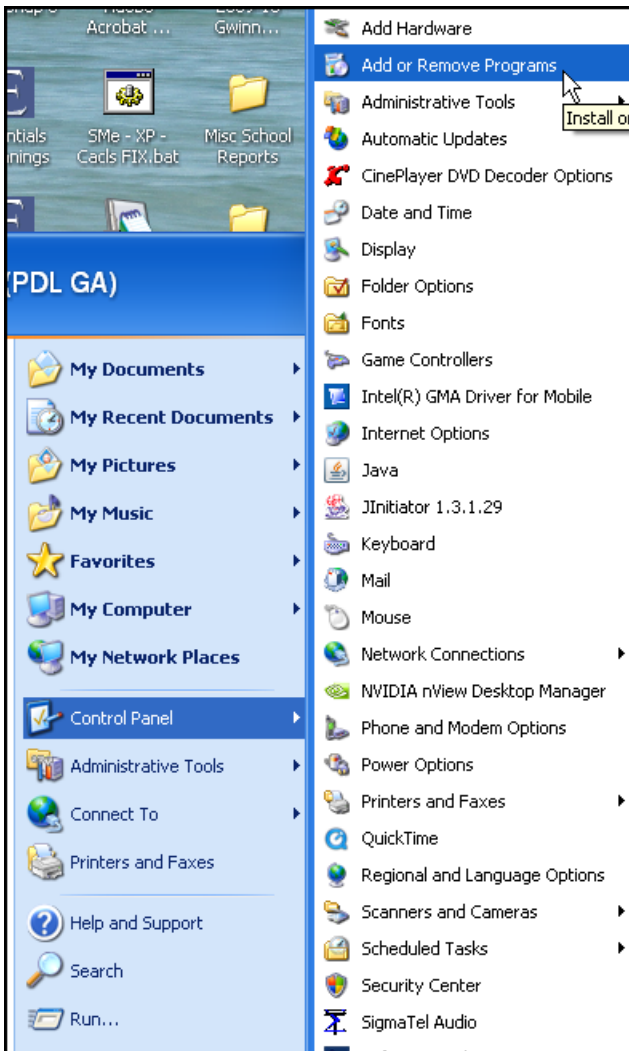
-To uninstall SuccessMaker click “Start” and “Programs” and “SuccessMaker” (folder) and “Uninstall”.



2. Before reinstalling SuccessMaker, you have an **OPTIONAL CHOICE** to uninstall JAVA.

Because Successmaker needs a specific version of Java to run the certain courses, un-installing Java and installing the version of Java on the setup CD will ensure you have the version needed to run the Successmaker program. **However, this may affect other programs on your computer that require a higher version of Java to operate. Therefore, it's up to the parent if they want to try this step.**

-To uninstall JAVA, please go to “Start” and “Control Panel” then “Add or Remove Programs” and uninstall JAVA.



3. Reinstall SuccessMaker.

4. REBOOT your computer.

5. Launch courseware/parent reports.

6. If you still experience problems, please try the troubleshooting steps one more time.

### **ADDITIONAL INFORMATION**

#### **Problems launching reading courses:**

-A reading course not launching is usually caused by pop up blockers being turned on or the wrong version of Java is running on the computer.

#### **Problems launching parent reports:**

-A parent report not running usually happens because the SuccessMaker client was not properly installed.