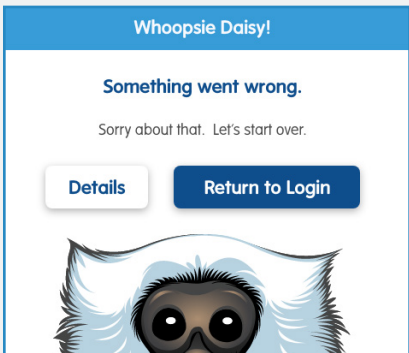
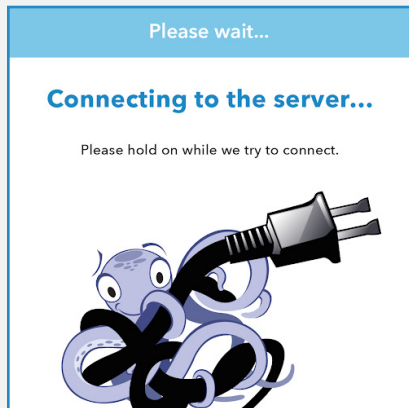


Error and Alert Messages Quick Guide

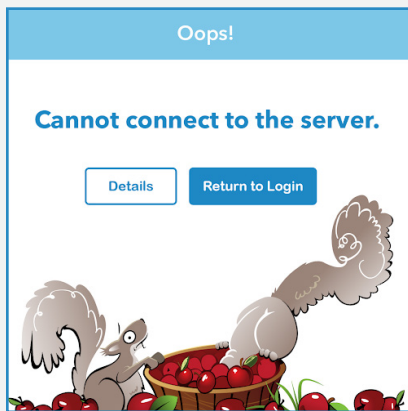
Students may occasionally encounter an error or alert message while using Lexia® Core5® Reading. If you continue to receive the message, or if you do not see your error listed below, please contact Lexia Customer Support at support@lexialearning.com or 800-507-3942 (US)/978-405-6200 (outside US).

When contacting Lexia Customer Support, it can be helpful to note the following:

- What message are you seeing? (The text displayed, the animal pictured, or additional text from the Details button.)
- When is the error experienced? (Before or after login? Consistently or randomly? For the same student or random students? At the same place in Core5 or different places?)
- Who is experiencing the error? (Example student ID and time, if available.)
- How is the student accessing Core5? (Browser or tablet? What kind of computer? Wired or wireless connection? Lab, classroom, or home use?)

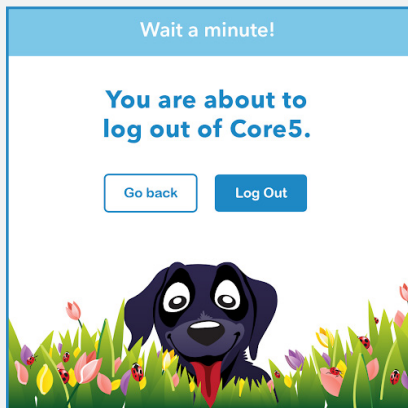
Message	Troubleshooting
	<p>Try logging in again. Confirm that your school's content filters allow the URLs referenced in the Core5 System Requirements. If you continue to receive the error, please contact us.</p> <p>This error can occur:</p> <ul style="list-style-type: none"> • During login, if a network delay occurs or if the student pauses for a long time on the confirmation dialog • During an activity, if communication between the application and the server is disrupted due to a poor Internet connection • During an activity, if the student encounters a software bug, such as missing data or content
	<p>Check your Internet connection. If you have a strong connection and continue to receive the error, please contact us.</p>

Message



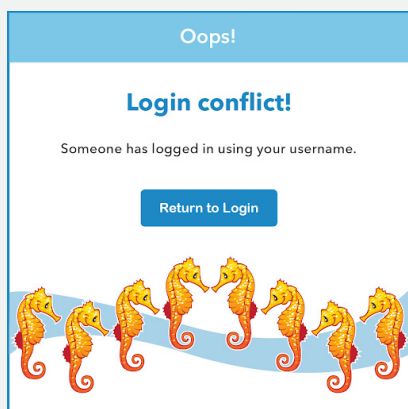
Troubleshooting

Check your Internet connection. If you have a strong connection and continue to receive the error, please contact us.



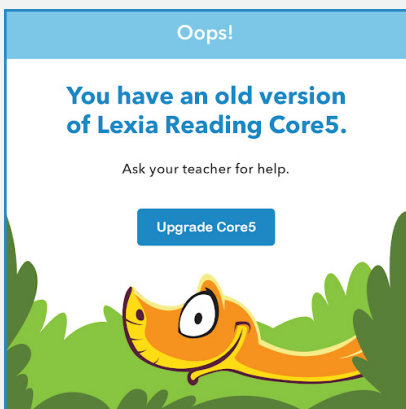
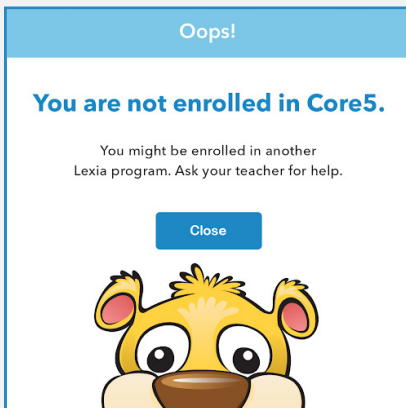
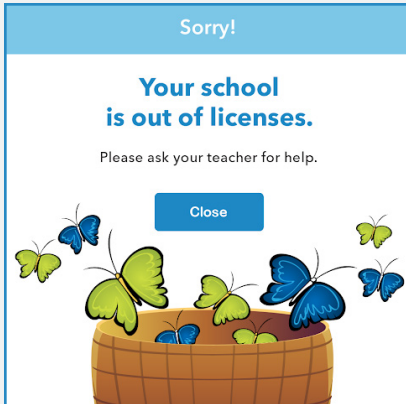
Students see this confirmation dialog

- When they click the logout X
- When they have been inactive and are about to be automatically logged out



Check that the student is not logged in to more than one device, such as an iPad and a computer. If you continue to receive the error, please contact us.

Message



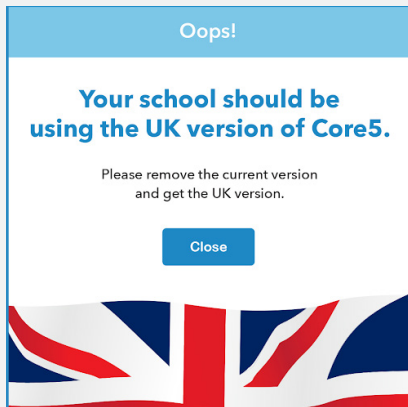
Troubleshooting

For more information, see the [Licensing FAQ](#). Please contact us if you have questions about licensing.

Confirm the student is assigned to Core5 in myLexia. Please contact us if you need assistance with setup and program assignment.

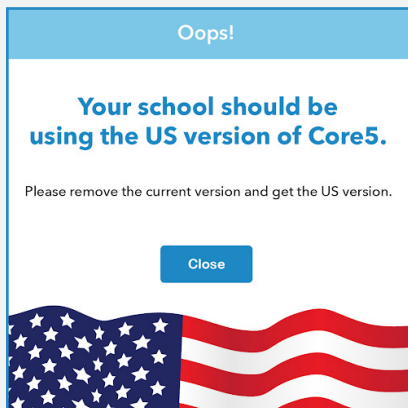
Check that the Core5 app has the most recent update. If you continue to receive the error, please contact us.

Message



Troubleshooting

Delete the Lexia Core5 Reading app, and download the Lexia Core5 Reading (UK) app instead.



Delete the Lexia Core5 Reading (UK) app, and download the Lexia Core5 Reading app instead.



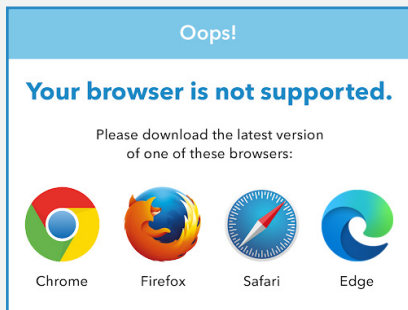
Enable JavaScript in your browser, and reload the page.

Message

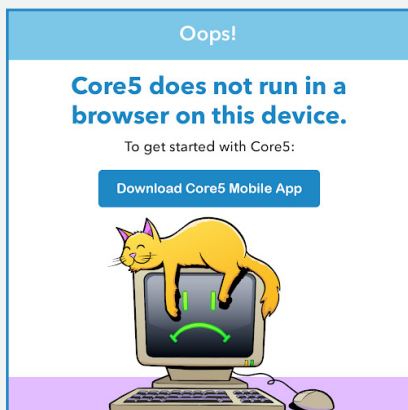


Troubleshooting

Enable WebGL in your browser, and reload the page.



Download the latest version of Chrome, Firefox, Safari, or Edge. For a list of supported browsers, see the [Core5 System Requirements](#).



Download the mobile app. For a list of supported mobile devices, see the [Core5 System Requirements](#).

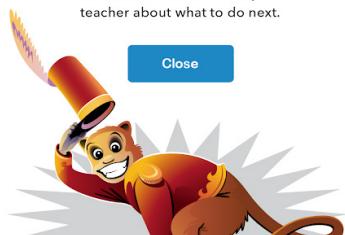
Message

Congratulations!

You have already finished Core5.

Great work! Please talk to your teacher about what to do next.

Close



Wow!

Great work!

You have placed above the last level of Core5. Please talk to your teacher about what to do next.

Close



Oops!

Core5 doesn't run on this device.

Please use a laptop, desktop, Chromebook, or iPad.



Troubleshooting

The student has completed the last level in Core5.

The student has placed above the last level in Core5.

Unsupported Platform. For a list of supported devices, see the [Core5 System Requirements](#).