LEXIA CORE5 READING

Error and Alert Messages

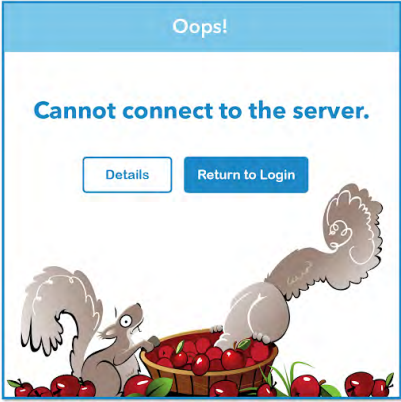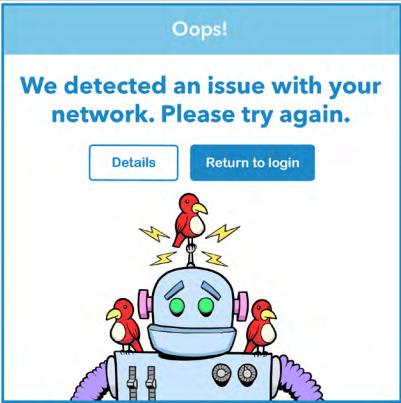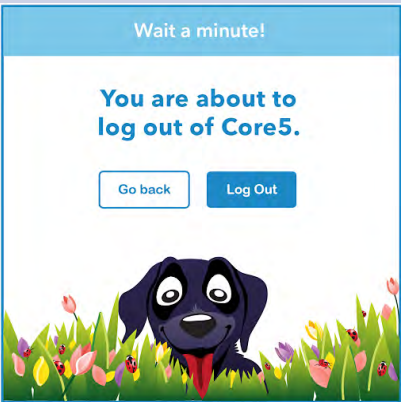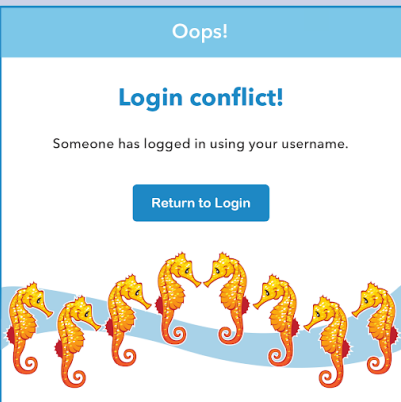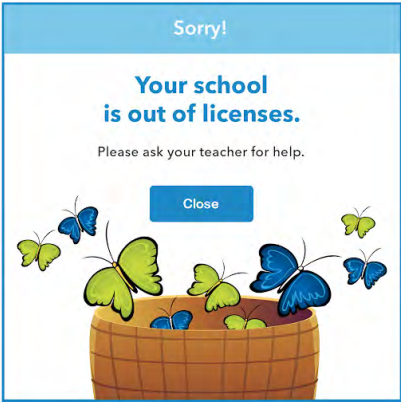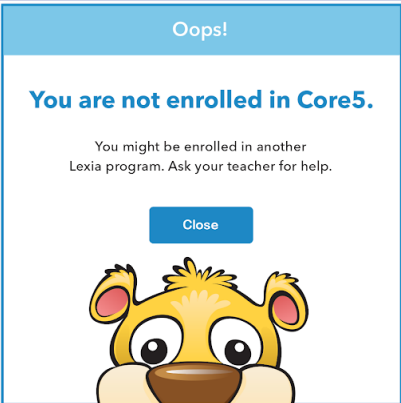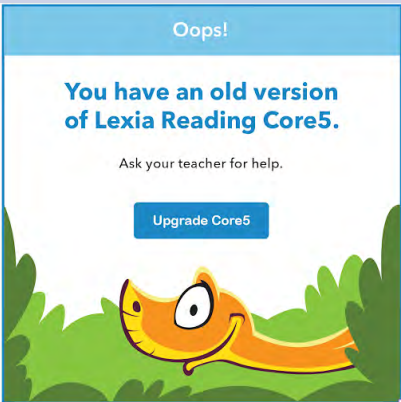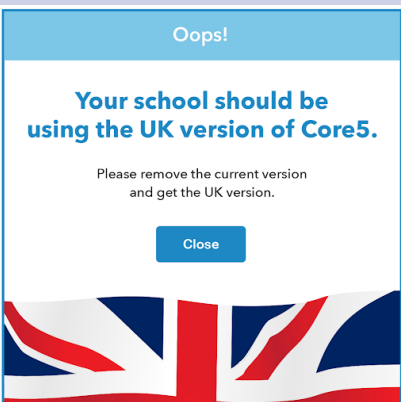Students may occasionally encounter an error or alert message while using Lexia® Core5® Reading. If you continue to receive the message, or if you do not see your error listed below, please contact Lexia Customer Support at support@lexialearning.com or 800-507-3942 (US)/ 978-405-6200 (outside US).
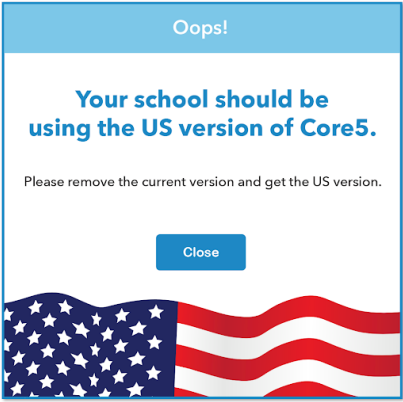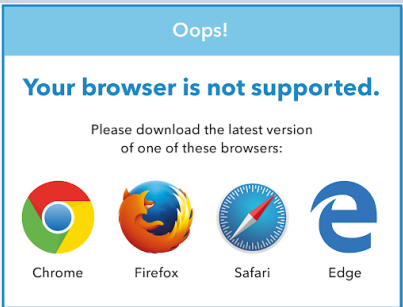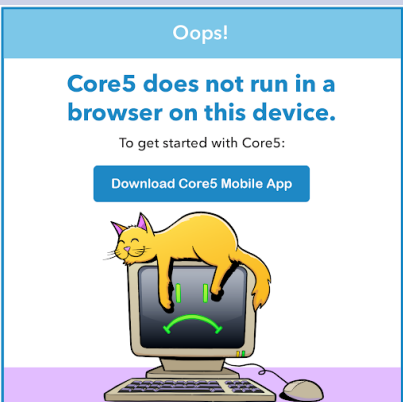
When contacting Lexia Customer Support, it can be helpful to note the following:
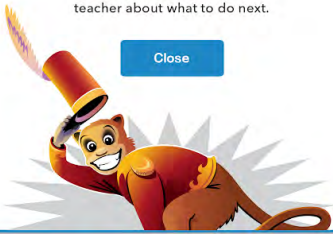
- What message are you seeing? (The text displayed or the animal pictured.)
- When is the error experienced? (Before or after login? Consistently or randomly? For the same student or random students? At the same place in Core5 or different places?)
- Who is experiencing the error? (Example student ID 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
Oops! **Whoopsie daisy!** Looks like something went wrong. Sorry about that. Let's start over. Details — Return to Login	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. This error can occur • 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
Please wait... **Connecting to the server...** Please hold on while we try to connect.	Check your Internet connection. If you have a strong connection and continue to receive the error, please contact us.

www.lexialearning.com

Lexia®
A Rosetta Stone® Company

Message	Troubleshooting
Oops! **Cannot connect to the server.** Details / Return to Login	Check your Internet connection. If you have a strong connection and continue to receive the error, please contact us.
Oops! **We detected an issue with your network. Please try again.** Details / Return to login	Check your Internet connection. If you have a strong connection and continue to receive the error, please contact us.
Wait a minute! **You are about to log out of Core5.** Go back / Log Out	Students see this confirmation dialog • When they click the logout X • When they have been inactive and are about to be automatically logged out
Oops! **Login conflict!** Someone has logged in using your username. Return to Login	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.

QUICK GUIDE: Error and Alert Messages

2

Message	Troubleshooting
Sorry! **Your school is out of licenses.** Please ask your teacher for help. Close	For more information, see the **Licensing FAQ**. Please contact us if you have questions about licensing.
Oops! **You are not enrolled in Core5.** You might be enrolled in another Lexia program. Ask your teacher for help. Close	Confirm the student is assigned to Core5 in myLexia. Please contact us if you need assistance with setup and program assignment.
Oops! **You have an old version of Lexia Reading Core5.** Ask your teacher for help. Upgrade Core5	Check that the Core5 app has the most recent update. If you continue to receive the error, please contact us.
Oops! **Your school should be using the UK version of Core5.** Please remove the current version and get the UK version. Close	Delete the Lexia Core5 Reading app, and download the Lexia Core5 Reading (UK) app instead.

PR-C5-ERR-0320

Message	Troubleshooting
Oops! **Your school should be using the US version of Core5.** Please remove the current version and get the US version. **Close**	Delete the Lexia Core5 Reading (UK) app, and download the Lexia Core5 Reading app instead.
Oops! **JavaScript is required to use Core5.** Please enable JavaScript in your browser and reload the page. **JS**	Enable JavaScript in your browser, and reload the page.
Oops! **Your browser is not supported.** Please download the latest version of one of these browsers: Chrome Firefox Safari Edge	Download the latest version of Chrome, Firefox, Safari, or Edge. For a list of supported browsers, see the **Core5 System Requirements**.
Oops! **Core5 does not run in a browser on this device.** To get started with Core5: **Download Core5 Mobile App**	Download the mobile app. For a list of supported mobile devices, see the **Core5 System Requirements**.

PR-C5-ERR-0320

Message	Troubleshooting
Congratulations! **You have already finished Core5.** Great work! Please talk to your teacher about what to do next. Close	The student has completed the last level in Core5.
Wow! **Great work!** You have placed above the last level of Core5. Please talk to your teacher about what to do next. Close	The student has placed above the last level in Core5.

PR-C5-ERR-0320