



K12.COM

We sincerely apologize for any OLS service interruptions you may have experienced in recent weeks. We recognize that any interruption is frustrating and disruptive to your schedule and always strive to minimize such occurrences. We consider it a privilege to provide you and your student(s) with access to the highest quality online learning experience possible, and are personally disappointed when disruptions interfere with our ability to do so.

We recently experienced a few different and isolated instances that unfortunately occurred within a short period of time, compounding the effects on the OLS. Without going into extensive detail, each of the technical glitches was found quickly, and was met with round-the-clock intensive attention until it was resolved. One of the challenges was the result of a glitch at a major Internet Service Provider. In this case, we determined the problem before the Internet Service Provider had figured it out, and helped them identify the malfunction on their end.

Important Information about Browsers that Could Affect your OLS Experience

It has recently come to our attention that some K¹² families are experiencing technical issues which do not stem from system problems but with known incompatibilities with certain browsers. We will address this problem at length below to ensure that you are using a browser version that works with the OLS—**if you are not using one of the supported browsers, you will continue to experience performance issues.**

You may be aware that many popular browsers are publishing updates with increasing frequency, asking users to upgrade, or even automatically upgrading users to the latest versions. Although K¹² is working hard to make the OLS compliant with the majority of browsers, we highly recommend that you **do not upgrade your browser and instead use Internet Explorer 7.0 or 8.0, or Firefox 3.6 for optimal performance.** Please review the browser guidelines below, and we will communicate when K¹² is compliant with other browser types.

Again, we are focused each and every moment of the day on delivering the highest quality online schooling experience possible. When technical glitches happen, we feel a tremendous sense of urgency to resolve them fast, and to ensure we learn thoroughly from each instance. We know you are counting on us to keep the school open and operational whenever you need it, and we take that responsibility very seriously. Thank you for your patience over the past several weeks, and please be sure to read the detailed information below to learn how to ensure that your browser is compatible with K¹²'s systems.

Sincerely,
The K¹² Team



K12.COM

Configuring Your Web Browser for an Optimal K¹² Experience

We recommend using Internet Explorer 7.0, Internet Explorer 8.0, or Mozilla Firefox 3.6. The following additional tips will help ensure that you have the best K¹² online learning experience possible:

- **Check the version of the browser you use.** If you are unsure, go to “Help” on the top tool bar, and select “About [browser name].”
- **Internet Explorer:** If you are using Internet Explorer 7.0 or 8.0, **please do not upgrade your browser to IE 9.0.** Browsers have been automatically updating users to newer versions. If you upgraded to IE 9.0, whether intentional or accidental, or have a new machine with IE 9.0, [see instructions on how to uninstall Internet Explorer 9.0](#). Once [uninstalled, download IE 8.0](#).
- **Firefox:** Firefox 3.0 versions will provide the best experience in the OLS. You may experience issues with other versions of Firefox. Firefox has been automatically updating users’ browsers, so your browser and experience may have recently changed. If you need to downgrade from a higher version of Firefox to Firefox 3.6, you should [reinstall Firefox 3.6](#). You will not have to uninstall the current version because Firefox 3.6 will override it. Note that you will see messages from Firefox asking you to download newer versions, but please refrain from doing so until you hear that K¹² supports these newer versions.
- **Google Chrome and Safari:** Although K¹² does not officially support these browsers, we are working to include them as part of our “supported browser” list in the near future. For an optimal experience today, **we recommend using IE 7.0, IE 8.0, or Firefox 3.6.**
- **Other browsers:** K¹² does not officially support other browsers. Browsers such as AOL, MSN Explorer, or Opera do not provide consistent access to the Online School (OLS).

More information on K¹² Supported Browsers:

- [Is your computer K¹² ready?](#)
- [Internet Explorer 9.0 and Mozilla 4.0 versions are not compatible with the OLS](#)
- [Which browser should I use when accessing the Online School?](#)