

RENAISSANCE

Math Facts in a Flash:

If the student sees a message telling them that they already have work in progress:

When a student selects to work at their current level (or their previously mastered level) in MathFacts in a Flash, the next screen will open in a new browser window. On the original browser page, the message, "This student currently has work in progress. Please return to that window." will be shown. This is by design, so that if the practice (or test) session window loses focus, the student will see this message and be reminded to return to the other window.

Because the program opens a new browser window for practice (and test) sessions, pop-ups must be allowed in the browser the student is using. Please see [How to Allow Pop Ups pdf](#) on the district Distance Learning Page

If the student sees a message telling them that they are already logged in:

This indicates the student is currently logged into a MathFacts in a Flash session on another computer or device (such as a NEO 2 or Renaissance Responder). When this occurs, a lock is enforced in the program to minimize the chance of students working in the software on more than one computer or device at a time. If the student is working in MathFacts in a Flash on another computer or device, they should finish the practice or test and exit the software. This action will release the lock. If this is not possible, the lock will typically release automatically after about 25 minutes.

If the student gets an error message when going to Math Facts in a Flash:

Try a different browser such as Safari or Firefox.

Parents and teachers can also call us at 800-338-4204 for additional support.