

Things to Check When Skyward Doesn't Work Via Internet Explorer

(This is only applicable when you are using Internet Explorer to run Skyward via the internet and does not apply when you are using the full Skyward client program installed on your computer).

1. Verify that you are not using an Internet Explorer 'Favorite' or shortcut with the old www.liberty.isd.esc4.net. The old shortcut will not work. You must use www.libertyisd.net.
2. Verify that you are using Internet Explorer version 6 or higher. Version 5 is not supported by Skyward.
 - Start Internet Explorer
 - Click 'Help'
 - Click 'About'. This will display the version.
 - If not go to <http://www.microsoft.com/windows/ie/default.mspx> and find the IE for your version of Windows.
3. Delete the Internet Explorer 'temporary' files as follows:
 - Click 'Tools'
 - Click 'Internet Options'
 - Click 'Delete Files'
 - Check the box 'Delete all offline content'
 - Click 'ok'
 - Click 'ok' again to clear the Internet Options window
 - Click the 'Refresh' button (it looks like 2 green arrows going in a circle)
 - Close Internet Explorer
 - Start Internet Explorer and try Skyward again
4. Change the Internet Explorer settings for 'temporary' files as follows:
 - Click 'Tools'
 - Click 'Internet Options'
 - Underneath 'Temporary Internet Files' click 'Settings'
 - Click the radio button 'Every Visit To The Page'

- Click 'ok'
- Click 'ok' again to clear the Internet Options window
- Click the 'Refresh' button (it looks like 2 green arrows going in a circle)
- Close Internet Explorer
- Start Internet Explorer and try Skyward again

5. Delete the Internet Explorer 'cookies' as follows:

- Click 'Tools'
- Click 'Internet Options'
- Click 'Delete Cookies'
- Click 'ok' to the prompt 'Delete all cookies...folder?'
- Click 'ok' again to clear the Internet Options window
- Click the 'Refresh' button (it looks like 2 green arrows going in a circle)
- Close Internet Explorer
- Start Internet Explorer and try Skyward again