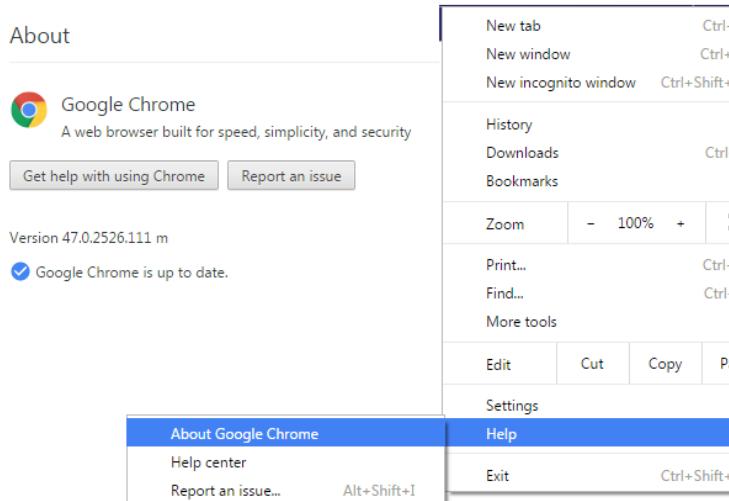


Troubleshooting Nessy Reading & Spelling

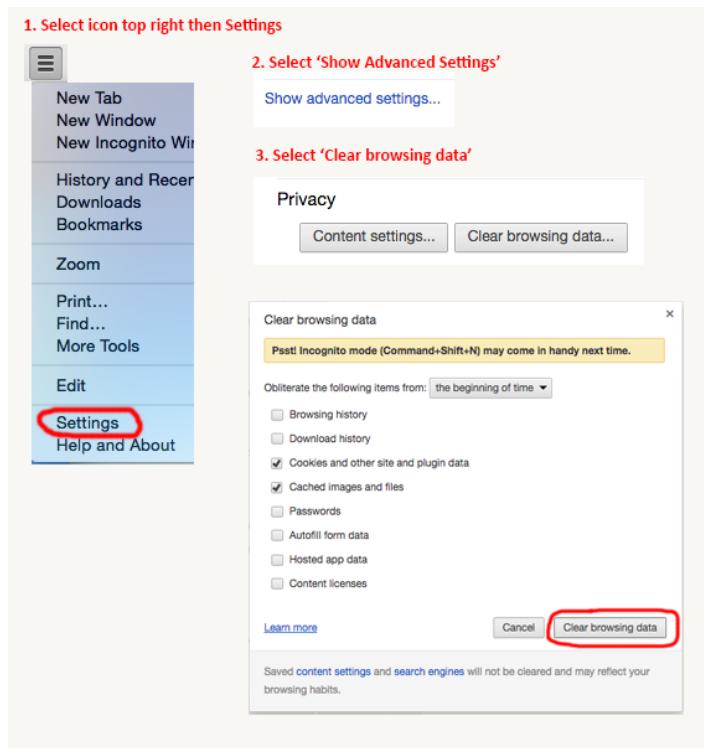
1. Use the latest version of Google Chrome to log in at play.nessy.com



Do not use Internet Explorer



2. Clear old browsing data from Chrome.



3. Schools need to ensure that nessy.com is not being blocked.

Ask the IT technician to add the following links as websites that are permitted by the school Internet
*.nessy.com

if it is not possible to approve the whole domain please allow access to:

media.nessy.com
cdn.nessy.com
play.nessy.com
learn.nessy.com