

# STI HOME+ Troubleshooting Checklist

This list is meant to serve as a general checklist for STI Home+. It should cover the most general problems users have with the system.

## What type of Internet Connection do you have?

- Dial Up
- DSL
- Cable
- Dial-up connections are very unreliable and are not recommended for use with STI Home+. DSL or Cable connections are preferred. AOL software also causes various problems with the system. AOL users must access the system from Internet Explorer while they are connected to their AOL service.

## What Internet Browser are you using?

- STI Home+ is designed to work with Microsoft Internet Explorer 5.5 or higher. Other browser types are not supported (e.g., Mozilla Firefox, Netscape).

## Unable to access the STI Home+ site

- Open Internet Explorer and:
  - Click on *Tools*
  - Select *Internet Options*
  - Click on the **Delete Cookies** button
  - Click **OK**
  - Go back to *Tools > Internet Options*
  - Click on the **Delete Files** button
  - Make sure you check the box that says “delete all offline content”
  - Click **OK** (this may take a few minutes if you have never done it before or have not done it recently)
  - Go back to *Tools > Internet Options*
  - Click on the **Clear History** button
  - Click **Yes**
  - Manually type the school districts home page address <[www.mokena159.com](http://www.mokena159.com)> in the Address bar (**do not use a favorites link**)
- Try to access the appropriate school website STI Home+ Link.

## Invalid User ID or Password

- Each building has its own unique STI Home+ link that is directly attached to its corresponding student database.
  - You **must** use the appropriate STI Home+ link to successfully access your student’s real-time grades and homework.
  - When you are finished viewing the necessary data, make sure you **Signout** from that account. (*Print out directions for using STI Home+ located beneath STI Home+ link*). Neglecting to ‘signout’ from one student’s account can pose problems especially if you are trying to access another child’s account.
  - Close Internet Explorer **completely** and then launch the application again.
  - If reopening Internet Explorer does not resolve the issue, close your computer down completely and reboot.
- Each year STI Home+ passwords are reset to maintain security. If you are unsure if you have the correct access information or you did not receive your STI Home+ access information this year, please call the appropriate School Office for assistance.

***If your connectivity issue with regards to STI Home+ is not resolved by following any of the above steps, please call the appropriate School Office for assistance.***