

Having issues getting into CC sessions? Believe it or not, I had the same issue when I first tried to get into CC sessions!

Have you checked out the help website?

You can find tons of advice for getting into CC sessions on this website:

[www.help.k12.com](http://www.help.k12.com)

Additionally, you can get some great help from tech support 24/hrs at (866) 512-2273. If they are unable to help you (which is unlikely!) please send me a k-mail with the issue **and the case number** and I can help get it sorted out.

In order to fix this problem, you will most likely have to download Java, or uninstall and reinstall Java. If you have already done this, you will most likely have to clear your cache on the computer and on the Firefox browser. Then you will have to restart your computer. (That's how I got it to work!) Look on my website under How To... to see how to clear cache (cache is a fancy way to say history!).

My website is [www.msmooresrockstarsmvca.weebly.com](http://www.msmooresrockstarsmvca.weebly.com)

If it is still not working, feel free to contact me and we will work together on this.

Thanks and good luck!

Sincerely,

Ms. Moore