

Attention Vista Users – We are aware that there are some security issues with Vista Please go to the BCS Parent Resources page, <http://www.blountk12.org/Parent/parent.htm>, and follow the directions for using Vista with Star Student for Parents.

When using Star Student for Parents, you must “accept” the certificate, or “continue to the website” even though it is not recommended. There is a “New Login Information for Parents” handout on the BCS Parent Resource page that explains this: <http://www.blountk12.org/Parent/parent.htm>

Before doing anything else, check with your school to make sure that you have the correct User Name and Password information. If it works for the school, then you have a computer issue.

Here are some things to try:

1. Check your version of Internet Explorer. Star Student works best with Version 7
 - a. Click “**Help**” on the Menu bar, then “**About Internet Explorer**”; the version displays at the top of the screen
 - b. If you have Version 8, “Compatibility with earlier web pages” must be turned on (use **Help** in IE to see how to do this)
 - c. If you have Version 6, Google “Internet Explorer Version 7 download” and follow the directions for downloading and installing Version 7

2. Open Internet Explorer
 - a. Under **Tools** on the Menu bar, click **Internet Options**
 - b. **General** tab – under **Browsing History**, click the **Delete** button
 - c. Click the buttons to **Delete files**, **Delete cookies**, and **Delete forms** (do not delete passwords)
 - d. Click **Close**; Click **OK**; then close IE

3. Open Internet Explorer
 - a. Under **Tools** on the Menu bar, click **Internet Options**
 - b. Click the **Advanced** tab
 - c. Scroll down until you see the **Security** heading
 - d. Under **Security**, scroll down and make sure the following is checked:
 - Use SSL 3.0
 - Use TLS 1.0
 - Uncheck “Use SSL 2.0” if it is checked
 - e. Click **OK** and close IE