Dear IT Directors,

First, if you have questions about Vocabulary and SpellingCity.com, you can call or email us at info@spellingcity.com . We're on East Coast time.

Email Blocked-If your teachers and students are using SpellingCity.com, please **permit email** from the "spellingcity.com" domain and if possible, **white list** the domain. SpellingCity communicates with our users through email, please ask your users to add our email addresses to their contact list or white list: info@spellingcity.com and support@spellingcity.com.

SpellingCity.com uses the following IP addresses and domain to deliver web content and email communication. These should be whitelisted at the network level if possible. (74.200.197.210), (74.200.200.130), (74.200.229.226)

Loading Issues-If the loading screen never stops, close the site, and open it in a different browser please update your flash. Flash is the base technology that we use for audio and visual effects. Sometimes computers need to update or reinstall the Flash player. If you are unable to hear the lessons and/or are unable to see all graphics, most likely your Flash needs to be updated.

Click here for more information and/or to update your Flash player.

In some school networks, the network is set to block MP3 files. If you can hear the "Get Ready for the Test" audio (which is Flash) but cannot hear the words when you click "say it" on the spelling test (which uses an MP3 file), your network probably has a MP3 block in place. You will need your IT department to mark www.SpellingCity.com as an approved site for MP3 files. This should be very easy for them to do.

Loss of Session-Some computers are behind a network which relies on either a Proxy server or content filters. Either the proxy server or content filter configuration uses a round robin process between Internet requests which changes the IP address "seen" by SpellingCity.com. When a different IP address comes up for the connection, SpellingCity cannot associate the logged in user with the new IP address. This causes the session information to be re-created.

Note: Different IP addresses for Proxy and content servers are OK, provided they meet the following criteria:

1. A persistent connection is maintained between the original request and subsequent requests (once a session is created), thus IP addresses are not switched during the users connection to SpellingCity.com.
2. The IP addresses are unique but only in their last Octet.
3. 1.1.1.1 and 1.1.1.2 is OK
4. 1.2.1.1 and 1.2.1.1 is **NOT OK**
5. SpellingCity uses the first three octets of the incoming IP address to uniquely identify the connection.

The IT department or person responsible for the Proxy server or Content Filters will have to configure them in such a way as to allow the SpellingCity.com site to go through the network bypassing the round robin configuration OR configure the servers to maintain a persistent connection with one of the servers for the duration of the SpellingCity connection. The IT department will have to be given the IP address of SpellingCity.com which is 74.200.197.210.

System Requirements: Flash version 9.0.115, Firefox 2.5 and up, Internet explorer 7 and up (6.0 and up is OK), Chrome, Safari and any version of adobe reader from the past 3 years should work fine.

Respectfully,

Vocabulary and SpellingCity Support