

EXERCISE ICONS NOT RESPONDING IN SAFARI IN IPAD/IOS 13.X

Recent updates to iOS 13.x have caused conflicts with some Scientific Learning programs on iPad. The affected program are Foundations I/II, the HTML5 versions of Reading Readiness and Reading Level 1, and Reading Assistant Plus. Legacy programs that use the iPad apps not affected.

The symptom: A student will open one of the assignments mentioned above in the Safari browser. The exercise selector screen will appear, displaying the icons for the day's scheduled exercises. At this point tapping on any of the exercise icons does not produce a response.

Resolution: To resolve the issue in Safari, take the following steps:

1. Go to Settings >> Safari >>Request Desktop Website >>All Websites
2. Change the All Websites setting to "OFF"

Another workaround for the issue is to use the Chrome browser in iPad.

About iOS 13 Updates

<https://support.apple.com/en-us/HT210393>



