

## **FAQ:**

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### **How will I access the NIE eEdition?**

We will be emailing you a daily notification with an NIE URL that looks something like this:

[http://ee.sun-sentinel.com/teas/nie/NIE\\_0000](http://ee.sun-sentinel.com/teas/nie/NIE_0000)

Simply click on the link. You are also welcome to set up a shortcut to this URL on your classroom or media center computers used to access the eEdition.

### **Do I need to login?**

You will not need to login! You may click on the link from your daily email alert, or use the link that you may have bookmarked, or use the short cut you may have created.

### **I was trying to create a bookmark/favorite. What do I need to do?**

All you need to do is copy and paste or type in the NIE URL into your search bar. Then, click on Favorites and Add to Favorites, or click on Bookmark and Bookmark this Page or Add Bookmark (this will depend on if you're using Internet Explorer, Firefox, etc.)

### **I've created a bookmark and I'm still not able to view the Digital Edition? What's wrong?**

You may be typing in the wrong NIE URL. Be sure the URL configuration you are trying to bookmark looks similar to this: [http://ee.sun-sentinel.com/teas/nie/NIE\\_0000](http://ee.sun-sentinel.com/teas/nie/NIE_0000)

### **I have many computers in my classroom/Media Center. May I use this URL?**

Yes. You are welcome to distribute the URL provided to you to be used within your classroom computers. All you need to do is to create a desktop shortcut with the URL on each classroom computer used to view the NIE eEdition.

**How do my students view the eEdition?**

There are several ways: you may forward them your daily alerts, they can go to the Bookmarks or Favorites saved on their computer, or you may project it on an Interactive White Board or projector.

**Do I need Adobe Flash?**

Yes. In order to view the new NIE eEdition, your web browser will need to have installed the latest Adobe Flash plug-in. To have Adobe Flash installed on your computer, please contact your School's Information Technology Department to have your computer classroom environment upgraded. Or, go to <http://www.adobe.com/support/flashplayer/downloads.html> and Click on Get the Latest Version.

**I am not getting my daily email notifications, what do I do?**

Your daily email notifications might be flagged as junk emails or marketing mails. You'll need to work with your school IT Department to indicate that these email daily notifications are not considered junk emails.

If you are using web-based mail services for your daily email notifications such Yahoo!, Hotmail, or Gmail, you'll need to view your Junk Mail folders to see if the email went there.

**I don't want to receive the daily email notifications. Can I stop them?**

Yes. Look for one of the daily email notifications in your Inbox and look at the very bottom. You need to "remove your email address" from our notification service. Please make sure that you have created your desktop shortcuts before you remove your name from the daily email alert. This will just stop the daily emails, not unsubscribe you from the Sun Sentinel eEdition. If you no longer wish to use the program, or if you have any questions please email [NIEOlivehelp@SunSentinel.com](mailto:NIEOlivehelp@SunSentinel.com).