

Troubleshooting Tips

EDMARK Reading Program Online

For additional help:

- **Quick Start Guides** and **Tutorials** for in-depth illustrations for using the Program, found under the Help button at the top right in Edmark Online.
- **Program Manual: A Teacher's Guide**, found under the Resources section of the Program.
- Send a question by email by selecting the Help button > Email Support or go to EdmarkOnline@proedinc.com.

School Admin may:

- Create the account
- Add School Admins
- Add Teachers; add School Admin role
- Add Students
- See All Users in account, their passwords, their information
- Edit All Users in account
- Change into Teacher role to make assignments to Students
- Create reports for all Students

Teacher may:

- See assigned Students and all other Students on the account and their IDs and passwords
- See all Teachers and School Admins on the account but not their IDs or passwords
- Add Students assigned to her/him
- Add classes or groups for herself/himself
- Make assignments to Students
- Create reports about her Students

Student may:

- See her/his assignments
- Access Level 1, Level 2, and all Supplements. No need to purchase an additional license as the student moves from Level 1 to Level 2.

Experiencing difficulty?

1. If lost subscription code, go to Pro-Ed Customer Service to resend original Order Email. Pro-Ed Customer Service locates the original order and resends the email containing the subscription code and link to the email address on the original order.

Customers who purchased Edmark Reading Program Online from a distributor will need to return to the distributor to have the order resent.

2. If difficulty using the subscription code, signing in, adding seats, etc., go to the **Edmark Support Center** at: <https://www.proedsoftware.com/edmark/> for detailed instructions and video tutorials.
3. Other issues: Email questions to: EdmarkOnline@proedinc.com.

1. I have one subscription code; can I set up multiple schools?

The seats associated with a code cannot be split between accounts. In setting up an account, you can name it as a school and add teachers and students. If you prefer, add teachers and communicate to each teacher her sign in information and how many student seats you have allotted her from your total. Then the teacher adds students and makes assignments.

Example: subscription code for 10 seats
School: Harrison Elementary
School Admin: Mary Smith
Teacher #1: 6 seats
Teacher #2: 4 seats

Alternatively, you can name the account as the district and add multiple School Admins. You will need to communicate to each School Admin the sign in information and how many student seats you have allotted from your total. The School Admins will then add teachers and students—all from the same account.

Example: subscription code for 25 seats
School: Centerville ISD
School Admin: T. Tucker
School Admin #2: 10 seats; adds teachers as needed
School Admin #3: 8 seats; adds teachers as needed
School Admin #4: 7 seats; adds teachers as needed

2. I can't see all the teachers set up in the school and I want to be able to add students and build classes.

Be sure that you are in School Admin role by clicking the down arrow by your name in the upper right corner of the page.

3. A teacher has no students assigned to her.

- a. From the Home page, select Add Students/Classes.
- b. In the Classes/Groups box, click the teacher's name.
- c. Click the far right side arrow to open the Details box.

- d. Click Edit.
- e. Then click Edit in the Students box.
- f. Choose from the available students, making sure the student is not already assigned to another teacher.
- g. Click Save.
- h. Click Save again in the top orange bar.

4. A teacher has no titles assigned to her.

- a. From the Home page, select Add Students/Classes.
- b. In the Classes/Groups box, click the green Add button in the top right.
- c. In the New Class/Group box, Name the teacher's class, find the teacher's name by clicking the arrow, select the teacher's name from the list, and add a description if desired (optional).
- d. In the Titles box, click Edit.
- e. In the Subscription Titles box that appears, click the button to the left of Title Name, selecting both titles of the Edmark Reading Program. (All seats include access to both Levels 1 and 2.)
- f. Click Save. In the Please Confirm box, click Proceed.
- g. Click OK at the bottom of the New Class/Group box.
- h. Click Save again in the top orange bar.

5. I can't make assignments to students.

- a. Be sure that you are in Teacher role by clicking the down arrow by your name in the upper right corner of the page.
- b. Return to the Home page and select Assignments.
- c. If making assignments for the first time for a student, select New Assignments.
- d. If returning to a student who has previously had assignments to check progress, select Manage Assignments.

6. I am a teacher and I want to add some teachers.

- a. You must be in School Admin role to create teachers.
- b. Switch to School Admin role by clicking the down arrow by your name in the upper right corner of the page.
- c. If you do not have School Admin role available to you, contact your School Admin to create additional teachers in your school.

7. The Student's screen freezes during an activity.

- a. Click the red Stop Sign.
- b. The activity will pause, then go to a Sign Out screen. Do not sign out.
- c. Find and click the small R icon in the top right corner.

- d. You will see a list of assignments available for the student.
- e. Click CONTINUE to start from where the Student left off in the activity.

8. The Student (or Parent) can't remember her Sign In information.

- a. Sign In, in either Teacher or School Admin role.
- b. From the Home page, click Add Students/Classes.
- c. Find and click the Student's name in the lower area entitled My Students or All Users.
- d. In the Details area to the right, you will see the Student's information.
- e. Click Show Password to see both the User ID and Password.

9. An assigned student has moved away before the end of the school year. Am I able to assign another student to that seat to run until the end of the license period?

Only one student may use a seat at a time. If the student is permanently gone from the school, the seat may be reassigned to another student for the duration of the license by following these steps:

- a. In Teacher mode, from the Home page, click Assignments, then Manage Assignments
- b. Locate the student's name in the list of Students.
- c. In the far right column, click Remove by every assignment listed for that student whether they were completed, in progress, or not begun.
- d. From the Home page, click Add Students/Classes.
- e. Select the student's name from the list.
- f. In the Detail area, click Edit to change the student's information and Click Save.
- g. From the Home page, click Assignments > New Assignments and create assignments for the new student.

10. I have multiple codes and want to add all seats to my account at one time.

- a. Follow the link you've been given in the Order Email to the Sign-In screen (<https://EdmarkReadingOnline.com>)
- b. Select New School.
- c. Enter one code and follow the prompts to set up the account.
- d. After the account is created, Select the Help button in the upper right corner, and select Add Seats.
- e. Enter the second code.
- f. For more than two codes, again select the Help button and select Add Seats.
- g. Enter the third code.
- h. The Total Seats Used and the Total Seats Added will display.