



Frequently Asked Questions

Questions	Answers	Resources
How do I reset my password?	<p>Active Students: Educators must reset students' passwords. Contact teacher or administrator for help.</p> <p>Teachers: Use the 'forgot password' link on login page.</p> <p>Admins: Use the 'forgot password' link on the login page</p>	Passwords
Why are pages not loading?	<p>General: Review the System Requirements and Click the link to our Technical Page for basic troubleshooting.</p> <p>District-wide issue: Your district IT might have to consult our wildcards list to allow certain websites through.</p>	System Requirements Technical Page Wildcards
What happens if my session is timed out or my session is interrupted?	<p>The platform times out all user roles after 60 minutes of being completely idle. Once timed out the platform no longer records progress.</p> <p>There is no method of retrieving data that was lost due to an invalid session in our system. To avoid losing data while working in Courseware, we recommend students remain active in the content when working by clicking, typing, or navigating at least once every 60 minutes. If they are working on a written assignment in another tab, we recommend they occasionally click back to their content assignment. Students can also use a word processing document to complete their work and transfer responses before submitting.</p> <p>Other factors that can end a session without logging out include:</p> <ul style="list-style-type: none">• Losing internet connection.• Logging in on another computer as the same user.	



	<ul style="list-style-type: none"> Logging into through another browser, or duplicating tabs. Abruptly closing the browser window. 	
How are Mastery Tests unlocked?	<p>If a student is locked out of a Mastery Test, they can relaunch the tutorial to review the material again or have the educator unlock it.</p> <p>The Tutorial must be complete for students to automatically unlock the Mastery Test for another attempt. Teacher settings may not allow for additional attempts.</p>	Student Unlocking
How can I import students and staff?	<p>For Admins: Click the Administration Center link at the top of the home page. Hover over the Users tab and click on Batch Processing. Under the Upload tab, click the Browse button. Select the spreadsheet you would like to upload. <u>Note:</u> Your spreadsheet must be in .CSV format.</p> <p>Click the Import the Selected File button. See more information on imports under the File Format Specifications tab.</p>	Batch Processing
What is the difference in role types in Courseware?	<p>Edmentum Courseware has multiple users to support programs. Roles include:</p> <p>Learner Instructor or Read-Only Instructor Program Administrator or Read-Only Program Administrator Account Administrator</p> <p>Please access User Roles for duties by role.</p>	User Roles
What report are available in Courseware?	<p>Choose your Courseware program, then select Menu in the upper left corner. Select either Reports or Classic Reports. Refer to the Courseware Instructor Guide for information on Reports; and use the link for information about Classic Reports.</p> <p><u>Note:</u> Administrators have access to additional reports in Administration Center.</p>	Classic Reports
How can I modify section curriculum with	<p>Account Admin: Select your Courseware program then select Menu in the upper left corner. Select My Course Sections and click on the course name.</p> <p>Instructor: Will see the My Course Sections by default.</p>	Customizing Curriculum



lock, hide, or omit settings?	Click on the Curriculum icon to the right of the class section name. Use the curriculum settings menu or dotted icon next to the activity and choose an option needed to edit how the student will view this material.	
How do I create a section?	From Courseware, click on Manage Courses or My Course Sections. Click New Section or scroll down under Active Sections or Inactive Sections to the course you would like to add a section to. Click the Add Section icon by the course that needs the new section. If the Add Section icon is missing, please consult your administration to adjust your permissions appropriately.	Section Creation
What do I do if I get a Flash error?	We recommend using Google Chrome if you are seeing Flash issues in our program, as Chrome automatically keeps up with Flash updates. You can resolve the Flash issue in Chrome with the following steps: To the left of the web address, click the Lock icon. Select Site Settings at the bottom. In the new tab, to the right of Flash, click Allow. Go back to the website and reload the page. <u>Note:</u> Please note Adobe is retiring Flash on December 31, 2020.	