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How do I find my Username? (I forgot my Username.)

<u>This is not for students!</u> We must have your email address on file to retrieve your Username. Click the "Forgot Username or Password?" link on the login screen. Supply your email address and we'll send your login information in an email. If a student doesn't know their Username, their teacher or parent must log in to retrieve it.

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How do I find my password? (I don't know my password.)

<u>This is not for students!</u> We must have your email address on file to retrieve your Password. Click the "Forgot Username or Password?" link on the login screen. Supply your email address and we'll send your login information in an email. If a student doesn't know their Password, their teacher or parent must log in to retrieve it. This is to prevent students accessing other students' information.

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I'm having trouble logging in.

Some browsers will try to automatically fill in username and password fields. If you enter your username and the password field is automatically filled in and when you hit "Login" is says incorrect Username or Password, try turning the "Auto-fill" preference off in your browser. If you don't know how , search "turn off auto-fill in Chrome" (or Safari, Firefox, Edge). You may have to close and reopen your browser for this to take effect.

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I log in but I don't see any activities.

You have to be logged in as a student to do the activities. Teacher/Parent accounts are for monitoring student progress. If you are a teacher or parent and want to do the activities, add yourself as a student too.

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What is the difference between a student and teacher account?

You have to be logged in as a student to do the activities. Teacher/Parent accounts are for monitoring student progress. If you are a teacher or parent and want to do the activities, add yourself as a student too.

Why can't my student continue? (Why is the system "locked?")

Practice makes perfect. Units within GrammarPlanet are *responsive*, meaning the system *responds* to student performance. A student must progress through five "tiers" of questions before they can move ahead. The fewest total number of questions they can answer is 10 and the most is 25. If a student misses all five questions in a tier, the unit is "locked" and the teacher or parent will receive an email notification that the student is not doing well. We recommend that you talk with the student at this point. You then have two options: you can **unlock** the unit so the student can proceed to the next tier, or you can **reset** the unit so the student can try again. If you reset, all student data for the unit is erased and they will do it over.

How fast should we do this?

The GrammarPlanet system is designed to move you more quickly through each unit based upon your ability to grasp each new concept. If you "get it," the system will skip some of the practice sentences and move you more quickly to the test. Other than that, the timing is up to you. We recommend spending NO MORE than 15 minutes per day unless an upcoming deadline (standardized testing, for instance) is forcing you to go through the material more quickly. We also recommend doing the program every other day; this gives your brain time to "marinate" in the information and really take it all in. Faster isn't always better, so unless you're forced to, take your time.

My student did poorly on a unit and I'd like them to do it over. Can we do this?

You can **reset** units for a student and it will erase all student data for that unit. It will then show as not completed and the student will start there the next time they log in.

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