

# OKALOOSA ACADEMY CHARTER SCHOOL

## GUIDELINES FOR USING OUR ONLINE LEARNING PORTALS



**Edgenuity**

MIDDLE SCHOOL AND HIGH SCHOOL



**Odysseyware**

ELEMENTARY SCHOOL

# Accessing the Learning Management System



To log in to the Edgenuity learning management systems (LMSs), students need their username and password. Your school should provide you with this information, so if you do not have it, reach out to your school.

## INFORMATION

In some cases, your school may have specific instructions for logging into the LMS. Please contact your teacher to determine if you have special login instructions to follow.



## Edgenuity

Go to [learn.edgenuity.com/student](https://learn.edgenuity.com/student), which will bring you to the webpage featured to the right.

Enter your student's username and password and then click the Log In button. From there, click the tile corresponding to the course your student needs to work on.

**Username:** \_\_\_\_\_

**Password:** \_\_\_\_\_



## Pathblazer

Navigate to the Student Login page at <https://www.thelearningodyssey.com>

Enter your student's user name, password, and school, as provided by your school or district.

**User Name:** \_\_\_\_\_

**Password:** \_\_\_\_\_

**School:** \_\_\_\_\_ **Pathblazer Program:** Reading Math

Then click the Log In button.

From there, select your student's program, reading or math, and then click the folder icon with the asterisk to get started.



## Odysseyware

Your district will provide you with the URL to log in to the Odysseyware LMS, which should look similar to the webpage featured to the right.

Enter your username and password, and then click on the Ready, Set, Learn button. From there, find your student's courselist and select the course(s) they need to work on.

**Login URL:** \_\_\_\_\_

**Username:** \_\_\_\_\_

**Password:** \_\_\_\_\_



# Monitoring Your Student's Progress

## Edgenuity

We encourage you to take an active role in your student's learning experience with Edgenuity. To help you do that, we offer access to family portals so you can monitor your student's progress at any time, as well as receive regular progress reports sent directly to your email account.



### EMAIL PROGRESS REPORTS

You can receive daily, weekly, or monthly Progress Reports via email. To do so, contact your student's teacher and provide them with your student's first and last name, your first and last name, your email address, and how often you want to receive the Progress Report (daily, weekly, or monthly).

AZ-Mathematics 8 A	
Grade Actual	Progress
<b>3.82%</b>	Current: 3.82%   Target: 100%
Relative Grade: 2.9% Overall Grade: 100%	Start Date: 06/28/2019 End Date: 09/27/2019

### READING AND UNDERSTANDING PROGRESS REPORTS

Knowing how your student is performing in their courses is important, so we want to ensure that you not only have access to that information, but also know how to interpret it. Find more information here:

<https://help.edgenuitycourseware.com/hc/en-us/articles/360043422233>

### FAMILY PORTAL

We offer a Family Portal to help keep you informed of your student's progress. Within the Family Portal, you can see how long your student worked on their Edgenuity coursework, the number of activities they completed, and their grade in each of their classes.

To access the Family Portal, request access from one of your student's teachers by providing your student's first and last name, your first and last name, and your email address. You will then receive one email with a link to the portal, and another with a randomly generated access code. Click on the link, then enter the access code and your email address, and create a password.

After initial setup, you can log in with your email address and password at any time to review your student's progress.

### READING AND UNDERSTANDING FAMILY PORTAL PROGRESS REPORTS

The Family Portal contains course progress reports, and this Help Center page will break down how to read the report to better understand the progress your student is making in their course(s):

<https://help.edgenuitycourseware.com/hc/en-us/articles/360052892293>

## Pathblazer

The Student Portfolio is the best place for families to view student work. To access the portfolio, log in to your student's account and click on the Portfolio icon in the upper left corner of the screen; if the district has set up a family account, you can also log in using those credentials.

On the Recent Work tab, you will see details about your student's work for the current day, the last week, and the last month. You can also see your student's assignments along with their progress on them on the Assignments tab. And to run a more detailed student score report for a particular time range, navigate to the Reports tab.



## Odysseyware

We offer a Parent Portal so you can easily access all the information you need to help ensure your students are making progress in their learning. To access the Parent Portal, navigate to the link provided by your school. Set your password, and then log in by entering your email address and password. Then click the Ready, Set, Learn button.

Within the Parent Portal, you'll be able to view messages from the school, the school calendar, your student's Activity Stream (which details what they've been working on), and their progress in courses and assignments.



# Communicating with Your Student's Instructors

There are a few ways your student can reach out to their instructor.

Many teachers share their email addresses and phone numbers so students can email, call, and even text them, so store that information in a safe, easily accessible place. Students can also connect with their instructors through the learning management system (LMS).



## Edgenuity

Once logged in to the Edgenuity LMS, click the envelope icon in the top right corner. This will open up an Email Messaging menu, which shows messages sent through the LMS, and gives students the option to create and send a new message. Click the New Message button to create a new email and add a recipient, subject line, and the message, then click Send.



## Pathblazer

If your student has questions while using Pathblazer, they can reach out to their teacher by clicking the Mail button in the top right corner of the page. From there, a window will appear for the student to send a new message to their teacher.



## Odysseyware

After logging into Odysseyware, should your student have questions, they can contact their teacher by clicking on the Message icon in the top right corner of the page. After clicking on the icon, a page will open up for a student to compose a new message and send it to their teacher.



# Getting Help from Edgenuity



If you need help, it's best to first reach out to school or district personnel to get your questions answered.

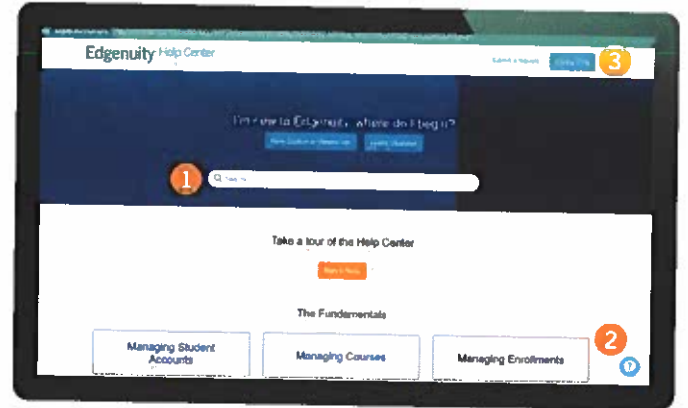
## Edgenuity

The Edgenuity Help Center is a great resource for finding answers to common questions. Access it by going to [help.edgenuitycourseware.com/hc](http://help.edgenuitycourseware.com/hc), and type your query into the search bar to find helpful articles (labeled 1 in the screenshot).

For additional help, click the ? button on the bottom right corner of the page (labeled 2 in the screenshot) and our Edgenuity Virtual Assistant will chat with you to provide the help you need. Should a Support Team member be needed, you can also chat with them through this feature. They are available seven days a week to answer your questions.

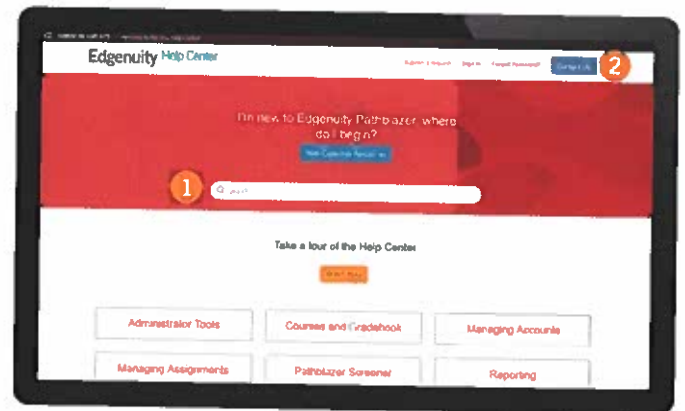
Clicking that button opens up a menu that gives you the opportunity to request a callback, chat with someone, or leave a message. Select the option that is best for you to receive the help you need.

Support Team hours can be found by clicking the Contact Us button in the top right corner (labeled 3 in the screenshot).



## Pathblazer

The Pathblazer Help Center provides a variety of how-to articles and resources, and can be found at [help.edgenuitypathblazer.com/hc](http://help.edgenuitypathblazer.com/hc). Enter your area of concern in the search bar to find relevant, helpful articles (labeled 1 in the screenshot). Further help can be found by clicking the Contact Us button in the top right corner (labeled 2 in the screenshot).



## Odysseyware

To get help, contact Support by calling 877.251.6662. This number is also listed on the upper right corner of the student's homepage.



# Troubleshooting Technical Issues with Virtual Learning



As students engage with virtual learning, minor technical issues may arise, and often, family members or guardians can quickly deal with these issues without much interruption to their student's learning.

## MY STUDENT CAN'T GET ONLINE

- Check that your student's device is connected to the Internet or Wi-Fi; this information is usually found on the lower right-hand bar of Windows devices and the upper right-hand bar of Apple devices.
- Verify your internet connection speed at <http://www.speedtest.net>
  - The recommended download speed is 2.0 Mbps.
- Check that your student is using Google Chrome; this is the most reliable browser for Edgenuity's learning solutions.
  - You can download Chrome for free at <https://www.google.com/chrome/>
- Restart the device.

## THE PROGRAM IS STUCK, FREEZING, OR SIGNING MY STUDENT OFF

- Check that your student is using Google Chrome; this is the most reliable browser for Edgenuity's learning solutions.
  - You can download Chrome for free at <https://www.google.com/chrome/>
- Try clearing the cache, which is a computer's short-term memory. In a Google Chrome browser:
  - Go to History (Control + H on a Windows device and Command + Y on an Apple device).
  - Select "Clear Browsing Data."
  - In the Time range dropdown menu, select "Last 7 days."
  - Check the boxes next to "Cookies and other site data" and "Cached images and files."
  - Click Clear data.
- Close the browser and then reopen it.
- Restart the device.

## MY STUDENT DOESN'T KNOW THEIR LOGIN INFORMATION

- Click the "Forgot your password?" button on the login page and enter their username if available.
- Email their teacher(s) to request student login information.
- Once you have their login information, write it down in two different spots, such as a notebook and near their device.

## MY STUDENT CAN'T HEAR ANYTHING

- Check that the volume is on/up.
- Check that their headphones or speakers are fully plugged in.
- Try a different pair of headphones or set of speakers, or try without any external speakers.

## NEED MORE HELP?

Visit the [Help Center \(help.edgenuitycourseware.com\)](https://help.edgenuitycourseware.com) any time or contact our Support Team seven days a week:

### Edgenuity Customer Support



**HOURS:** Mon–Fri 7:30 am to 9:30 pm (EST) — Sat–Sun: 9:00 am to 5:00 pm (EST)

**CONTACT US:** Phone: 877.202.0338 — Email: [CustomerSupport@edgenuity.com](mailto:CustomerSupport@edgenuity.com)

