



Frequently Asked Questions: Partner Teachers & Program Assistants

Getting Started

Where can I find login information for myself?

You will receive a welcome email once your Pearson Online Blended Learning account has been created. This will have your username and temporary password information. As a new user, you will be prompted to change your temporary password the first time you log into Connexus®. If you have not received this email, check your spam folder as sometimes this email gets identified as spam.

Where can I find login information for my students?

After your students are enrolled and set up in Connexus, unless it is arranged otherwise with your Program Manager, each Caretaker will receive an individual welcome email that will provide them with their (and their student's) individual username and temporary password. Please note that upon a user's first login, they will be prompted to change their temporary password. Contact your Program Manager if you do not receive the welcome email.

What is the number for technical support?

Staff should use the following School Support numbers based on your program:

- District/Non-Pearson Online Blended Learning Teachers/Staff: 855-318-2460

Students and families should use the following tech support numbers based on the program:

- Pearson Online Blended Learning: 888-679-7740

How do I reset login information for myself or my student(s)?

Staff must contact School Support – see the numbers listed in the question above.

The program's Program Coordinator can reset student passwords. Caretakers should contact technical support – see the numbers listed above.

How do I update the contact information for a student?

The student or Caretaker should notify the Program Coordinator who will see that the change is made.

How can I check to see if my students' materials were ordered?

Your Program Coordinator can check on the status of each student's order.

If a student does not receive their materials, can they be reshipped?

Yes, but the student should work with the Program Coordinator to fulfil this request.

Next Steps and Connexus Features

How do students enrolled in the elementary and middle school foreign language courses access their “Time to Talk” tutoring sessions?

As students work through their foreign language course, there will be links within the lessons that will prompt students to visit the tutoring sessions. One link gives the tutoring hours and a second link provides the guidelines for participating in the session. Students enrolled in a language course will have a Time to Talk link listed under the Links tab of their Connexus home page. This link will take them to the online room for their subject with the instructions for how to enter the session.

A student needs more time to complete a course, what should I do?

Create a plan for lesson completion and communicate that plan to the student. Actively monitor the student throughout the semester to prevent the student from getting behind. If an extension may be

needed, contact your Program Coordinator with the student's user ID, full name, and the course information for which an extension was requested.

A student received an extension, but none of the lessons are showing up during the winter break and/or holidays. Why?

Lessons are not scheduled during winter break and/or holidays, so they will not show up on the student's Planner. However, the student can continue to work in the course by selecting the desired course from the **My Courses** tab of his/her home page. Once the student has the desired course open, s/he can select the next lesson needed to work on in the course tree. The student can also access the lessons needed to complete by navigating to the **Today** tab of the home page and selecting the **Overdue Lessons** link from the To Do List area at the bottom of the page.

My student needs to drop/change a course. What do I do?

Contact the Program Coordinator with the request.

Do students need a headset to participate in their online courses?

Headsets are recommended. Pearson Online Blended Learning does not provide headsets for students. Check with your Program Coordinator to find out who is responsible for providing this equipment in your program.

Reports

Can I print a report listing current and/or final grades of all my students?

You can view data for your students in the Institutional Performance Export. To open this report, select **More** from the Connexus header and choose **Employee Home Page** from the menu that opens. Under the Miscellaneous Tools section select **Reports**. Once you select the **Institutional Student Performance Export** and it opens, you can see current student grades by filtering the report to show only students that are In Progress. If you want to see final grades for your students, filter the report to show students who have been set as Complete. Detailed tutorials on how to use reports are located on the My Pearson Training platform, accessible via the Links area of the Teacher Home Page.