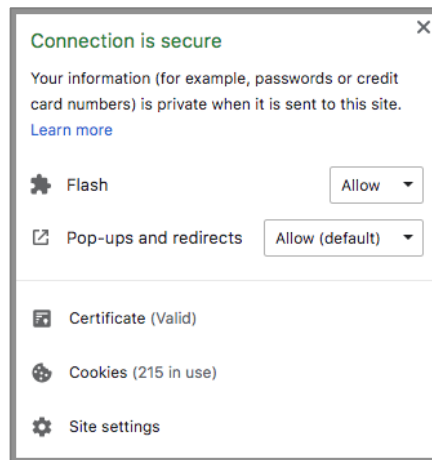


Frequently Asked Questions (FAQs)

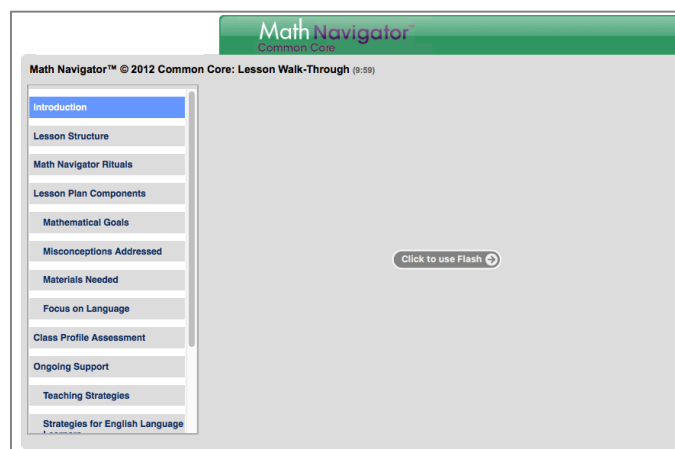
Q: I tried to play a tutorial or webinar, but all I can see is the player; there is no content in the player window.

A: The content for this program is older, and was created in Flash. Most current browsers don't have Flash player enabled automatically, so you'll have to change the setting manually.

- **In Chrome:** To the left of the web address, click the **lock icon**. In the pop-up window, use the menu to **Allow** Flash content. Alternatively, paste **chrome://settings/content/flash** in the URL bar and hit Enter. Make sure option saying **Allow Sites to Run Flash** is enabled. Reload the tutorial.



- **In Safari:** when you launch the tutorial, click the little box in the player window that says **Click to use Flash**.



- **Internet Explorer** still plays Flash content.

NOTE: Most browsers will stop supporting Flash content at the end of 2020. We are currently working on updating all modules to HTML5.

Frequently Asked Questions (FAQs)

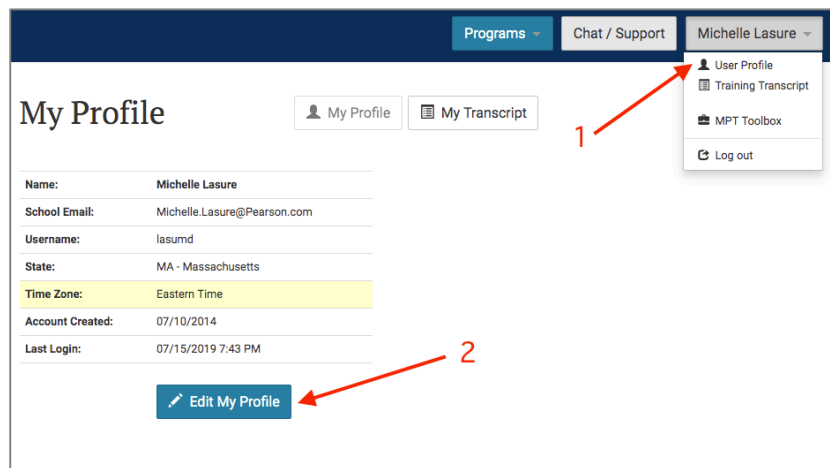
Q: I registered on the site, but did not receive an Activation email.

A: The reset email likely went to a SPAM folder, or was deleted automatically, because your email software saw it as junk mail. Check your Spam or Junk folder, or talk to your local system administrator to “whitelist” @pearson email addresses.

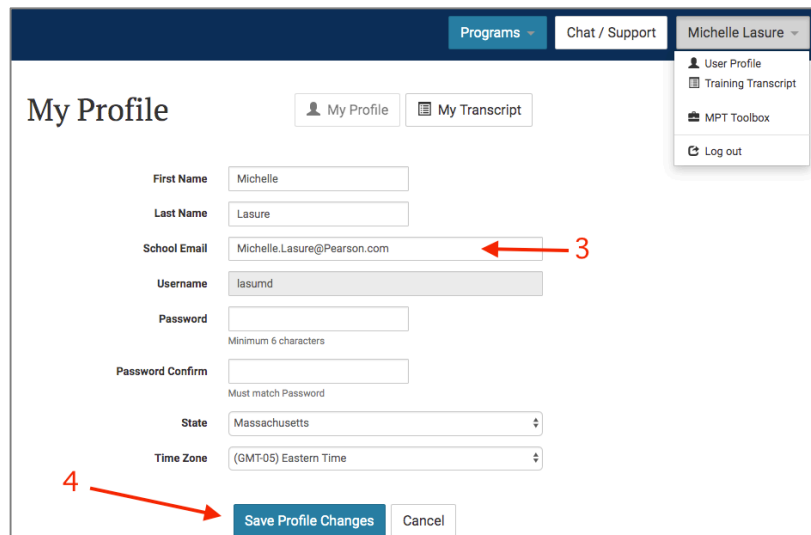
Q: How do I change my account email address?

A: Access your **User Profile** to make changes to your account information.

1. Log in to the site and select **User Profile** from the menu displaying your name.
2. Then click **Edit My Profile**.



3. Update the **School Email** field with your new email address.
4. Click **Save Profile Changes** to save the new information.

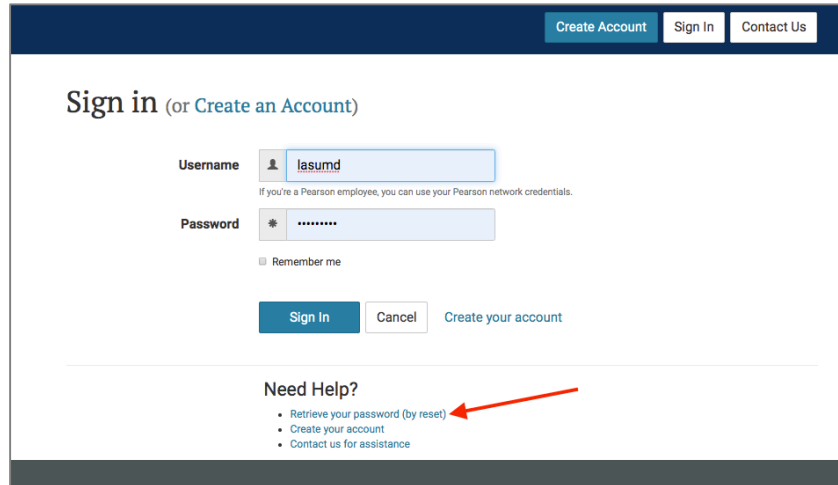


Frequently Asked Questions (FAQs)

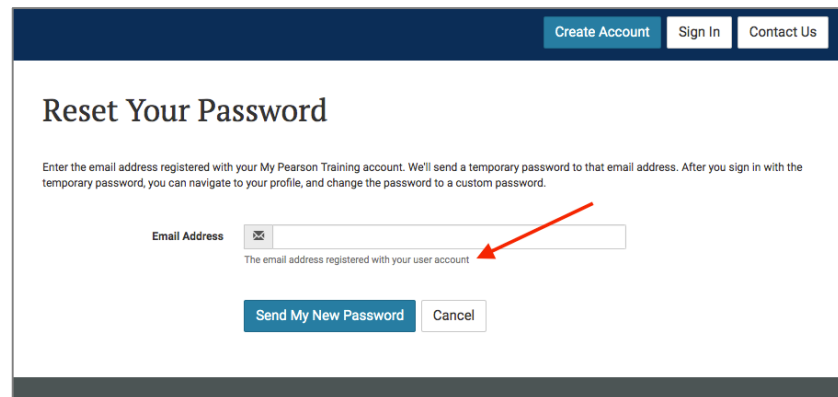
Q: I forgot my password. How can I reset it?

A: Use the **Reset Password** link to reset your password via email.

1. On the login screen, click **Retrieve your password (by reset)** under the **Need Help?** heading.



2. Enter the email address associated with your account, and click **Send My New Password**. You will receive an email with a link to reset your password. If you don't receive an email, check your Spam folder.




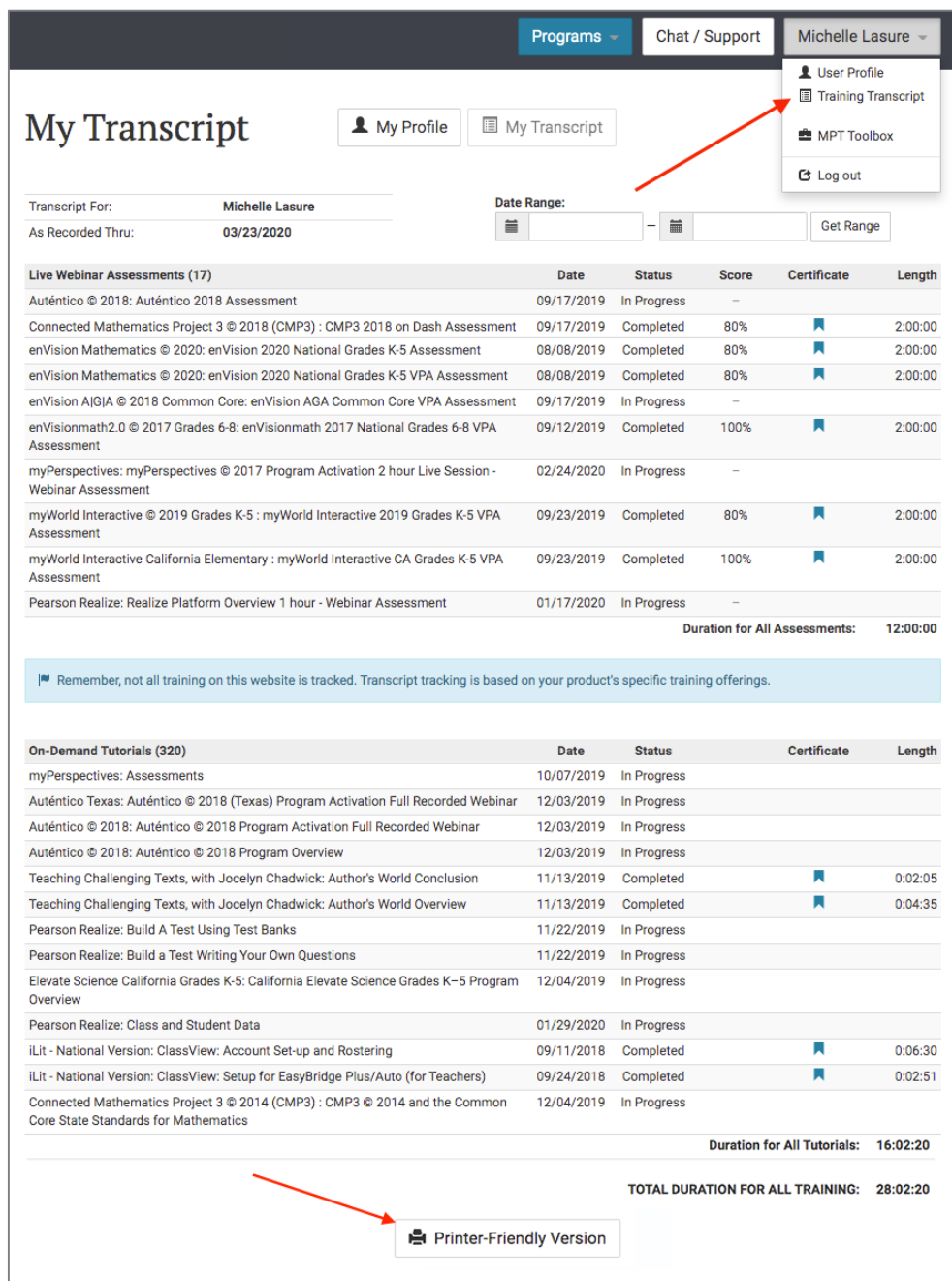
Q: How do I view my transcript and print certificates?

A: Use the **Reset Password** link to reset your password via email.







1. Log in to the site and select **Training Transcript** from the menu displaying your name.
2. All training **In Progress** or **Completed** will display by default, or use the **Date**

Frequently Asked Questions (FAQs)





- Range** to filter your view.
- Click the blue ribbon icon  to print certificates for training you have completed.
 - Click the **Printer-Friendly Version** button at the bottom of the page to print your entire transcript.



The screenshot shows the 'My Transcript' page for user Michelle Lasure. It includes a navigation bar with 'Programs', 'Chat / Support', and the user's name. Below the header, there are buttons for 'My Profile' and 'My Transcript'. A dropdown menu for the user's name is open, showing options: 'User Profile', 'Training Transcript', 'MPT Toolbox', and 'Log out'. A red arrow points to the 'Training Transcript' option. The main content area displays two tables: 'Live Webinar Assessments (17)' and 'On-Demand Tutorials (320)'. Each table has columns for 'Date', 'Status', 'Score', 'Certificate', and 'Length'. The 'Live Webinar Assessments' table includes rows for 'Auténtico © 2018: Auténtico 2018 Assessment', 'Connected Mathematics Project 3 © 2018 (CMP3) : CMP3 2018 on Dash Assessment', 'enVision Mathematics © 2020: enVision 2020 National Grades K-5 Assessment', 'enVision Mathematics © 2020: enVision 2020 National Grades K-5 VPA Assessment', 'enVision AIGJA © 2018 Common Core: enVision AGA Common Core VPA Assessment', 'enVisionmath2.0 © 2017 Grades 6-8: enVisionmath 2017 National Grades 6-8 VPA Assessment', 'myPerspectives: myPerspectives © 2017 Program Activation 2 hour Live Session - Webinar Assessment', 'myWorld Interactive © 2019 Grades K-5 : myWorld Interactive 2019 Grades K-5 VPA Assessment', 'myWorld Interactive California Elementary : myWorld Interactive CA Grades K-5 VPA Assessment', and 'Pearson Realize: Realize Platform Overview 1 hour - Webinar Assessment'. The 'On-Demand Tutorials' table includes rows for 'myPerspectives: Assessments', 'Auténtico Texas: Auténtico © 2018 (Texas) Program Activation Full Recorded Webinar', 'Auténtico © 2018: Auténtico © 2018 Program Activation Full Recorded Webinar', 'Auténtico © 2018: Auténtico © 2018 Program Overview', 'Teaching Challenging Texts, with Jocelyn Chadwick: Author's World Conclusion', 'Teaching Challenging Texts, with Jocelyn Chadwick: Author's World Overview', 'Pearson Realize: Build A Test Using Test Banks', 'Pearson Realize: Build a Test Writing Your Own Questions', 'Elevate Science California Grades K-5: California Elevate Science Grades K-5 Program Overview', 'Pearson Realize: Class and Student Data', 'iLit - National Version: ClassView: Account Set-up and Rostering', 'iLit - National Version: ClassView: Setup for EasyBridge Plus/Auto (for Teachers)', and 'Connected Mathematics Project 3 © 2014 (CMP3) : CMP3 © 2014 and the Common Core State Standards for Mathematics'. At the bottom of the page, there is a 'Printer-Friendly Version' button with a printer icon, and a red arrow points to it. The total duration for all training is 28:02:20.

Live Webinar Assessments (17)	Date	Status	Score	Certificate	Length
Auténtico © 2018: Auténtico 2018 Assessment	09/17/2019	In Progress	-		
Connected Mathematics Project 3 © 2018 (CMP3) : CMP3 2018 on Dash Assessment	09/17/2019	Completed	80%		2:00:00
enVision Mathematics © 2020: enVision 2020 National Grades K-5 Assessment	08/08/2019	Completed	80%		2:00:00
enVision Mathematics © 2020: enVision 2020 National Grades K-5 VPA Assessment	08/08/2019	Completed	80%		2:00:00
enVision AIGJA © 2018 Common Core: enVision AGA Common Core VPA Assessment	09/17/2019	In Progress	-		
enVisionmath2.0 © 2017 Grades 6-8: enVisionmath 2017 National Grades 6-8 VPA Assessment	09/12/2019	Completed	100%		2:00:00
myPerspectives: myPerspectives © 2017 Program Activation 2 hour Live Session - Webinar Assessment	02/24/2020	In Progress	-		
myWorld Interactive © 2019 Grades K-5 : myWorld Interactive 2019 Grades K-5 VPA Assessment	09/23/2019	Completed	80%		2:00:00
myWorld Interactive California Elementary : myWorld Interactive CA Grades K-5 VPA Assessment	09/23/2019	Completed	100%		2:00:00
Pearson Realize: Realize Platform Overview 1 hour - Webinar Assessment	01/17/2020	In Progress	-		
Duration for All Assessments:					12:00:00

Remember, not all training on this website is tracked. Transcript tracking is based on your product's specific training offerings.

On-Demand Tutorials (320)	Date	Status	Certificate	Length	
myPerspectives: Assessments	10/07/2019	In Progress			
Auténtico Texas: Auténtico © 2018 (Texas) Program Activation Full Recorded Webinar	12/03/2019	In Progress			
Auténtico © 2018: Auténtico © 2018 Program Activation Full Recorded Webinar	12/03/2019	In Progress			
Auténtico © 2018: Auténtico © 2018 Program Overview	12/03/2019	In Progress			
Teaching Challenging Texts, with Jocelyn Chadwick: Author's World Conclusion	11/13/2019	Completed		0:02:05	
Teaching Challenging Texts, with Jocelyn Chadwick: Author's World Overview	11/13/2019	Completed		0:04:35	
Pearson Realize: Build A Test Using Test Banks	11/22/2019	In Progress			
Pearson Realize: Build a Test Writing Your Own Questions	11/22/2019	In Progress			
Elevate Science California Grades K-5: California Elevate Science Grades K-5 Program Overview	12/04/2019	In Progress			
Pearson Realize: Class and Student Data	01/29/2020	In Progress			
iLit - National Version: ClassView: Account Set-up and Rostering	09/11/2018	Completed		0:06:30	
iLit - National Version: ClassView: Setup for EasyBridge Plus/Auto (for Teachers)	09/24/2018	Completed		0:02:51	
Connected Mathematics Project 3 © 2014 (CMP3) : CMP3 © 2014 and the Common Core State Standards for Mathematics	12/04/2019	In Progress			
Duration for All Tutorials:					16:02:20

TOTAL DURATION FOR ALL TRAINING: 28:02:20

