How Teachers Resubscribe to Programs

Introduction
This guide explains how Easy Bridge Basic teachers resubscribe to programs and reactivate student license subscriptions when digital product licenses expire on Savvas Realize™.

Digital Product Licenses
Programs are licensed to either a school or district with a defined start and end or expiration date. The start date is the date the purchase order is processed and digital product licenses are provisioned to the organization. The expiration date is determined by the term of the license purchased, such as a 1-year, 3-years or 6-year license. Short-term licenses put in place for product activation training can expire several months after a teacher subscribes to the program. When digital product licenses expire, the programs automatically disappear from teacher and student accounts. This does not remove class assignments, student progress data, customized content or personalizations in Realize Reader, ACTive-books, eTexts, and leveled readers. Teachers regain access to program content and assignments after they resubscribe to a program. Students regain access to program content and assignments after the teacher completes two tasks: the teacher must resubscribe to the program associated with the class and then the teacher must hide and unhide the class. Read more to learn how teachers complete these two tasks.

Expired Licenses
When the digital product license for a Savvas Realize™ program expires, the program disappears from teacher and student accounts. The images below illustrate a teacher’s account when all digital product licenses expire.

No programs appear on the Teacher home page.

No programs appear on the Programs page.
**Resubscribe to Programs**

Teachers can resubscribe to programs when new digital product licenses are available. Teachers should check for new digital product licenses before calling Technical Support.

If programs do not appear on the My programs tab in Settings, confirm with your administrator that the school or district purchased product licenses and the licenses should be active. If the school or district should have active digital product licenses, call Technical Support at 1-800-234-5832 between the hours of 8 AM and 8 PM Eastern to obtain assistance.
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After resubscribing to a program, the program now appears on the teacher’s home page. If the teacher has several programs in his or her account, the program may appear on the Programs page. Click Programs to see the list of all programs in the account.

All assignments, custom content, student progress data and personalizations in Realize Reader, eTexts, ACTIVe-books, and leveled readers reappear.
Reactivate Student License Subscriptions

When teachers lose access to a program due to an expired digital product license, students also lose access to the program as well as their class assignments and grades. Students with only one class are unable to sign in to Savvas Realize™. Teachers must hide and then unhide the class to reactivate student license subscriptions and enable students to access the class.

The class no longer appears on the list of current classes. Teachers with only one class and those that hide all classes see this message on the Classes page.

The class now appears on the Classes page, and students regain access to the program, class assignments and grades.