Account Management Guide

This guide was developed specifically for account coordinators to provide an overview of the management tools and resources available to assist in managing and supporting your Learning A—Z account.

Coordinator Roles

License Coordinator: The top-level coordinator who is responsible for the overall management of the account.

Co-License Coordinator: A coordinator who can act on behalf of the License Coordinator to assist with managing the account. An account may have up to two Co-License Coordinators.

Sub-Coordinator: A person who manages an assigned number of licenses for a group of educators.

Admin Reports User: A person who has access to view district-level or school-level reports and does not assist with managing the account.

Welcome to Learning A—Z

Once your account has been activated, you will be sent a Learning A—Z Account Activation email from support@learninga-z.com. To access your account, click the link in the email, or visit **www.learninga-z.com**, click on *LOGIN*, and use your new login credentials provided in the email.

Product Licenses Tab

Confirm the products purchased on the *Product Licenses* tab. Each active product will display the current expiration date, the total number of licenses purchased, the number of allocated licenses, and the number of licenses in use.

Manage Users Tab

As a coordinator, you can utilize the *Manage Users* tab of the *Account Management* page to manage your license allocations, teacher accounts, admin accounts, and student rostering. From the *Teachers/Admins* tab you can add, edit, and remove educator and admin accounts. Click on *Legend* on this page to see an explanation of all the icons. From the *Students* tab, you can add, edit, and remove students.

QUICK TIP:

Remember, the button 🔵 **Guided Help** on all the account management pages can walk you through step-by-step for many of the tasks you might need to perform.

QUICK TIP:

Coordinators, your account will automatically be assigned a product license.

If access to the resource(s) is not needed, click *Edit*, found in the vertical ellipsis on the right side of the table. Then, de-select the product checkboxes. Once you save the changes, the license will be available to assign to another user.

How To:

Register New Users

1 Click *Add Teacher/Admin* from the *Manage Users* tab.

2 In the *Add New User* tab, enter the *First Name*, *Last Name*, *Email*, and *School/Org*. We strongly suggest adding the user's grade level to aid with the student experience and reporting.

3 Select who will manage the user's license.

4 Check the boxes for the access you would like the user to have.

5 Fill out related information.

- If you checked *Have product access*:
  - Allocate product(s) to the classroom.
  - Use + *Classroom* to add additional classroom(s) to the user and allocate product(s) to classroom(s).
    Note: You can update the name of the classroom, if desired.

- If you checked *Give licenses to other users*:
  - Enter the number of licenses, per product, you would like the user to be able to allocate to other users.

- If you checked *Access admin reports*:
  - Select the *Admin Report Access* level.

6 If you are done adding new users, click *Save User*. If you would like to add additional users, click *Save User and Add Another*.

Register a Teacher/Admin with an Existing Learning A–Z Account

1 Click *Add Teacher/Admin* from the *Manage Users* tab.

2 Select *Existing Learning A–Z User*.

3 Enter the *Existing Learning A–Z Username*.

4 Click *Find User*.

5 Select who will manage the user's license.

6 Check the boxes for the access you would like the user to have.

7 Fill out related information.

- If you checked *Have product access*:
  - Allocate product(s) to the classroom.
  - Use + *Classroom* to add additional classroom(s) to the user and allocate product(s) to classroom(s).
    Note: You can update the name of the classroom, if desired.

- If you checked *Give licenses to other users*:
  - Enter the number of licenses, per product, you would like the user to be able to allocate to other users.

- If you checked *Access admin reports*:
  - Select the *Admin Report Access* level.

8 If you are done adding new users, click *Save User*. If you would like to add additional users, click *Save User and Add Another*.

QUICK TIP:
You can register multiple users at one time by uploading a CSV file in the *Manage Users* tab. Select *Add Teacher/Admin*, then click *Add Multiple Via CSV Import*. Learn more about uploading teachers and admins with this **Importing Teachers/ Admins Guide**.

QUICK TIP:
Coordinators will need to be added prior to adding users who they will manage.

QUICK TIP:
Coordinators will be sent a welcome email with their login information and a link to their *Account Management* page.

QUICK TIP:
If you do not have the user's *Existing Username*, click on the *Teachers/Admins* tab, and use the *Search* field, or change the *View* to search for *Active Users* or *Removed Users*.

Register a Co-License Coordinator
For a brand-new user:
1 Click *Add Teacher/Admin* from the *Manage Users* tab.

2 In the *User Info* tab, enter the *First Name*, *Last Name*, *Email*, and *School/Org*.

3 Select the *Set This User as a Co-LC* tab.

4 If you would like this user to also use product licenses, check *I would like this user to also have product access*.

- Allocate product(s) to the classroom.

- Use + *Classroom* to add additional classroom(s) to the user and allocate product(s) to classroom(s).
Note: You can update the name of the classroom, if desired.

5 If you are done adding new Users, click *Add New User*. If you would like to add additional users, click *Save User and Add Another*.

If the user is already a user on your account, and already has a Learning A–Z username:
1 Click *Add Teacher/Admin* from the *Manage Users* tab.

2 Select *Existing Learning A–Z User*.

3 Enter the *Existing Learning A–Z Username*.

4 Click *Find User*.

5 Select *Set This User as a Co-LC* tab.

6 If you would like this user to also use product licenses, check *I would like this user to also have product access*.

- Allocate product(s) to the classroom.

- Use + *Classroom* to add additional classroom(s) to the user and allocate product(s) to classroom(s).
Note: You can update the name of the classroom, if desired.

7 If you are done adding new Users, click *Add New User*. If you would like to add additional users, click *Save User and Add Another*.

Edit Registered Users
1 Within the *Manage Users* tab, find the user you wish to edit.

2 Click *Edit*, found in the vertical ellipsis on the right side of the table.

3 Adjust the user's information and/or access as necessary.

4 Update related access information.

- If you checked *Have product access*:

  • Allocate product(s) to the classroom.

  • Use + *Classroom* to add additional classroom(s) to the user and allocate product(s) to classroom(s).
  Note: You can update the name of the classroom, if desired.

QUICK TIP:
Registering a co-license coordinator is only available for top-level coordinators. By allowing this user to act on your behalf, they may create, remove, and update users. An account may have up to two co-license coordinators.

QUICK TIP:
The top-level coordinator can utilize the *Buy More Licenses* hyperlink if more product licenses are needed. If you are not the top-level coordinator and more product licenses are needed, please contact the top-level coordinator for your account.

QUICK TIP:
If the user's name, email, and school/ org are not editable, ask the user to edit them directly on their *Edit Profile* page.

QUICK TIP:
A coordinator can reset all passwords or reset an individual user's password, and the user(s) will receive a system-generated email with a link to reset their password.

To reset all passwords, click the horizontal ellipsis on the right side of the *Teachers/Admins* table and select *Reset All Passwords*.

To reset an individual user's password, locate the user and select *Edit*, found in the vertical ellipsis in the right column. Click on the *Reset Password* button.

- If you checked *Give licenses to other users*:
  - Enter the number of licenses, per product, you would like the user to be able to allocate to other users.
- If you checked *Access admin reports*:
  - Select the *Admin Report Access* level.

Remove Registered Users

1. Within the *Manage Users* tab, find the user you wish to remove.
2. Click *Remove*, found in the vertical ellipsis on the right side of the table.
3. Confirm that you would like to remove the user.

Replace Users

Use *Replace* to replace an existing user with a brand-new user, or an existing user on your account. When replacing a user, the license(s) and any rostered students will be transferred from the replaced user to the replacement user, and the replaced user will be removed.

To Replace with a brand-new user:

1. Within the *Manage Users* tab, find the user you wish to replace.
2. Click *Replace*, found in the vertical ellipsis on the right side of the table.
3. Click *New Teacher/Admin*.
4. Enter the *First Name, Last Name, Email,* and *School/Org*. We strongly suggest adding the user's grade level to aid with the student experience and reporting.
5. Select who will manage the user's account.
6. Select *Complete*.

To Replace with an existing user on your account, and the user already has a Learning A–Z username:

1. Within the *Manage Users* tab, find the user you wish to replace.
2. Click *Replace*, found in the vertical ellipsis on the right side of the table.
3. Click *Existing Teacher/Admin in My Organization*.
4. Click *Select from List* to open the drop-down menu and select the user's name.
5. Select *Complete*.

Restore Removed Users

1. Within the *Manage User* tab, change the *View* dropdown to *Removed Users*.
2. Find the user you wish to restore.
3. Click the *Restore* icon, which can be found to the left of the user's name.
4. Adjust the user's *Name, Email Address, School/Org,* or *Grade* if necessary.
5. Select *What access would you like this user to have?*
6. Check the appropriate product checkboxes.
7. Click *Restore User.*

> **QUICK TIP:**
> If you are unable to make changes due to **Locked Licenses**, it means those licenses are allocated to classrooms of users who are managed by a sub-coordinator. Use *Edit* to update or remove the licenses for that user and their classroom.

> **PLEASE NOTE:**
> If you remove product access from a user, students who are rostered to their classroom will no longer have to access those products.

Manage Report Access

1 Top-level coordinators and co-license coordinators can enable access to school-level or district-level reports for users when creating brand-new accounts, or by editing existing user accounts.

- Click *Add Teacher/Admin* from the *Manage Users* tab.
- Enter the *First Name*, *Last Name*, *Email*, and *School/Org.*
- Check *Access admin reports* and select the *Admin Report Access* level.

2 As a top-level coordinator or co-license coordinator, you can enable school-level or district-level reporting when editing existing accounts.

- Click *Edit*, found in the vertical ellipsis on the right side of the table.
- Check *Access admin reports* and select the *Admin Report Access* level.

3 As a top-level coordinator or co-license coordinator, you can change the report level when editing existing accounts.

- Click *Edit*, found in the vertical ellipsis on the right side of the table.
- Under *Admin Report Access* level, you can select the appropriate access level for the user.

Edit Profile Tab

The *Edit Profile* tab is where you can update your account information including your personal data, username, password, school/org, your profile picture, as well as sign up for updates.

Purchase History Tab

The *Purchase History* tab is only available for top-level coordinators and allows them to download a receipt.

Training Tab

The *Training* tab provides coordinators with quick access to training documents, guides, and links to watch recorded webinars or register for live webinars.

Reports Tab

Click on the *Reports* tab to view admin reports, including student activity, student skills, and teacher activity.

> **QUICK TIP:**
> Learn more about reporting with this **Administrative Reports Overview Guide**.

The Content Refinement Tool

Content Refinement gives top-level coordinators the ability to proactively identify topics, titles, and resources that may not align with school-level or district-level academic initiatives, student needs, or cultural preferences. Once the content is identified using Content Refinement, that title or related resources will not be available for teachers to assign to students.

> **QUICK TIP:**
> Learn more about **Content Refinement**

Please note: Currently, Content Refinement is only available for Reading A–Z, Raz-Plus (including ELL and Connected Classroom), Raz-Kids, Science A–Z, and Vocabulary A–Z.

Managing Students

Coordinators can add, edit, remove, and restore students from the *Manage Users > Students tab.*

Add a New Student

1. Click on the *Add Student* button.

2. Enter the student's *First Name* and *Last Name* as it appears on your district roster.

3. Select the student's grade level.

4. Add a new *Username* for the student. This is the name that will appear on the class login page and in the student portal.

5. Create a unique *Password* for the student. You may create a text or icon password.

6. The *District Student ID* is an optional field. The *District Student ID* may be added or left blank.

7. Under the *Classroom* section, use the drop-down menu to select the student's teacher.

- When selecting a teacher who has multiple classrooms, you will see an option to select the appropriate classroom for that student.

8. Once you have entered all the information, select the blue *Save Student* button.

Edit an Existing Student

1. Locate the student in the student table.

2. Click *Edit*, found on the vertical ellipsis in the far-right column.

3. Adjust the student's information as needed.

4. Select *Update Student.*

Remove a Student

1. Locate the student in the student table.

2. Click *Remove*, found on the vertical ellipsis in the far-right column.

3. Select the confirmation to remove the student.

Restore a Student

1. Search for the removed student by changing the *Status* in the student table to *Removed.*

2. When the student is located, check the box next to their name.

3. Click on *Action.*

4. Click *Restore.*

5. Confirm the information for the student is correct or make any necessary changes.

6. Select *Restore.*

QUICK TIP:

Teachers must be added or updated prior to adding students.

QUICK TIP:

When the teacher is selected their product license information will appear. For each product, you will see an option to set the student's level. You may choose to keep all the defaults and allow the teacher to set the levels, or you may select the levels.

QUICK TIP:

To edit, remove, or restore multiple students at the same time, select the students by checking the box next to their names and then select *Action* in the lower right corner. Click on the desired action, make the appropriate change, and click *Update.*

Still have questions?
Contact **Customer Support**.

Learning A–Z
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