



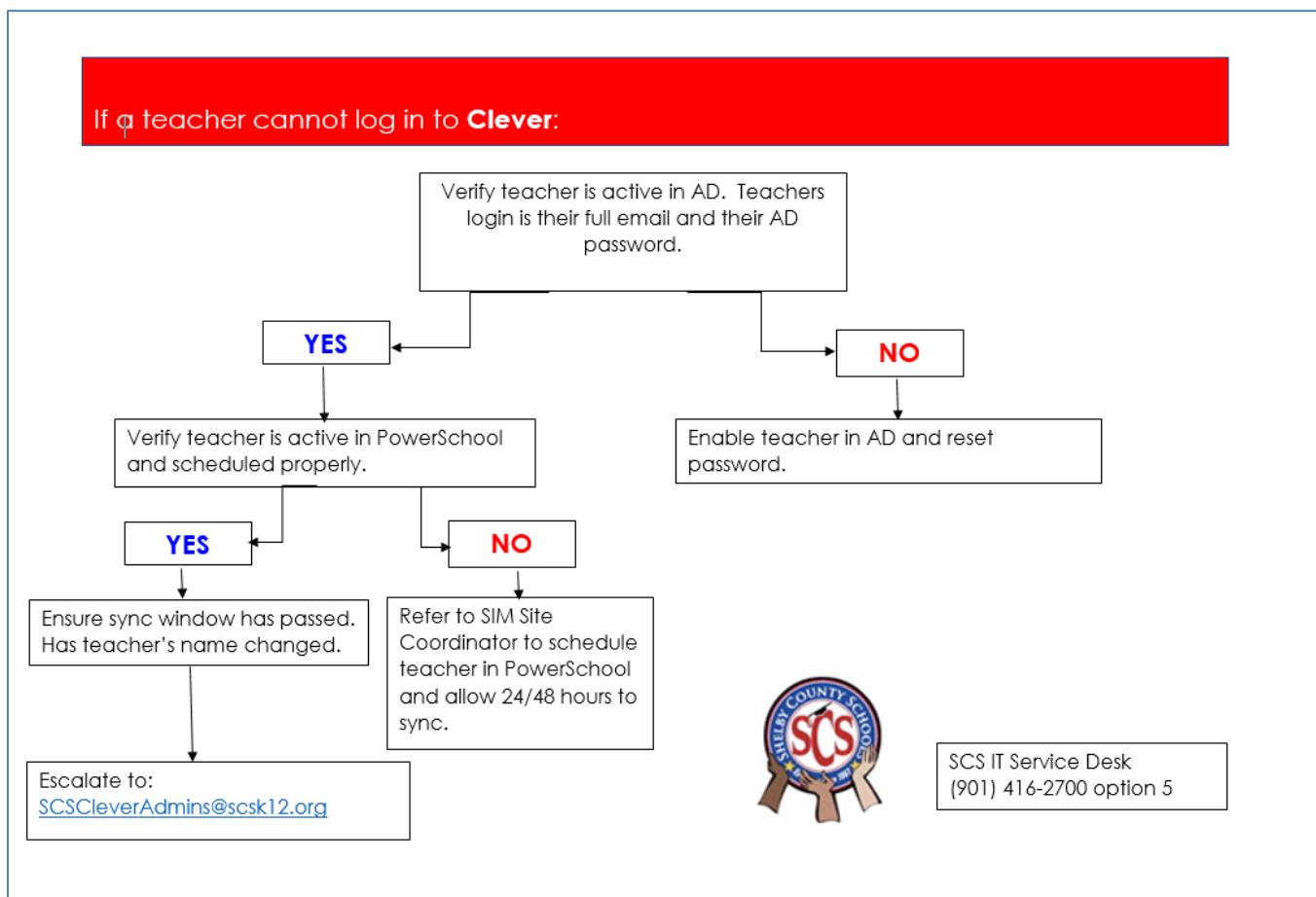
i-Ready Frequently Asked Questions: 19-20

Logging in

I am a teacher. Who do I contact if either I, or my students, can't login to Clever or i-Ready?

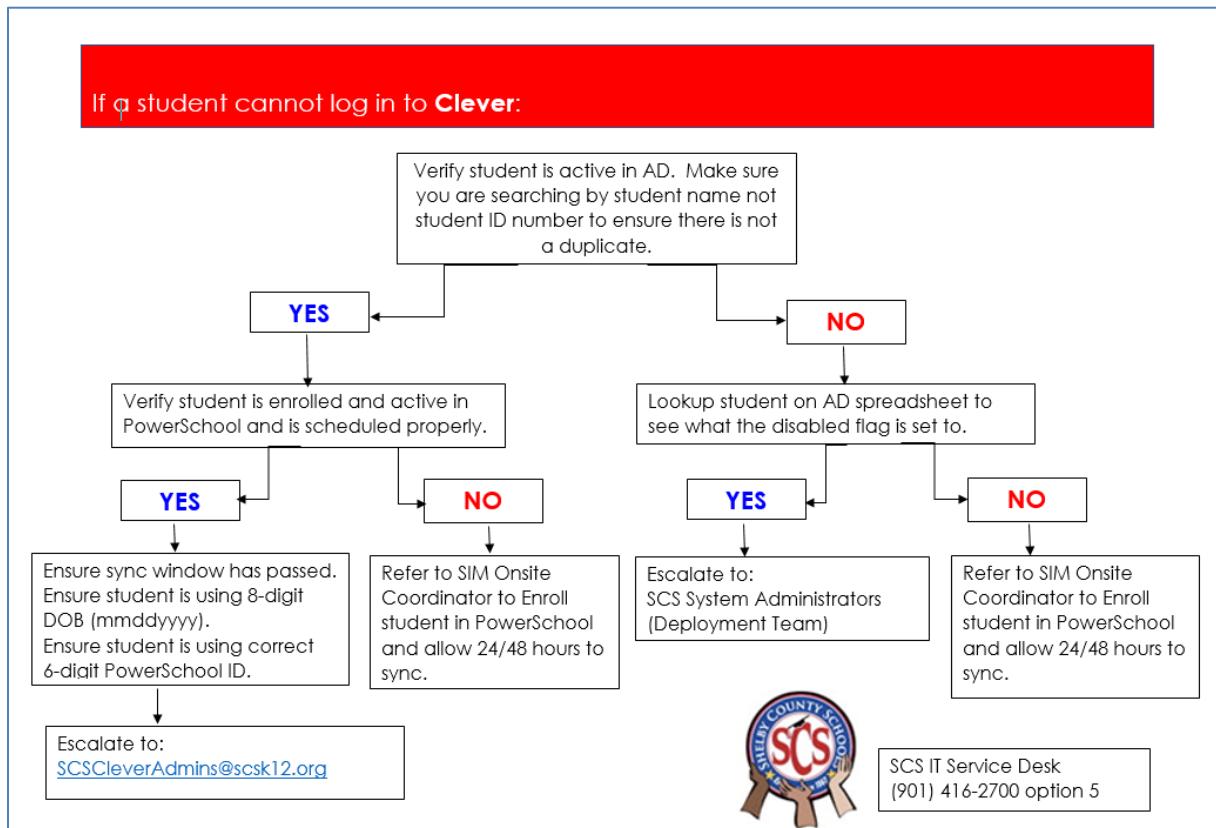
- Teachers and students must login to i-Ready through Clever. View the troubleshooting guide provided by SCS (for convenience, a screenshot of this is provided below under "Step 1"), and if that doesn't resolve the concern, follow the guidance on the Clever/i-Ready troubleshooting workflow (screenshot below under "Step 2").

Step 1 (Teacher Login Issue)

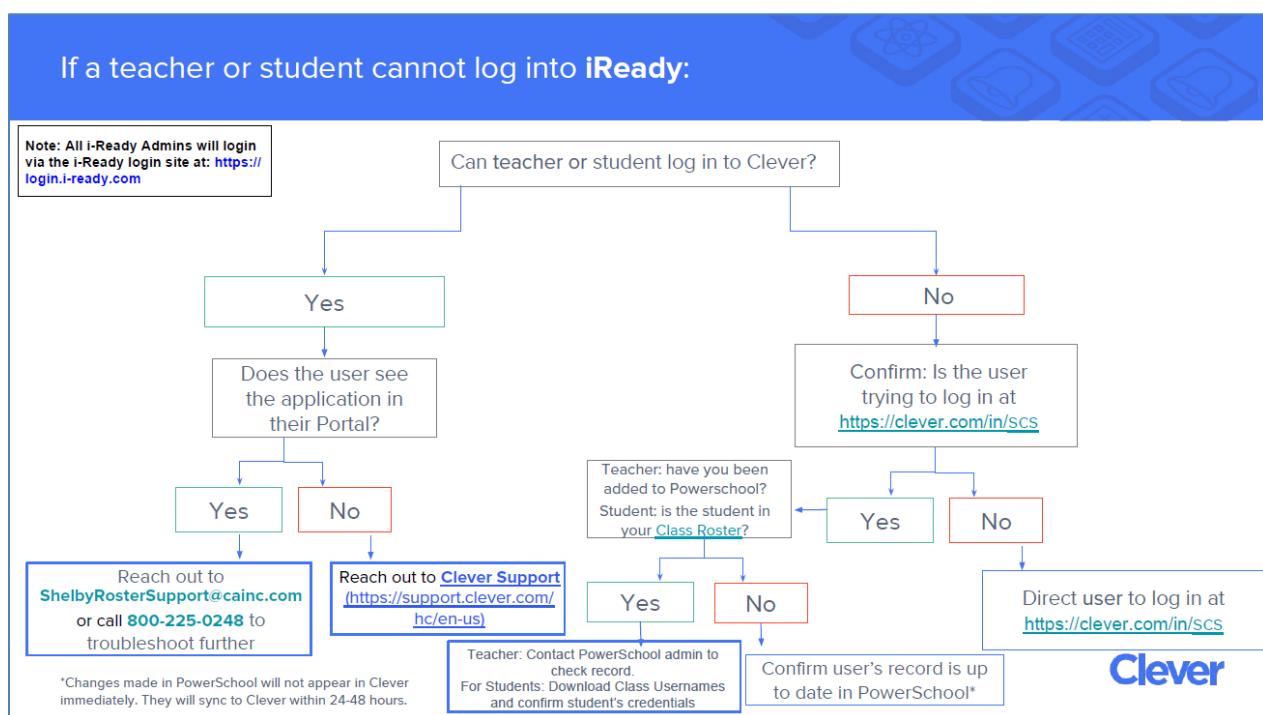




Step 1 (Student Login Issue)



Step 2 (Teacher OR Student Login Issue)





How do I get my students' Clever logins?

- **Method #1 – PowerSchool**

Someone with access to the full school roster in PowerSchool (usually a school admin or secretary/admin assistant) should do the following:

1. *Go to PowerSchool Start Page*
2. *Click on a Grade Level*
3. *This will bring up all students with 6-digit student ID # and DOB for that grade*
4. *Print this information (Note – social security # may be visible as well - we would recommend blacking out SSN first, if possible, before distributing to teachers)*
5. *Repeat steps 2-4 for any other grade levels*
6. *Share with teachers*

- **Method #2 - InfoSnap**

School Admins can log into InfoSnap at: <https://secure.infosnap.com/admin/login/login.rails>

- Go to "Submission Workspace"
- Under "View" select "All Submissions"
- Type your school's name
- Select "Find Records"
- Under "Task", select "Export"
- All found
- Download data
- Open with Microsoft Excel
- Here you will see 6-digit student IDs (Clever username) and DOB (Clever password). Delete any columns you do not want.
- Share with teachers

Roster Management

Who do I contact if students, teachers or classes are missing from i-Ready?

- **For missing classes:**

- Classes/Sections need to be scheduled via PowerSchool to sync into i-Ready. Once classes/sections are scheduled and finalized in PowerSchool, they should sync to i-Ready within 48 hours.

- **For missing teachers or students:**

- Please follow the steps in the flowcharts on pages 1 and 2 of this document.

How do I create my own custom groups/classes of students for data tracking?

- **If you are an admin:**

- In your i-Ready Account, go to Management > Roster > Reporting Groups > and click "Manage." Then click the right-hand dropdown labeled "Actions," click "Add Report Group" and follow the setup wizard from there to create your group(s).

- **If you are a teacher:**

- In your i-Ready Account, go to Rosters Menu, then click the right-hand dropdown labeled "Actions," and click "Add Report Group." From there, follow the setup wizard to easily create your group(s).



Who do I contact if I need to add school administrator-level access for an individual?

- Contact shelbyrostersupport@cainc.com

Why can't I manually add students, teachers, or classes to i-Ready?

- i-Ready is syncing with PowerSchool via Clever. All teachers, students and classes in i-Ready therefore are reflecting exactly what is in your PowerSchool records. If students, teachers, or classes need to be added, this must be done via your SMS at the school level, and then the changes should sync into i-Ready within 48 hours.

Why can't I add school administrators to i-Ready?

- You must have district level administrative access to add school administrators. Contact shelbyrostersupport@cainc.com with the name of the admin you'd like to add, their email, and what school they need access to.

What if teachers need to be assigned to more students or classes, such as special ed teachers or coordinators?

If the teacher is in PowerSchool and syncing to i-Ready, you can either 1) make a change in teacher class assignment in your SMS (PowerSchool), or 2) you can create a Report group for them, which can be created manually and can include students from across classes and schools. For teachers who will not be syncing at all via PowerSchool, you can elect to request they receive a school admin access.

RTI²

Where can I find more information about how to use i-Ready and the Teacher Toolbox for RTI²?

- Contact Mike Ricci (mricci@cainc.com), Marty Pettigrew (mpettigrew@cainc.com), and RTI2@scsk12.org

i-Ready Training/Professional Development

Who do I contact about this?

- Contact the i-Ready PD Specialist below that is assigned to your school. If you don't know who your dedicated PD specialist is, contact MPettigrew@cainc.com and MRicci@cainc.com
 - Delorise Bacon (DBacon@cainc.com)
 - Dr. Lorene Essex (LEssex@cainc.com)
 - Elaine Price (EPrice@cainc.com)

i-Ready Program Questions

Where can I find more general information about i-Ready?

- Visit www.i-ReadyCentral.com and <https://i-readycentral.com/articles/frequently-asked-questions/>

Ready and Teacher Toolbox Questions

What is the access code for the Teacher Toolbox?

- **Shelby1920** (note that this code is case sensitive)

What subjects do SCS admins and teachers have access to in the Teacher Toolbox?

- SCS has purchased licenses for Math, Reading and Writing this year!



What is the web address for the Teacher Toolbox?

- Go to www.teacher-toolbox.com

If I am a first time Teacher Toolbox user, how do I register?

- Go to www.teacher-toolbox.com
- Click REGISTER NOW
- Create an account with your information and be sure to choose the right zip code and school
- *IMPORTANT:* Check your email and activate your account by clicking on the link.
- Once link is clicked, the Toolbox website will open automatically.
- Log in with your newly made credentials
- Enter the license code **Shelby1920** (case sensitive) and click Submit
- You should now have access to K-8 Math and Reading and Gr. 2-5 Writing

If I am a returning Teacher Toolbox user, how do I access the Teacher Toolbox?

- Go to www.teacher-toolbox.com
- Enter your email address and your previously created password and click Log In.
- Click the “View or Add License Codes” link and enter the license code **Shelby1920** (case sensitive) and click Submit. If you need to find the area where you enter a code, click the “Ready” logo in the upper left of toolbox screen, and then click the “View or Add License Codes” link under the login area.
- You should now have access to K-8 Math and Reading and Gr. 2-5 Writing
- If you forgot your password, go to www.teacher-toolbox.com, click the “Forgot Password?” link below the password field, enter your email address and then follow the on-screen prompts

Who do I contact if I'm having trouble logging into or registering for the Toolbox?

- Contact shelbyrostersupport@cainc.com for any issues with Toolbox Logins.

Where can I find more information about the Teacher Toolbox?

- Log into the [Teacher Toolbox](#) and click on the “?” icon in the upper-right corner to find answers to Frequently Asked Questions. For Toolbox registration questions, see below.

For any other questions about i-Ready or the Teacher Toolbox, please contact the appropriate member of your implementation team:

i-Ready Implementation Team

- **Account Manager:** Mike Ricci (MRicci@cainc.com) - Primary contact for any general account questions.
- **Local Sales Representatives/Consultants:** Contact for pricing, quotes, or additional product information.
 - Sandra Cagle - SCagle@cainc.com
 - Marty Pettigrew - MPettigrew@cainc.com
- **i-Ready/Clever Login Support:** SCSLoginAdmins@scsk12.org
- **Other i-Ready Roster/Tech Support:** Please contact ShelbyRosterSupport@cainc.com for both.
- **i-Ready Professional Development/Onsite Support:**
 - Delorise Bacon - DBacon@cainc.com
 - Dr. Lorene Essex - LEssex@cainc.com
 - Elaine Price - EPrice@cainc.com



- **SCS District Support for i-Ready**
 - RTI² Support, including i-Ready - RTI2@scsk12.org
 - Dr. Amy Maples (maplesa@scsk12.org) - RTI² Manager
 - Allison Banks – (banksa1@scsk12.org) - RTI² Specialist
 - Jasmin Jackson – (jacksonj3@scsk12.org) - RTI² Analyst
 - Patrick Albano – (palbano.rti2.scs@gmail.com) - RTI² Advisor
 - LaTisha Bryant – (bryantll1@scsk12.org) - RTI² Advisor
 - Tamara Hampton – (hamptontl1@scsk12.org) - RTI² Advisor
 - Cassandra Moore – (moorecy@scsk12.org) - RTI² Advisor
 - Dr. Jolinea Pegues – (peguesjl@scsk12.org) - RTI² Advisor
 - Robin Porter – (porterre@scsk12.org) - RTI² Advisor
 - Sharon Rice – (turnersd@scsk12.org) - RTI² Advisor
 - Erika Williams – (williamsem@scsk12.org) - RTI² Advisor
 - Glynis Williams – (williamsgc@scsk12.org) - RTI² Advisor
- **Clever:** Check your Clever Portal for troubleshooting guides, or contact enterprise-support@clever.com