



ASPIRE User Guide for Administrators

ASPIRE Staff



Shumeka Johnson

Program Director

sjohnson1@mdanderson.org



Kay Wallace

Program Manager

kawallace@mdanderson.org



Briana Carter

Program Coordinator

bjcarter1@mdanderson.org

Table of Contents

Glossary of terms	3
Aspire overview	4
The dashboard	4
Location admin's dashboard.....	4
Champion admin's dashboard	5
Pulling a student report.....	7
Administrator(s) (Champions only)	8
<i>Adding administrator to the database.....</i>	8
<i>Updating blocked admins password(s)</i>	8
Deleting admins.....	8
Restoring admins	9
Adding a student(s) to the database	9
<i>Relocating student(s) to a different location.....</i>	9
<i>Changing student password</i>	9
<i>Deactivating a student account.....</i>	10
Programs (Champions only)	10
<i>Locations (Champions only)</i>	10
<i>Adding location(s) to the database.....</i>	10
<i>Deactivating a location</i>	11
<i>Reactivating a location</i>	11
Helpdesk submissions	11
<i>Admin helpdesk submissions.....</i>	11
<i>Student helpdesk requests.....</i>	12
Language(s).....	12
Student certificate of completion.....	13
Frequently asked questions.....	15

Glossary of terms

Admin: Admin is the abbreviation for Administrator.

Admin(istrator) database: The administrator database allows ASPIRE educators to view student grades, completion rates and to monitor the progress of a student.

Blocked admins: Administrators with an expired password.

Champion: The highest level of access for an administrator. Champions can view and access all locations in the program.

Deactivated locations: Locations that have been archived.

Deactivated student: Student accounts that have been archived. Deactivated student accounts cannot be accessed again by students unless reactivated by an ASPIRE administrator.

Helpdesk: The helpdesk is a feature designed to assist administrators and students with troubleshooting.

Location: Locations are class periods or the name of a school that students enroll under when creating a student account.

Location administrator: Location Administrators are only allowed to view and access locations assigned.

Memorandum of understanding (MOU): This is the required document that schools or organizations must sign before receiving access to ASPIRE. MOUs are viable for 3 years.

Program: Programs are the names of a school, school district or organization in the ASPIRE database.

Student ID: Student IDs are automatically assigned to students once they create their account and are only visible to educators in the administrator database. Student IDs can be seen on the student report, list of students in the database and on the student certificate of completion.

Student report: Student reports allow educators to monitor their students' progress and to view student test and quiz grades. Student evaluation answers are also available in the student report. Reports can be downloaded from the home dashboard page.

Aspire overview

MD Anderson created ASPIRE (A Smoking Prevention Interactive Experience) in the early 2000's and it was updated and redesigned to its current version in 2018. As a behavioral prevention program, ASPIRE was created to teach youth ages 13-18 about the harms of tobacco, including e-cigarettes.

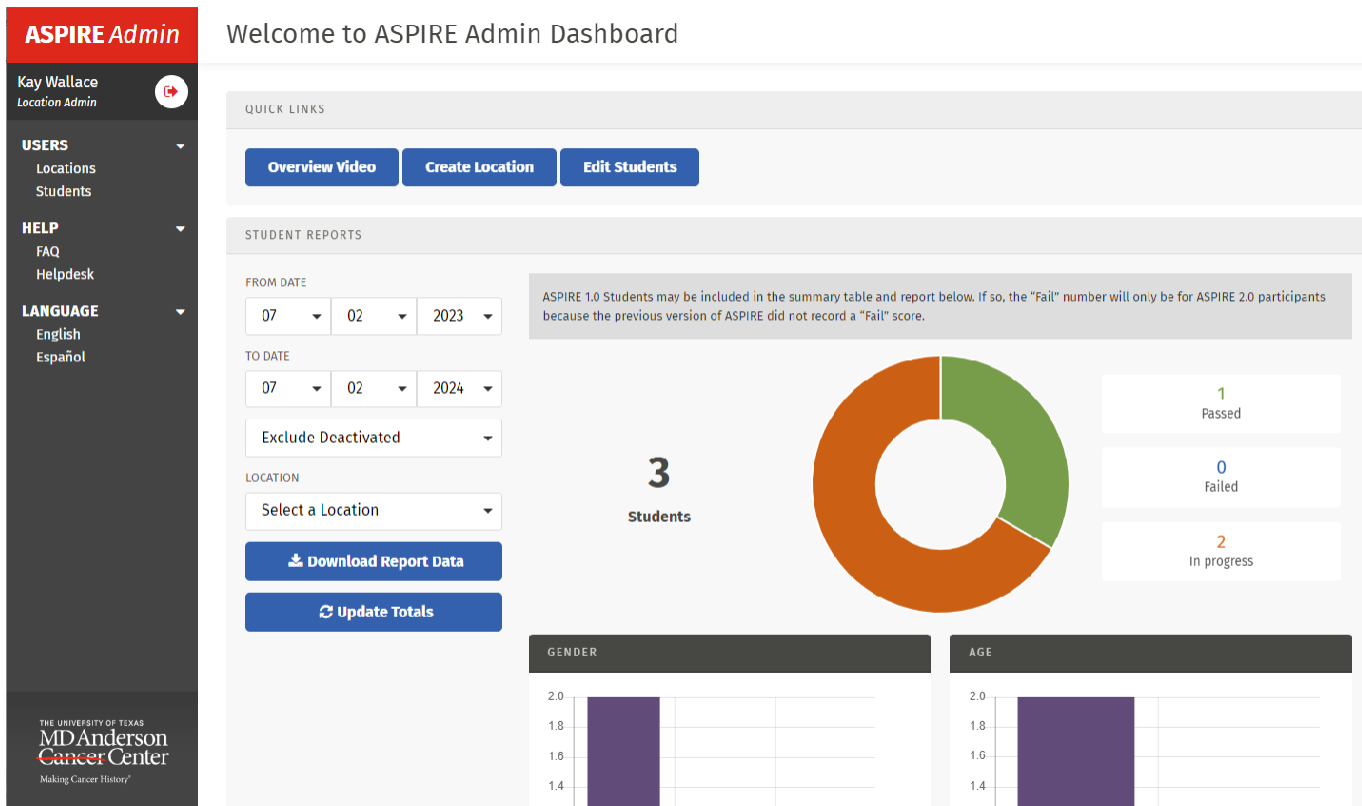
ASPIRE is a prevention program and should be used for education for students in middle and high school. The program was also designed to be experienced once, meaning students should not retake the program unless their teacher says it's needed. If students repeat the program, they must create a new account using a different username and email address.

This ASPIRE Guide was created to be a tool for teaching educators to use the ASPIRE database and help students navigate the student portal. The guide will be updated as needed by the ASPIRE team. Feedback is welcomed by all Champions and Admins. Please email ASPIRE@MDAnderson.org with your suggestions.

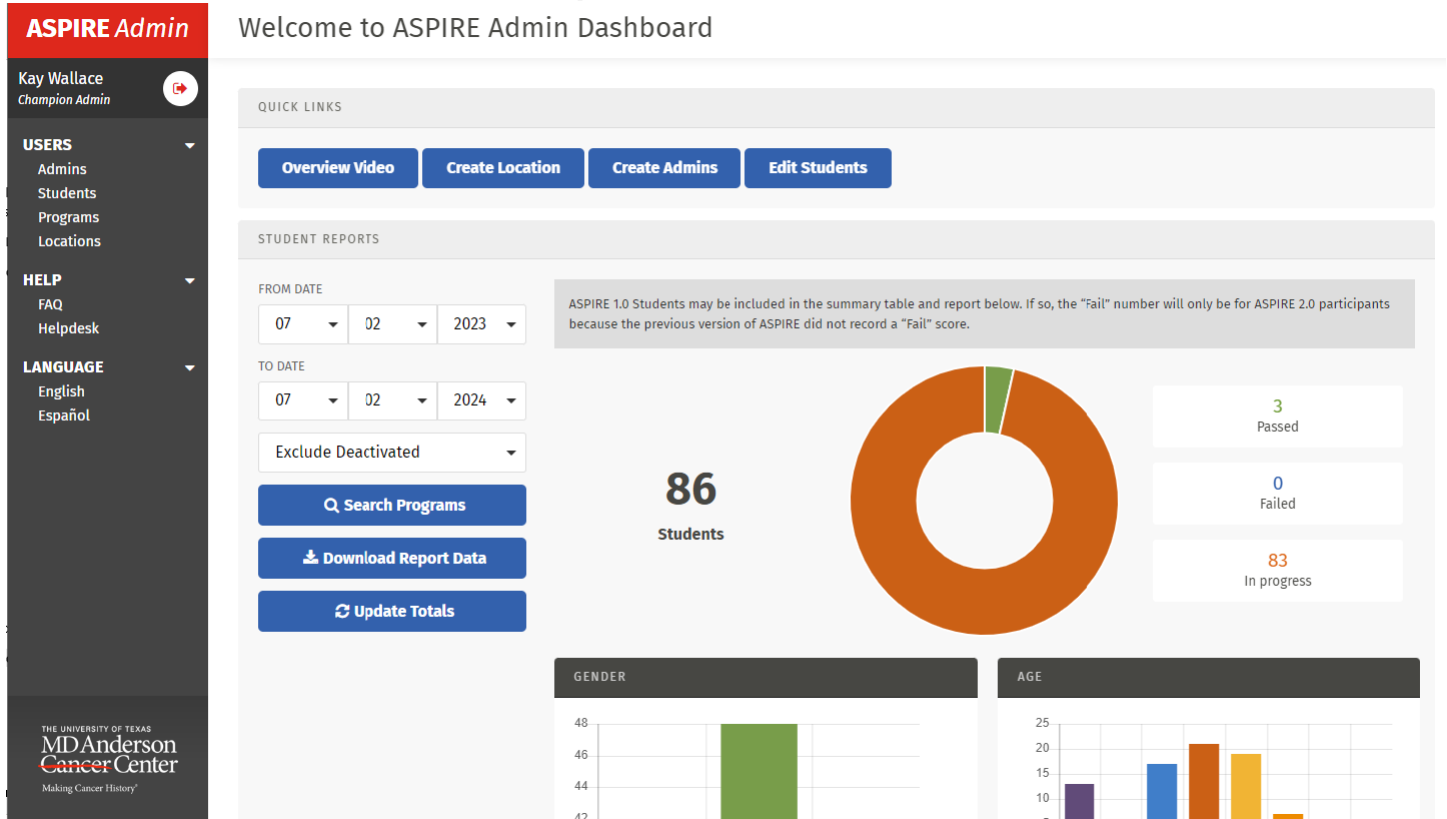
The dashboard

The dashboard gives an overview of all students who have enrolled in the program under your school or organization. There are also quick links available at the top of the page to assist you in navigating the database.

Location admin's dashboard

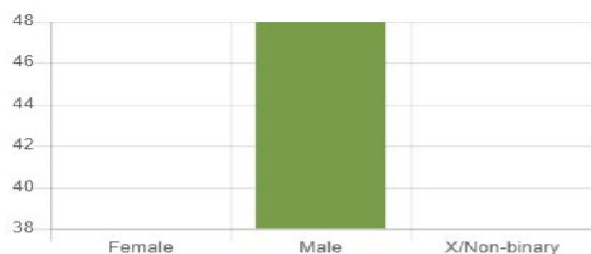


Champion admin's dashboard



On the following page is a snapshot of the demographic graphs that appear on the dashboard.

GENDER

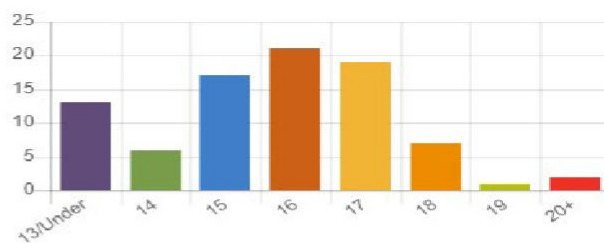


Female 38

Male 48

X/Non-binary

AGE



13/under 13

14 6

15 17

16 21

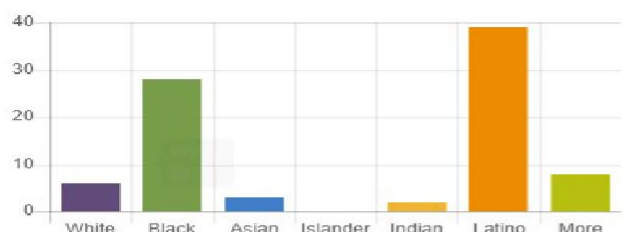
17 19

18 7

19 1

20+ 2

RACE AND ETHNICITY



Non-Hispanic White 6

Non-Hispanic Black 28

Asian American or Asian 3

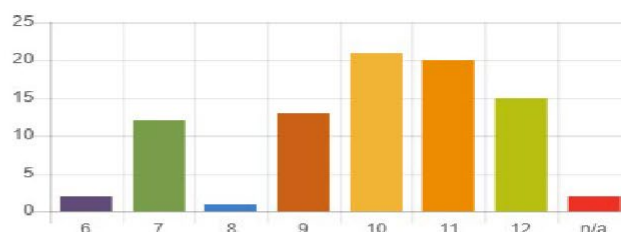
Native Hawaiian or Pacific Islander

American Indian or Alaska Native 2

Hispanic or Latino 39

More than one race 8

GRADE



6 2

7 12

8 1

9 13

10 21

11 20

12 15

n/a 2

Pulling a student report

*Microsoft Excel is the software needed to download student reports.

- A. Login [here](#) to access your champion or location admin account using your email and password.
- B. Once you have logged-in, you can view the ASPIRE Admin Dashboard.

Note: On the left you will see filters such as date ranges, include/exclude deactivated and various locations. On the right you will see various graphs.

Under **From date** select your start date and under **To date** select your end date.

1. Select **include deactivated** or **exclude deactivated**. To view which students are active or deactivated, (which includes archived students) please click **edit students**. Note: The ASPIRE team recommends deactivating former students' accounts to keep current and former students separate.
2. Select your location(s). *If you are a Champion, leave it blank to run a report for the program.
3. Click **update totals** to update all the graphs on the right side of the screen. The graphs can provide a visual summary of your classes' progress.
4. Click **download report data** and an Excel file titled **students (1)** will open.
5. A few data points might appear as pound signs; to correct this, highlight columns A-AA and go to Home>Format>AutoFit Column Width. The **format** button is on the top right section of the Excel page. Or grab the column header (letters A -AA) and drag/expand the column to the right. The student report can be saved to view later.
6. Student usernames are in column K and quiz and test grades are in columns Q-R.

FileHomeInsertDrawPage LayoutFormulasDataReviewViewHelp

Calibri11pt

Normal

NormalBoldItalicUnderlineText ColorBackground Color

NormalBoldItalicUnderlineText ColorBackground Color

NormalBoldItalicUnderlineText ColorBackground Color

NormalBoldItalicUnderlineText ColorBackground Color

NormalBoldItalicUnderlineText ColorBackground Color

NormalBoldItalicUnderlineText ColorBackground Color

NormalBoldItalicUnderlineText ColorBackground Color

NormalBoldItalicUnderlineText ColorBackground Color

NormalBoldItalicUnderlineText ColorBackground Color

NormalBoldItalicUnderlineText ColorBackground Color

NormalBoldItalicUnderlineText ColorBackground Color

NormalBoldItalicUnderlineText ColorBackground Color

NormalBoldItalicUnderlineText ColorBackground Color

NormalBoldItalicUnderlineText ColorBackground Color

NormalBoldItalicUnderlineText ColorBackground Color

NormalBoldItalicUnderlineText ColorBackground Color

NormalBoldItalicUnderlineText ColorBackground Color

NormalBoldItalicUnderlineText ColorBackground Color

NormalBoldItalicUnderlineText ColorBackground Color

NormalBoldItalicUnderlineText ColorBackground Color

NormalBoldItalicUnderlineText ColorBackground Color

NormalBoldItalicUnderlineText ColorBackground Color

NormalBoldItalicUnderlineText ColorBackground Color

NormalBoldItalicUnderlineText ColorBackground Color

NormalBoldItalicUnderlineText ColorBackground Color

NormalBoldItalicUnderlineText ColorBackground Color

NormalBoldItalicUnderlineText ColorBackground Color

NormalBoldItalicUnderlineText ColorBackground Color

NormalBoldItalicUnderlineText ColorBackground Color

NormalBoldItalicUnderlineText ColorBackground Color

NormalBoldItalicUnderlineText ColorBackground Color

NormalBoldItalicUnderlineText ColorBackground Color

NormalBoldItalicUnderlineText ColorBackground Color

NormalBoldItalicUnderlineText ColorBackground Color

NormalBoldItalicUnderlineText ColorBackground Color

NormalBoldItalicUnderlineText ColorBackground Color

NormalBoldItalicUnderlineText ColorBackground Color

NormalBoldItalicUnderlineText ColorBackground Color

NormalBoldItalicUnderlineText ColorBackground Color

NormalBoldItalicUnderlineText ColorBackground Color

NormalBoldItalicUnderlineText ColorBackground Color

NormalBoldItalicUnderlineText ColorBackground Color

NormalBoldItalicUnderlineText ColorBackground Color

NormalBoldItalicUnderlineText ColorBackground Color

NormalBoldItalicUnderlineText ColorBackground Color

NormalBoldItalicUnderlineText ColorBackground Color

NormalBoldItalicUnderlineText ColorBackground Color

NormalBoldItalicUnderlineText ColorBackground Color

NormalBoldItalicUnderlineText ColorBackground Color

NormalBoldItalicUnderlineText ColorBackground Color

NormalBoldItalicUnderlineText ColorBackground Color

NormalBoldItalicUnderlineText ColorBackground Color

NormalBoldItalicUnderlineText ColorBackground Color

NormalBoldItalicUnderlineText ColorBackground Color

NormalBoldItalicUnderlineText ColorBackground Color

NormalBoldItalicUnderlineText ColorBackground Color

NormalBoldItalicUnderlineText ColorBackground Color

NormalBoldItalicUnderlineText ColorBackground Color

NormalBoldItalicUnderlineText ColorBackground Color

NormalBoldItalicUnderlineText ColorBackground Color

NormalBoldItalicUnderlineText ColorBackground Color

NormalBoldItalicUnderlineText ColorBackground Color

NormalBoldItalicUnderlineText ColorBackground Color

NormalBoldItalicUnderlineText ColorBackground Color

NormalBoldItalicUnderlineText ColorBackground Color

NormalBoldItalicUnderlineText ColorBackground Color

NormalBoldItalicUnderlineText ColorBackground Color

NormalBoldItalicUnderlineText ColorBackground Color

NormalBoldItalicUnderlineText ColorBackground Color

NormalBoldItalicUnderlineText ColorBackground Color

NormalBoldItalicUnderlineText ColorBackground Color

NormalBoldItalicUnderlineText ColorBackground Color

NormalBoldItalicUnderlineText ColorBackground Color

NormalBoldItalicUnderlineText ColorBackground Color

NormalBoldItalicUnderlineText ColorBackground Color

NormalBoldItalicUnderlineText ColorBackground Color

NormalBoldItalicUnderlineText ColorBackground Color

NormalBoldItalicUnderlineText ColorBackground Color

NormalBoldItalicUnderlineText ColorBackground Color

NormalBoldItalicUnderlineText ColorBackground Color

NormalBoldItalicUnderlineText ColorBackground Color

NormalBoldItalicUnderlineText ColorBackground Color

NormalBoldItalicUnderlineText ColorBackground Color

NormalBoldItalicUnderlineText ColorBackground Color

NormalBoldItalicUnderlineText ColorBackground Color

NormalBoldItalicUnderlineText ColorBackground Color

NormalBoldItalicUnderlineText ColorBackground Color

NormalBoldItalicUnderlineText ColorBackground Color

NormalBoldItalicUnderlineText ColorBackground Color

NormalBoldItalicUnderlineText ColorBackground Color

NormalBoldItalicUnderlineText ColorBackground Color

NormalBoldItalicUnderlineText ColorBackground Color

NormalBoldItalicUnderlineText ColorBackground Color

NormalBoldItalicUnderlineText ColorBackground Color

NormalBoldItalicUnderlineText ColorBackground Color

NormalBoldItalicUnderlineText ColorBackground Color

NormalBoldItalicUnderlineText ColorBackground Color

NormalBoldItalicUnderlineText ColorBackground Color

NormalBoldItalicUnderlineText ColorBackground Color

NormalBoldItalicUnderlineText ColorBackground Color

NormalBoldItalicUnderlineText ColorBackground Color

NormalBoldItalicUnderlineText ColorBackground Color

NormalBoldItalicUnderlineText ColorBackground Color

NormalBoldItalicUnderlineText ColorBackground Color

NormalBoldItalicUnderlineText ColorBackground Color

NormalBoldItalicUnderlineText ColorBackground Color

NormalBoldItalicUnderlineText ColorBackground Color

NormalBoldItalicUnderlineText ColorBackground Color

NormalBoldItalicUnderlineText ColorBackground Color

NormalBoldItalicUnderlineText ColorBackground Color

NormalBoldItalicUnderlineText ColorBackground Color

NormalBoldItalicUnderlineText ColorBackground Color

NormalBoldItalicUnderlineText ColorBackground Color

NormalBoldItalicUnderlineText ColorBackground Color

NormalBoldItalicUnderlineText ColorBackground Color

NormalBoldItalicUnderlineText ColorBackground Color

NormalBoldItalicUnderlineText ColorBackground Color

NormalBoldItalicUnderlineText ColorBackground Color

NormalBoldItalicUnderlineText ColorBackground Color

NormalBoldItalicUnderlineText ColorBackground Color

NormalBoldItalicUnderlineText ColorBackground Color

NormalBoldItalicUnderlineText ColorBackground Color

NormalBoldItalicUnderlineText ColorBackground Color

NormalBoldItalicUnderlineText ColorBackground Color

NormalBoldItalicUnderlineText ColorBackground Color

NormalBoldItalicUnderlineText ColorBackground Color

NormalBoldItalicUnderlineText ColorBackground Color

NormalBoldItalicUnderlineText ColorBackground Color

NormalBoldItalicUnderlineText ColorBackground Color

NormalBoldItalicUnderlineText ColorBackground Color

NormalBoldItalicUnderlineText ColorBackground Color

NormalBoldItalicUnderlineText ColorBackground Color

NormalBoldItalicUnderlineText ColorBackground Color

NormalBoldItalicUnderlineText ColorBackground Color

NormalBoldItalicUnderlineText ColorBackground Color

NormalBoldItalicUnderlineText ColorBackground Color

NormalBoldItalicUnderlineText ColorBackground Color

NormalBoldItalicUnderlineText ColorBackground Color

NormalBoldItalicUnderlineText ColorBackground Color

NormalBoldItalicUnderlineText ColorBackground Color

NormalBoldItalicUnderlineText ColorBackground Color

NormalBoldItalicUnderlineText ColorBackground Color

NormalBoldItalicUnderlineText ColorBackground Color

NormalBoldItalicUnderlineText ColorBackground Color

NormalBoldItalicUnderlineText ColorBackground Color

NormalBoldItalicUnderlineText ColorBackground Color

NormalBoldItalicUnderlineText ColorBackground Color

NormalBoldItalicUnderlineText ColorBackground Color

NormalBoldItalicUnderlineText ColorBackground Color

NormalBoldItalicUnderlineText ColorBackground Color

NormalBoldItalicUnderlineText ColorBackground Color

NormalBoldItalicUnderlineText ColorBackground Color

NormalBoldItalicUnderlineText ColorBackground Color

NormalBoldItalicUnderlineText ColorBackground Color

NormalBoldItalicUnderlineText ColorBackground Color

NormalBoldItalicUnderlineText ColorBackground Color

NormalBoldItalicUnderlineText ColorBackground Color

NormalBoldItalicUnderlineText ColorBackground Color

NormalBoldItalicUnderlineText ColorBackground Color

NormalBoldItalicUnderlineText ColorBackground Color

NormalBoldItalicUnderlineText ColorBackground Color

NormalBoldItalicUnderlineText ColorBackground Color

NormalBoldItalicUnderlineText ColorBackground Color

NormalBoldItalicUnderlineText ColorBackground Color

NormalBoldItalicUnderlineText ColorBackground Color

NormalBoldItalicUnderlineText ColorBackground Color

NormalBoldItalicUnderlineText ColorBackground Color

NormalBoldItalicUnderlineText ColorBackground Color

NormalBoldItalicUnderlineText ColorBackground Color

NormalBoldItalicUnderlineText ColorBackground Color

NormalBoldItalicUnderlineText ColorBackground Color

NormalBoldItalicUnderlineText ColorBackground Color

NormalBoldItalicUnderlineText ColorBackground Color

NormalBoldItalicUnderlineText ColorBackground Color

NormalBoldItalicUnderlineText ColorBackground Color

NormalBoldItalicUnderlineText ColorBackground Color

NormalBoldItalicUnderlineText ColorBackground Color

NormalBoldItalicUnderlineText ColorBackground Color

NormalBoldItalicUnderlineText ColorBackground Color

NormalBoldItalicUnderlineText ColorBackground Color

NormalBoldItalicUnderlineText ColorBackground Color

NormalBoldItalicUnderlineText ColorBackground Color

NormalBoldItalicUnderlineText ColorBackground Color

NormalBoldItalicUnderlineText ColorBackground Color

NormalBoldItalicUnderlineText ColorBackground Color

NormalBoldItalicUnderlineText ColorBackground Color

NormalBoldItalicUnderlineText ColorBackground Color

NormalBoldItalicUnderlineText ColorBackground Color

NormalBoldItalicUnderlineText ColorBackground Color

NormalBoldItalicUnderlineText ColorBackground Color

NormalBoldItalicUnderlineText ColorBackground Color

NormalBoldItalicUnderlineText ColorBackground Color

NormalBoldItalicUnderlineText ColorBackground Color

NormalBoldItalicUnderlineText ColorBackground Color

NormalBoldItalicUnderlineText ColorBackground Color

NormalBoldItalicUnderlineText ColorBackground Color

<

Administrator(s) (Champions only)

Adding an administrator to the database

Only champions can add new admins to the administrator database. If a new admin needs to be added, reach out to the designated ASPIRE champion at your school/organization or an ASPIRE team member (ASPIRE@MDAnderson.org).

- a. Find the **users** column on the left-hand side of the page.

Select admins form: Click + New Admin tab.

- A. Enter first name, last name and email address of Admin (phone numbers are not required).
- B. Enter a 15-character password (ex: Adminaspire2024!) and password confirmation (verify passwords match).
- C. Assign the role of **Location admin** from drop box.
- D. Assign Location Admin to a program by selecting the program name, clicking the check mark and return to the admin form.
- E. Assign **Location admin** to available location(s) by clicking to ✓ box under available locations. Press save. Confirm by pressing save again when prompted. Repeat the process until all admins are added to the program.

Note: You can add multiple users at once by clicking **+Add User** and first name, last name and email address of each Admin. They will all share the same role, program, location, and password settings below.

Updating blocked admins password(s)

Locate the **users** column on the left-hand side of the page.

Select admins form Blocked Admins are Admins with expired passwords.

- A. Reset password by clicking on the Admins name to open the admin form and updating the password by entering a new password, confirming new password matches and press save. New passwords must be 15 characters or more and include an uppercase letter, lowercase letter and a special character.
 - a. Note: It is necessary to report the admin's password to them as they will not be automatically notified that they have been granted access to the database.

Deleting admins Press delete button next to Admin's name and confirm.

Restoring admins Using the **filter results** feature, on the right side, select All Roles, include deleted, select **yes**, and enter Admins **last name**: and press search and select restore.

Adding a student(s) to the database

Adding student(s)

Locate the **users** column on the left-hand side of the page.

Select student form: Click + New Student tab.

- A. Select country, state and city.
- B. Click the search program button.
- C. Click the ✓ next to the program name to return to student form.
- D. Select a location from the drop box.
- E. Select students age, gender, race and ethnicity, grade and avatar.
- F. Locate and click the grey **edit login details** button at the very bottom of the page.
- G. Enter student's username, password and confirm password.
- H. Enter students email address and save student.

Relocating student(s) to a different location

Note: Anytime you change student information, you must change the students' password

Locate the **users** column on the left-hand side of the page.

Search for student(s): A list of student usernames will appear.

Under **filter results** on right hand side, enter username to narrow results and click search.

- A. Locate the student by username and open student form.
- B. Scroll to the bottom of the page and click Edit login details to expand the form.
- C. Under program details, select locations drop box and select appropriate location.
- D. Enter a new password for the student and confirm by entering password again and save.

Changing student password

Locate the **users** column on the left-hand side of the page.

Select student form: A list of student usernames will appear. Under **filter results** on right hand side, enter username to narrow results and click search.

- A. Locate and select the username of the student to open the student form.
- B. Scroll to the bottom of the page and click Edit login details to expand the form.
- C. Enter a new password for the student and confirm by entering password again and save.
- D. Provide the student with a new password.
 - a. **Recommended password:** aspire4me

Deactivating a student account

Locate the **users** column on the left-hand side of the page.

Select student form: A list of students will appear.

- A. Locate the student to be deactivated.
- B. Under the deactivate button, click to ✓ box of the student(s) to be deactivated.
Press deactivate button and press OK to confirm.

Programs (Champions only)

Locate the **users** column on the left-hand side of the page.

Select program: A list of programs that you are linked to will appear. Champions can be linked to multiple programs while location administrators can only be linked to one. Keep this in mind when creating or requesting new administrator accounts for additional educators.

Locations (Champions only)

Adding location(s) to the database

Locate the **users** column on the left-hand side of the page.

Select locations form: click + new location tab.

- A. Enter the name of the location.
- B. Search programs.
- C. Select program name and return to location form.
- D. Select country, state, city and enter the school's zip code.
- E. If you have location admins available for the location, their names will appear on the right-hand side of the screen.
- F. Select the location admin's name and save (if applicable).
- G. **Note:** *You can add locations users at once by clicking the green + and naming each location appropriately. The locations will share the same location admins.*

The screenshot shows the 'ASPIRE Admin' interface. On the left is a dark sidebar with a menu containing 'Kay Wallace Champion Admin', 'USERS' (with sub-items: Admins, Students, Programs, Locations, FAQ), 'HELP' (with sub-item: Helpdesk), and 'LANGUAGE' (with sub-items: English, Español). The main content area is titled 'Location Form'. It includes a 'LOCATION NAME' field with a green '+' button, a 'LOCATION ADMINS' table, a 'YEAR' dropdown, a 'SEMESTER' dropdown, a 'COUNTRY' dropdown, and a 'Save Location' button. A blue 'Search Programs' button is also present. A small note states: 'YOU CAN ADD MULTIPLE LOCATIONS AT ONCE. THEY WILL ALL SHARE THE SAME PROGRAM, YEAR AND LOCATION DETAILS BELOW.'

Deactivating a location

Locations can/should be deactivated when students no longer need to enroll under the location.

Locate the **users** column on the left-hand side of the page.

Select locations form: A list of locations will appear.

- A. Locate the location to be deactivated.
- B. Click the deactivate button and confirm.

Reactivating a location

Locations can be reactivated if they are deactivated by mistake or if students need to begin enrolling under the location again.

Select locations form: A list of locations will appear.

Under filter results include deactivated in the search criteria.

- A. Locate the location to be reactivated.
- B. Click the reactivate button and confirm.

Helpdesk submissions

The ASPIRE helpdesk is monitored by ASPIRE team members Monday-Friday from 7:30 am – 5:30 pm. The help desk is the **best** way for students and educators to reach out to the ASPIRE team for assistance.

Admin helpdesk submissions

Locate the **users** column on the left-hand side of the page.

Select helpdesk form: Your name and email address are automatically populated in the form.

- A. In the message area, type in an issue to receive assistance with troubleshooting.
- B. Select the reason and submit a message. Message is delivered directly to the ASPIRE team shared mailbox.
- C. An ASPIRE team member will respond within 24 hours.

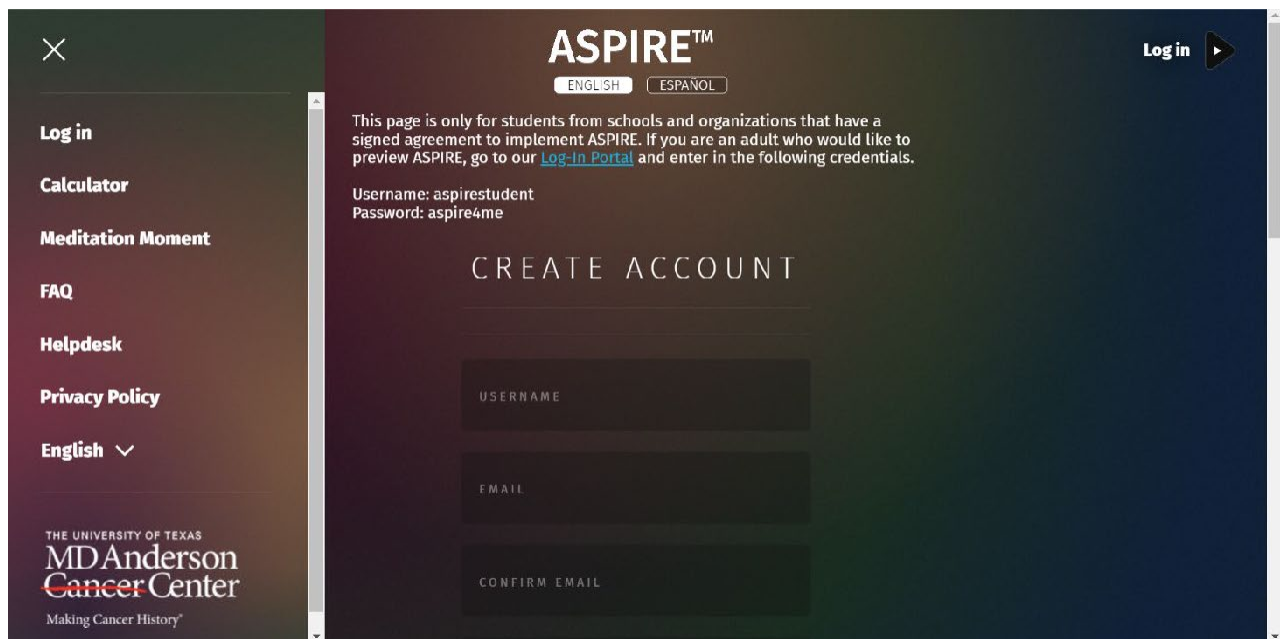
D. 

Student helpdesk requests

A student helpdesk is available to students in the student portal. Student requests are responded to within 30 minutes or less.

- A. Have students go to <https://aspire2.mdanderson.org/login> and either log in to their account or stay on the sign in page.
- B. Locate the three horizontal bars in the upper left-hand corner and click on them to expand the menu (see below).
- C. Select **Helpdesk** and the Helpdesk page will appear.

Students can use the helpdesk to ask the ASPIRE team for help logging in to their account or any problems with the ASPIRE program.



Language(s)

Locate the **users** column on the left-hand side of the page.

Select the language option below:

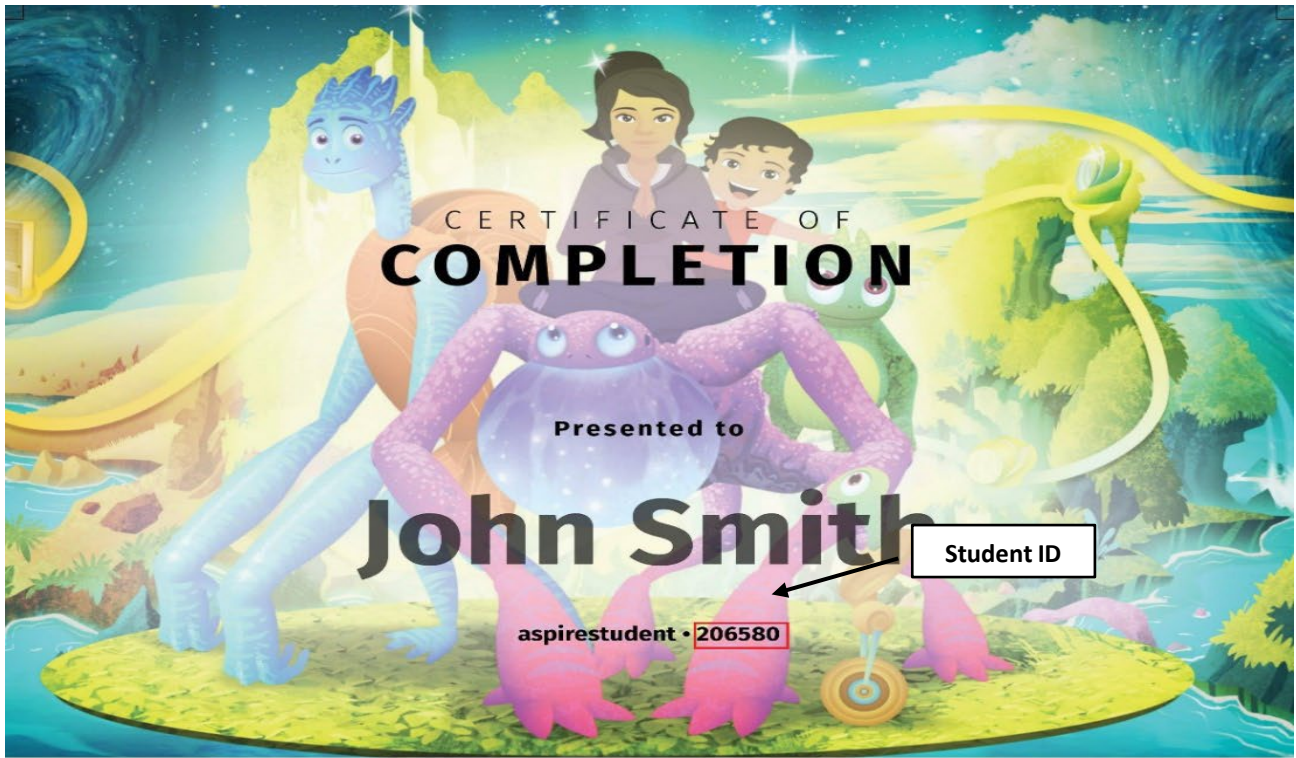
English-view administrator portal in English

Spanish- view administrator portal in Spanish

Student certificate of completion

Once students complete ASPIRE, they will be prompted to print a certificate of completion. There are two ways that students can access their certificate.

- A. Students should go to <https://aspire2.mdanderson.org/login> and login to their ASPIRE account using Google Chrome as their browser.
- B. Once they are logged into their account and have completed ASPIRE, they will be prompted to print or save the certificate.
- C. Every time after this, students can click the **get certificate** button that appears at the top of their account, type their name, and download and save, or print the certificate.
- D. Students can also click the menu option, or the three horizontal bars, in the top left-hand corner of the screen. Once the menu appears, they will select **view certificate**, type their name, and download and save, or print the certificate.
 - a. A sample student certificate is provided below. Be sure to check the **student id** and **date of completion** to ensure the certificate is authentic to the student.



Anything is possible with a free, bilingual tool that helps middle and high school students start living tobacco free.

Date of completion

04.03.2020

Date of Completion

ASPIRE

98%

Student Score

Frequently asked questions

Q: Can I access a student's certificate of completion on the administrator database?

A: No, student certificates are only visible to the student on the student site. Once the student has completed ASPIRE, they should be able to sign in and click "get certificate" at the top of their account. If they are not prompted to get the certificate, they can navigate to the menu on the left-hand side and choose "get certificate".

Q: Why can't my students click on some of the scenes?

A: Students cannot skip ahead to another level or scene if they have not finished the current one.

Q: My student's email address is already taken in ASPIRE because they took it previously. I need to delete their account so they can retake it. How do I do that?

A: We do not delete student accounts. If your student has previously taken ASPIRE, then they must create a new account using a new email address and username. We suggest that the student use a personal or parent's email address if needed.

Q: Can I reset a student's account so they can retake the tests and quizzes?

A: We can reset a student's account however they will not be able to retake the tests and quizzes; Once a student has taken ASPIRE, their existing grades are permanent and cannot be reset even if the videos are reset. If a student needs to take the assessments again, they will need to create a new account using a new username and email address.

Q: Why does it say 100% on the student's account when they haven't started the program yet?

A: The 100% that appears for each student after creating their student account is a default grade. After the student takes their first assessment, the grade will adjust to match the student's assessment grades.

Q: I only want to see my current students in the database, not the deactivated ones. How can I do that?

A: After navigating to the **students'** page, you can use the filter on the left-hand side of the database to only see your active students. On the filter, click **include deactivated** to show the drop-down menu and select **exclude deactivated** then click the **search** button. When the page reloads only active students' accounts will be displayed.