



*2020-2021 School Year
Administrator Guide*



Welcome to Knowre Math!

We are thrilled to partner with you this school year in pursuit of math success for all students.

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While this guide is full of information about the admin experience of the Knowre Math program, this is not your only resource. Do not hesitate to reach out to support@knowre.com with any questions. We are here to support your school's implementation of the program every step of the way.

There are also additional resources available in our [Support Hub](#).

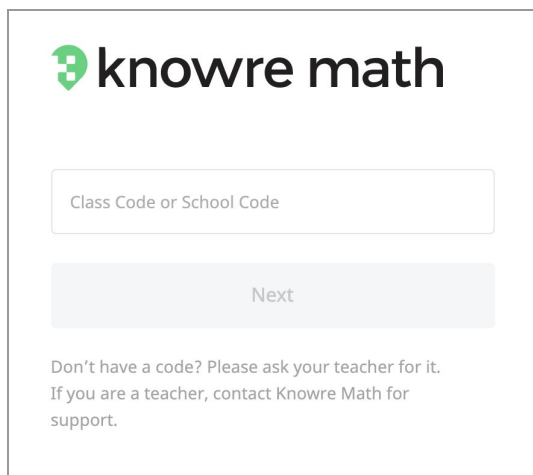
Here's to a great year of math learning and growth!

The Knowre Math Team

Create your Knowre Math Administrator Account

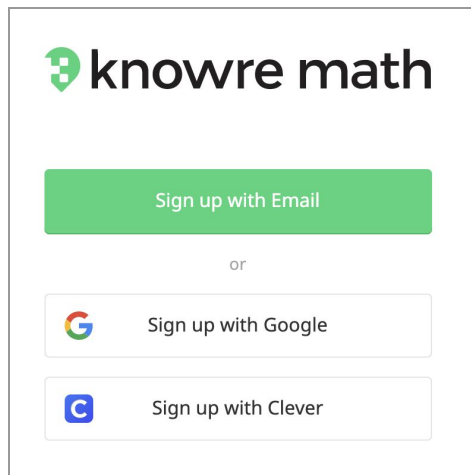
Go to <https://www.knowremath.com/#/signUp/code> and then follow the steps below.

Step 1: Enter your school code



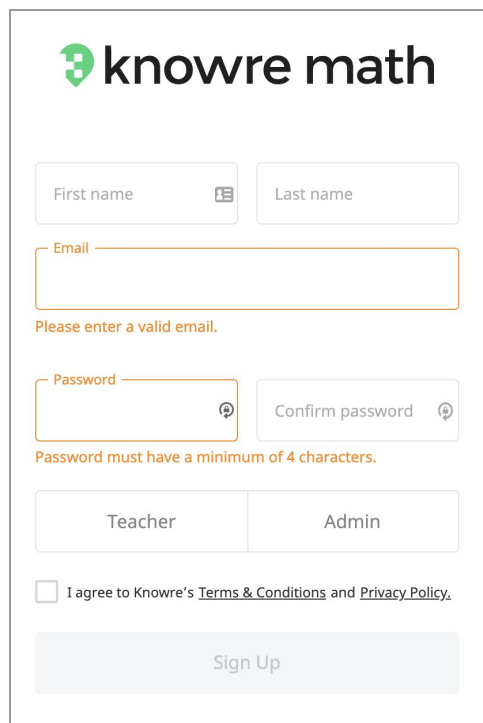
The screenshot shows the Knowre Math logo at the top. Below it is a text input field labeled "Class Code or School Code". Underneath the field is a grey button labeled "Next". At the bottom, there is a note: "Don't have a code? Please ask your teacher for it. If you are a teacher, contact Knowre Math for support."

Step 2: Choose sign up method



The screenshot shows the Knowre Math logo at the top. Below it is a green button labeled "Sign up with Email". Underneath this button is the word "or". Below "or" are two buttons: "Sign up with Google" (with the Google logo) and "Sign up with Clever" (with the Clever logo).

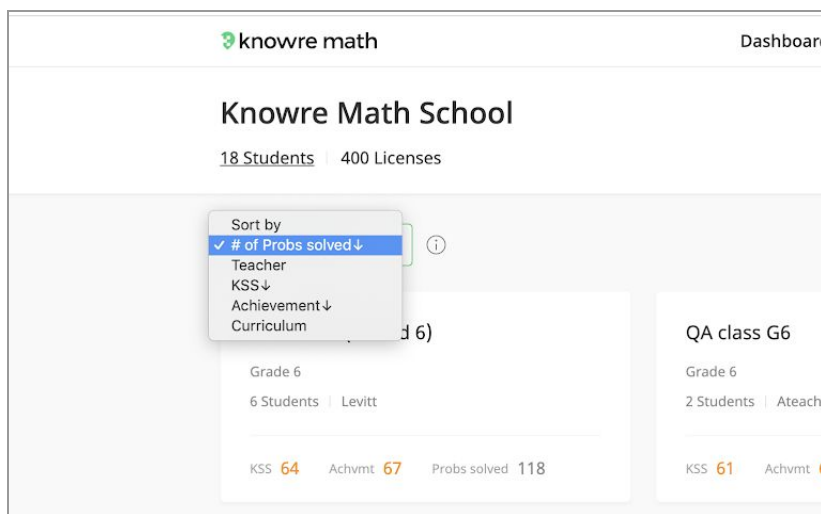
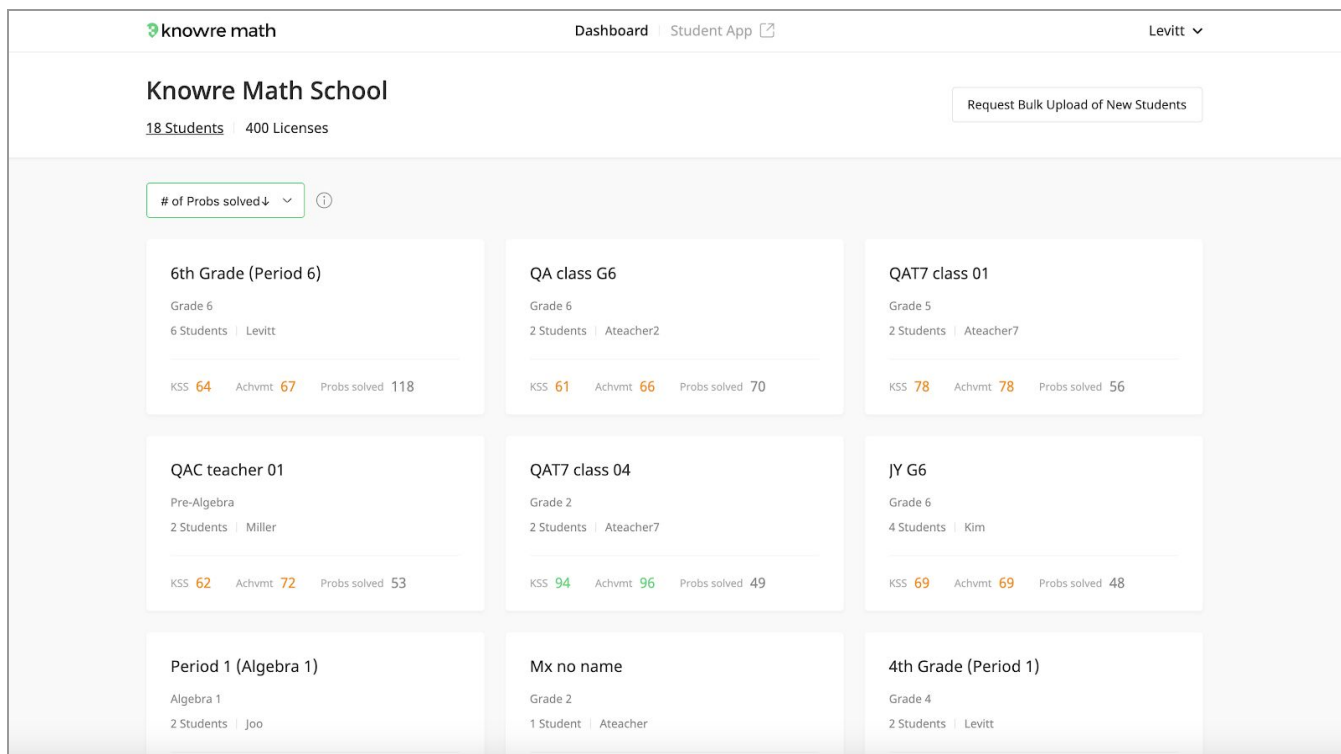
Step 3: Fill in required information depending on sign up method chosen and select Admin for account type



The screenshot shows the Knowre Math logo at the top. Below it are two input fields for "First name" and "Last name". Underneath these is an "Email" input field with an error message: "Please enter a valid email." Below the email field are two input fields for "Password" and "Confirm password", with an error message: "Password must have a minimum of 4 characters." Below the password fields are two buttons: "Teacher" and "Admin". At the bottom, there is a checkbox labeled "I agree to Knowre's [Terms & Conditions](#) and [Privacy Policy](#)." and a grey "Sign Up" button.

Administrator Dashboard Data

Your Administrator Dashboard provides you with information at the class and individual student level to help you efficiently oversee and support your teachers. The first thing you'll see when you log in is a card for each of the classes using Knowre Math at your school, along with summary statistics reflecting their engagement and achievement.



Sorting

Use the sorting menu (see image left) to sort the list of classes by # of Probs solved, Teacher, KSS, Achievement, Curriculum. Once you've found a class you'd like to dive into more deeply, click on the class card to see the complete Teacher Dashboard view for that class.

Creating Teacher and Student Accounts

The account sign up methods for teachers and students are explained below.

Teacher Account Creation

Please share the Knowre Math school code that was provided to you with any teacher who will be using the program. If your school uses Google or Clever, teachers will be able to sign up using those accounts.

Teachers will use your school's code to sign up for their teacher accounts at www.knowremath.com.

A video explaining the sign up process can be found here: https://youtu.be/X6BBF3_bHVw

Bulk Upload Student Accounts

Through bulk upload your teacher and/or student accounts can be created for you. This can help save time during the rush of back to school.

Download the templates to submit the necessary information.

[Student Bulk Upload](#)

Completed templates can be sent as attachments to support@knowre.com. Please include your school's name when saving the document

Student Account Creation (Other options)

Option 1: Students can also sign up for their own accounts by visiting www.knowremath.com and using the class code provided to them by their teachers. Students can sign up using email/username, Google, or Clever.

Option 2: Teachers can create account for their students directly from any class on their Teacher Dashboard by selecting the “Add Students to this Class” button and then choosing “Create new student accounts.”

Year to Year Transition

In order to prepare your school's Knowre Math account for the new school year there are a few steps you need to take.

Step 1: Delete former student accounts to open licenses for new students (details p.7)

- Before the start of the new school year you'll need to delete students who will no longer be using Knowre Math. This will free up licenses for new students

Step 2: Share your school code with any new teachers who will be using Knowre Math for the first time

- Returning teachers should continue to use their current accounts

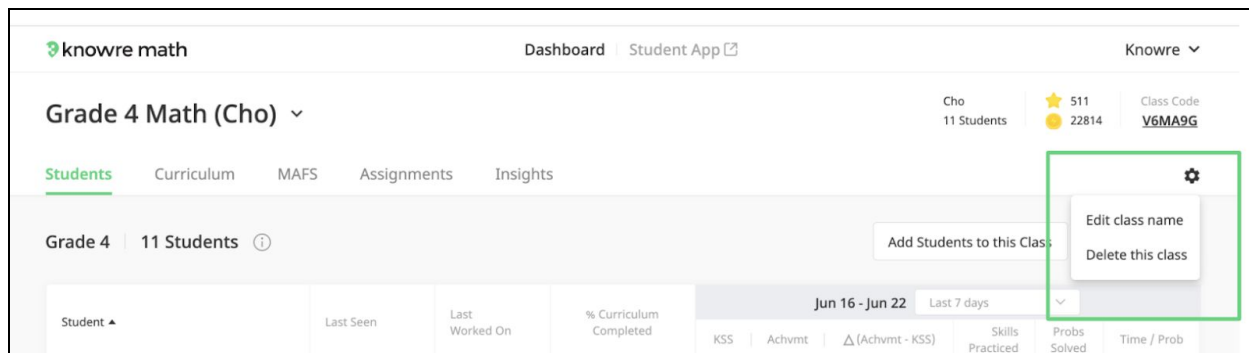
Step 3:

Bulk upload new students so that their accounts are ready for them on the first day of school (*optional, but encouraged if you are adding more than 100 new students*).

- Download and fill in this [excel document](#) with student information
- Save the file with your school's name and return it to support@knowre.com

Step 3: Delete the classes of non-returning teachers only

- **IMPORTANT:** Wait to delete these classes until all returning students are connected to their new teacher in the program. If you delete the class before that, those students will no longer be able to log in without providing a new class code.
- To delete a class: click on a Teacher's Class on your Admin Dashboard and then select "Delete this class" from the Settings menu (see image below)



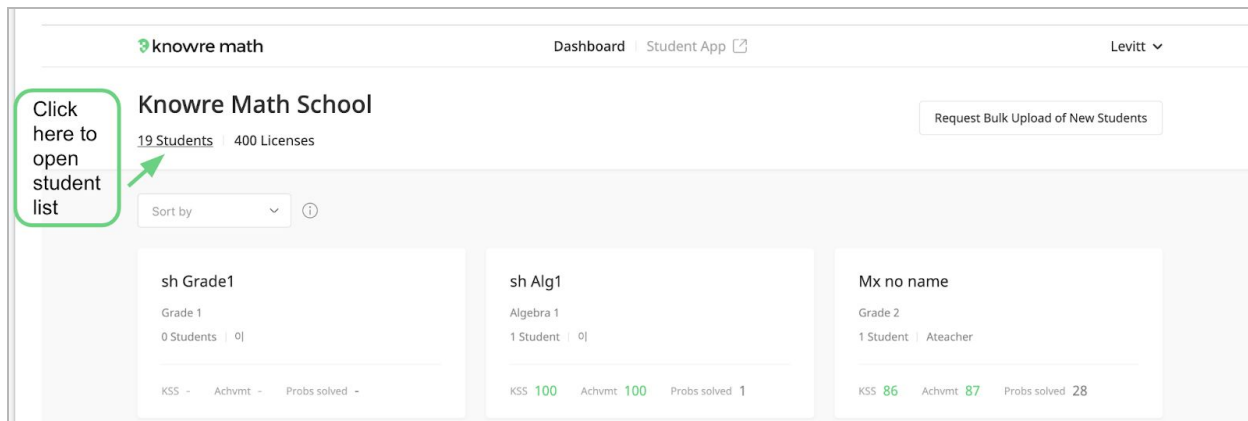
Step 4: Encourage teachers to clean up their Dashboards by deleting or renaming old classes

- When teachers return to school they should organize their own Teacher Dashboards. Once they've done so your Administrator Dashboard will reflect their new classes and you'll be ready to monitor data for the new school year

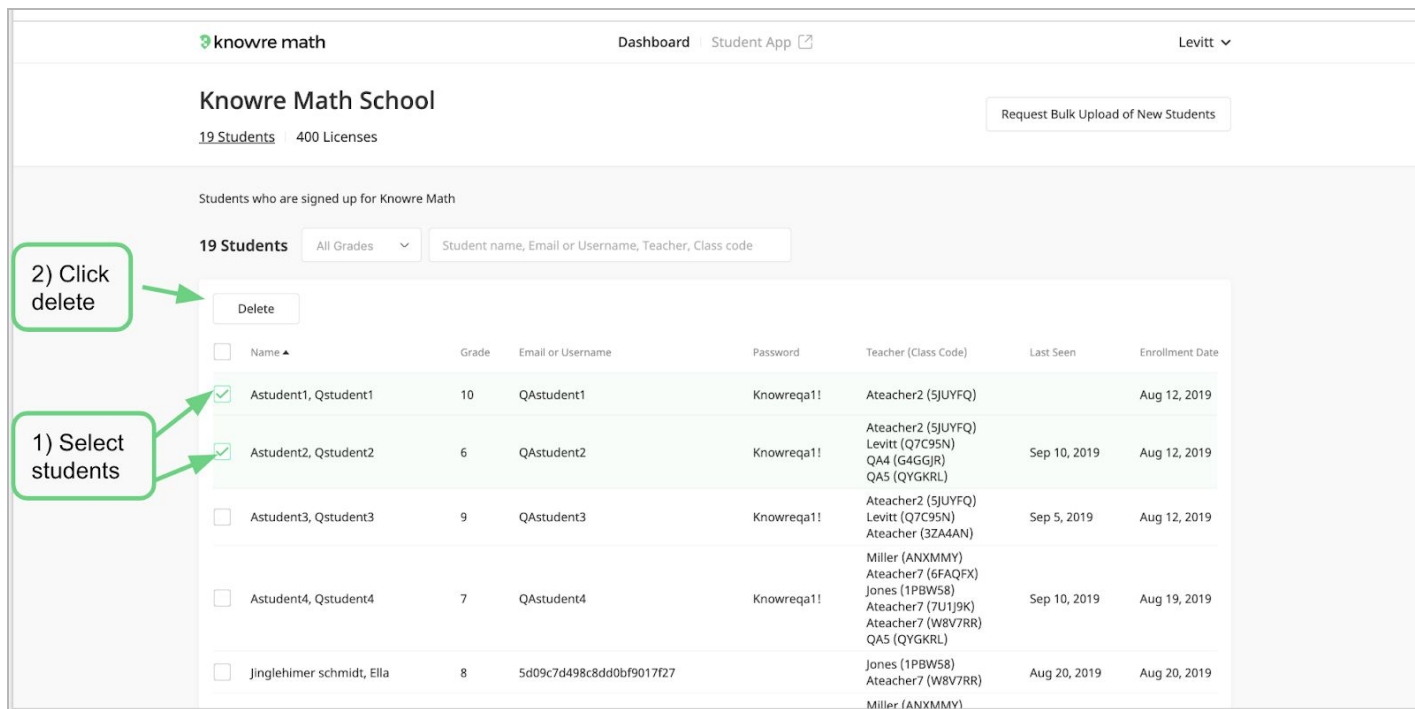
Deleting Student Accounts

Within your administrator account you are able to delete student accounts. Only delete a student's account if they will definitely not be using the program again. Once deleted an account can not be retrieved.

Step 1: Click the student account number to open up the student list



Step 2: Select the box next to the students' names and then click delete at the top of the list



Introducing Knowre Math to Parents/Caregivers

Please feel free to use and or edit the text below to help share Knowre Math with your students' families.

If your students have computer and internet access at home you should also include information about how families can access Knowre Math. Sample text for this introduction has been included below.

Dear Families,

I am writing to share some exciting news! This year our school has adopted a new online program called Knowre Math to help support math learning in our classroom.

As your student works on Knowre Math they will have access to in problem video and interactive step-by-step support. These supports, coupled with a wide range of question types, supports not only math skill development, but independent learning skills as well.

While students are working on Knowre Math, information is delivered to me in real-time through a Teacher Dashboard where I can follow your student's progress, assign lessons that target their specific needs, and ensure they stay on track to success.

[Students also have access to Knowre Math outside of school. The program can be quickly accessed through the Chrome or Safari browser of a laptop or desktop by visiting www.knowremath.com. When working on the program at home, I recommend that students focus on _____ (fill in your recommendation _____).]

You can learn more about Knowre Math by visiting their website at www.knowre.com.

Please be in touch if you have any questions.

Technical Requirements

Knowre on the Web

Device	Browser
Laptop	Chrome, Safari*
Desktop	Chrome, Safari*
Chromebook	Chrome

**To use Knowre Math on Safari the Privacy setting “Prevent cross-site tracking” must be unchecked. This can be accessed via Preferences → Privacy.*

Knowre on the iPad

iPad	Search “Knowre Math” in the Apple App Store; iOS 10 or greater
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Please make sure the following web addresses are whitelisted on your school’s firewall:

<https://knowreapp-math-prod.s3.amazonaws.com>

<https://dl1d2m8ri9v3j.cloudfront.net>

<https://www.gstatic.com>

<https://old-oreesh.knowreapi.com>

<https://old-mathquill-knowre.knowreapi.com>

<https://old-sinod.knowreapi.com>

<https://school-client.knowreapp.com/stable>

<https://glesea.knowreapi.com/2.5.1>

<https://oreesh.knowreapi.com/2.10.0>

<https://contents.knowreapi.com>

<https://capture.trackjs.com/capture>

<https://classic-zwi.knowreapi.com>

<https://graphql-ussplus.knowreapi.com/graphql>

<https://sinod.knowreapi.com>

<https://contents.knowreapi.com/us>

<https://sl-oauth.knowreapi.com/cleverOauth>

*.knowremath.com

If you have any questions about Knowre Math’s compatibility with your school’s devices and network settings, please email support@knowre.com.

FAQs

Is it possible to see information at the individual student level?

Yes. Click on any of the class cards on your Dashboard in order to see data at the individual student level. Once you've clicked into the card you will see exactly what your teachers see. This means that you have access to information at the class, student, standard, and lesson level. You are also able to skim through Assignments.

What are ways to identify classes that are struggling?

The quickest way to do this is to use the sort option to sort the classes by Achievement or KSS. The classes will rearrange with the highest Achievement or KSS at the top. Scroll down to identify classes that are struggling the most.

I want to identify classes that are the most active so that those teachers can support other teachers. How do I do that?

In order to find the most active classes, use the sort option to sort the classes by "Problems Solved." The most active classes will sort to the top and you'll be able to quickly see the teacher's name on the card.

What does the red clipboard, which occasionally appears in the upper right corner of a class card, mean?

The red clipboard indicates that there is an assignment that has come due. It is an indicator to remind teachers to check the data for that assignment on their Assignment tab. As soon as the assignment's data has been reviewed, the clipboard will go away.

I also teach my own math class. Can I create my own classes too?

Absolutely! You can create as many classes as you need. When you just want to see your classes, select "View my classes only" from the sort menu. Refresh the screen when you'd like to see all of the classes again.

Is there a way to view all of the students across a certain curriculum?

When you sort by curriculum you are able to identify which students are in which curriculum. If you want to see all of those students presented together we recommend creating a new class on your Dashboard. After the class has been created use the "Add Existing Students" option to add the students you'd like to see into that class. You can search by grade level to speed up the process.

Feedback, Questions, and Implementation Support

Reach out to support@knowre.com with all questions big or small.

You can also visit our expanded [Frequently Asked Questions](#) and [Support Resources](#) for more information.

