User Guide

FOR THE ADMIN ROLE



LEARNING UPGRADE®

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User Guide for the Admin Role

Thank you for your purchase of Learning Upgrade. This user guide is designed to help administrators effectively navigate and utilize the tools and features available with the platform. Whether you are new to the platform or looking to deepen your understanding of its capabilities, this guide will provide the information needed to support your classroom goals.

Throughout this guide, you will learn how to access key features, manage classes and students, monitor progress, and review performance data. Step-by-step directions and screenshots are included to help you quickly locate and use the tools most relevant to your needs.

We encourage you to use this guide as a reference as you become familiar with the platform.

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Getting Started

Please go to the **Teacher Login** page at https://lms.learningupgrade.com/Account/login.

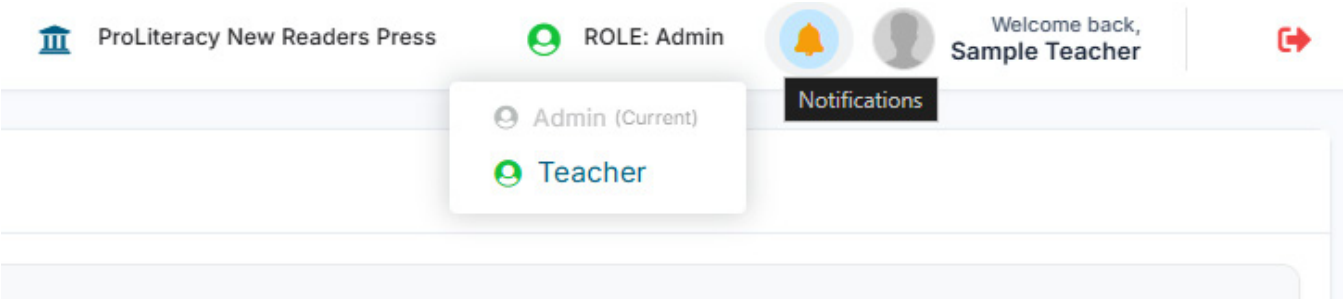
HINT: You may want to bookmark this login page for the future.

Any new Teacher/Admin will receive 2 automatic emails directly from Learning Upgrade (info@learningupgrade.com).

1. The first email subject line is "Your Learning Upgrade Teacher Account is Ready!" This email provides your username to login.
2. The second is a "Reset Password" email allowing each of you to immediately set your password.

If you did not receive these emails or need help with logging in, please email support@proliteracy.org.

At launch you will have two roles, **Teacher** and **Admin**. Admins can use the drop-down to the left of their name to navigate between the Teacher and Admin roles.





Near the top left, you will find the sidebar with tabs to navigate through the platform. If you do not see the tab names in the sidebar, you click on the arrow to expand the menu.

Quick Onboard Steps

Add Teachers (pg. 5) → Add Classes (pg. 11) → Add Students (pg. 14)

Dashboard

When you first log in to your Admin role, you'll land on the dashboard tab. You will see some schoolwide student statistics, student progress, teacher performance, class performance, and total hours played. All of these are defaulted to three months, but you can use the filters to change the data displayed on the charts. There are also links to our most popular reports for your school toward the bottom of this page.

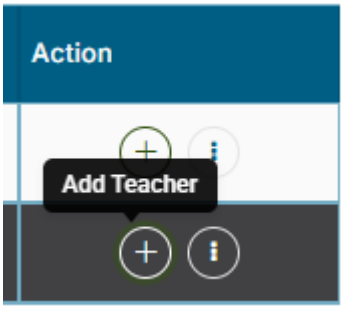
Schools

To access the Schools tab, click on Schools in the left-hand sidebar or click on Academic>Schools on the top menu. The Schools tab allows admins to view basic school information that includes name, address, active students, and license status. If your account is a hierarchy account, you can view the hierarchy here and add a teacher in a specific school (if this applies to your account).

If you click on the address box, it will generate the teachers, classes, and licenses for the school.

Add a Teacher

Find the school where you want to add a teacher, and go to the Action column on the right. Click on the +. On the screen that pops up, enter the required information for the teacher being added:



- First name
- Last name
- Email
- Username (This can't be changed once it is assigned.)
- Phone, address, and image (OPTIONAL)
- Notifications: leave this checked
- Permissions: If this is checked, it will hide personal student information from that teacher.

Click on Add Teacher.

Additional Tasks

Click on the three-dot menu in the Action column to perform the following tasks:

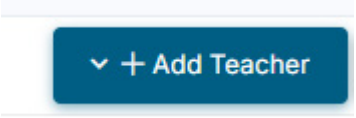
- View hierarchical graph
- Configure Power BI Report(s)
- Generate Shareable Google SSO Link
- Generate Auto Populate School URL
- Generate Public Portfolio URL

Teachers

To access the Teachers tab, click on Teachers in the left-hand side menu or click on Academic>Teachers on the top menu. In the Teachers tab, you'll find a list of all teachers registered in your organization. Here are the tasks you can perform for teachers:

Add a Teacher

You can add a single teacher, or you can upload several teachers at once. Click on Add Teacher to get started.



From the drop-down menu, click on Add Teacher. On the pop-up screen, enter the required information for the teacher being added:

- First name
- Last name
- Email
- Username (This can't be changed once it is assigned.)
- Phone, address, and image (OPTIONAL)
- Notifications: leave this checked
- Permissions: checking this will hide personal student information for that teacher

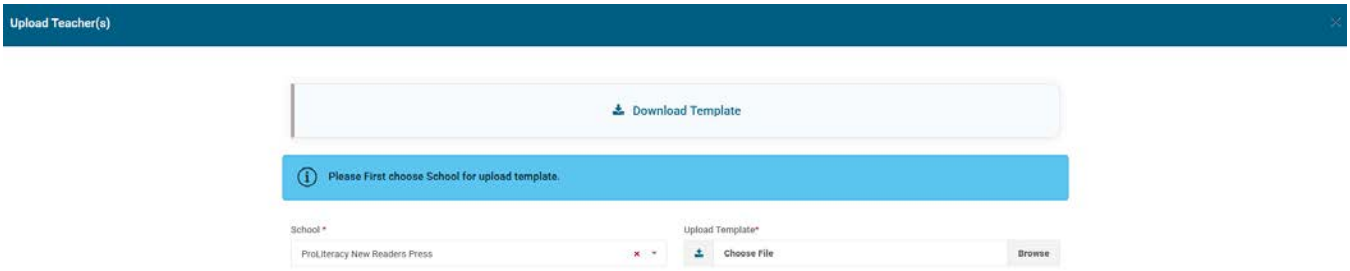
Click on Add Teacher.

Add Multiple Teachers

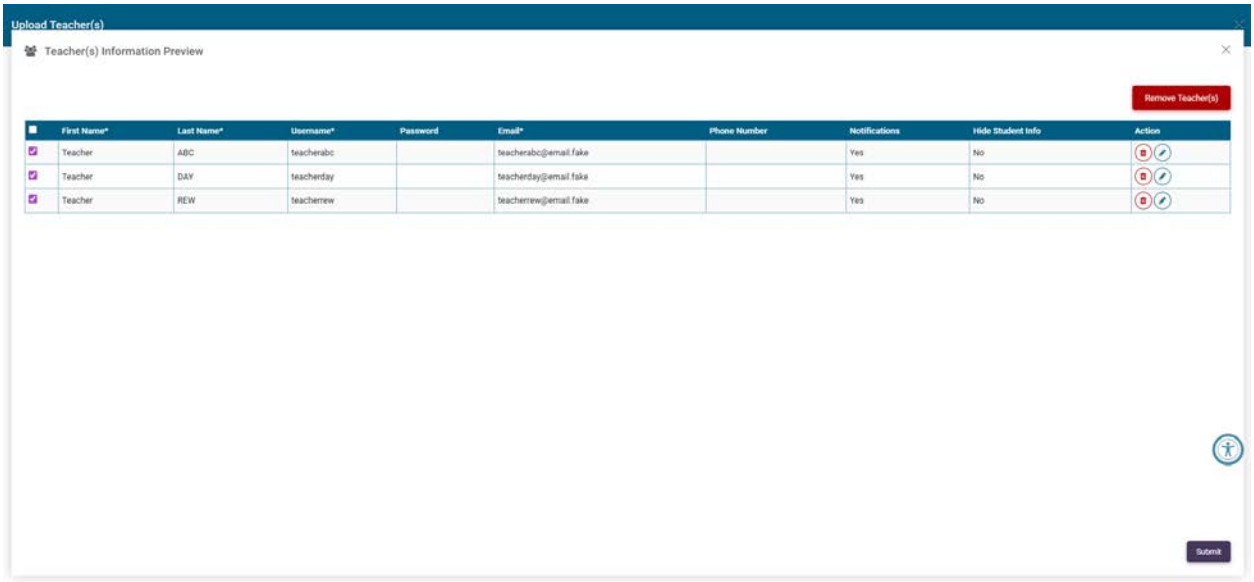
From the drop-down menu, click on Upload Teachers. Download the template and fill it out.

- First name, last name and email are required.
- Once a username is assigned, it can't be changed.
- Password and phone number are optional.
- Notifications are a drop-down; select yes for all teachers.
- Permissions are a drop-down; if yes is selected, it will hide personal student information from that teacher.

Once it is filled out, save it and come back to this screen.



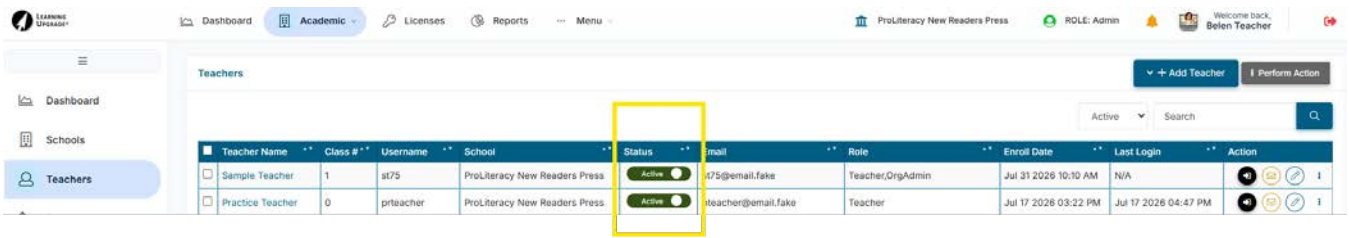
Select the school where the teachers will be uploaded to and upload the file you just saved. Once you have uploaded the file, you will get a confirmation screen.



In this screen, you can edit any information or accept it as is. Once you are done, click Submit and your teachers will be added.

Deactivate a Teacher

From the list of teachers, simply toggle the Active button under the Status column. This will deactivate the teacher.



You will be asked to confirm with a pop-up message.

Deactivate Multiple Teachers

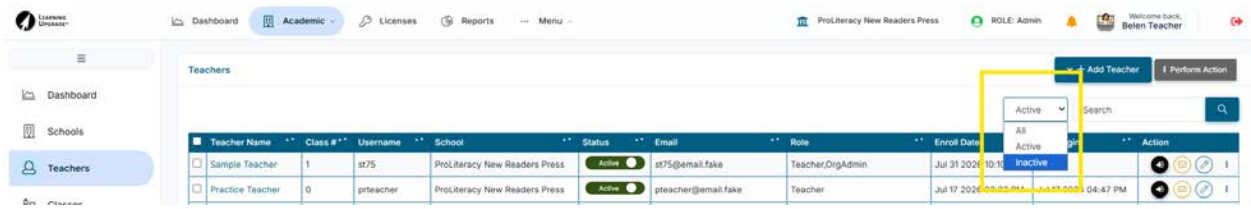
Select the teachers by clicking the box in front of their name. Once you have the teachers selected, click on the Perform Action button at the top of the screen. From the menu, select Deactivate Teacher.



You will be asked to confirm with a pop-up message.

Activate a Deactivated Teacher

Go to the drop-down menu below the blue +Add Teacher button near the top right and select Inactive.



You will then see a list of all the teachers in your license who are inactive. Toggle the Inactive button under the Status column to activate a teacher. You will be asked to confirm with a pop-up message.

NOTE: Go back to the drop-down menu and change the view back to Active to see your active teachers.

Impersonate a Teacher



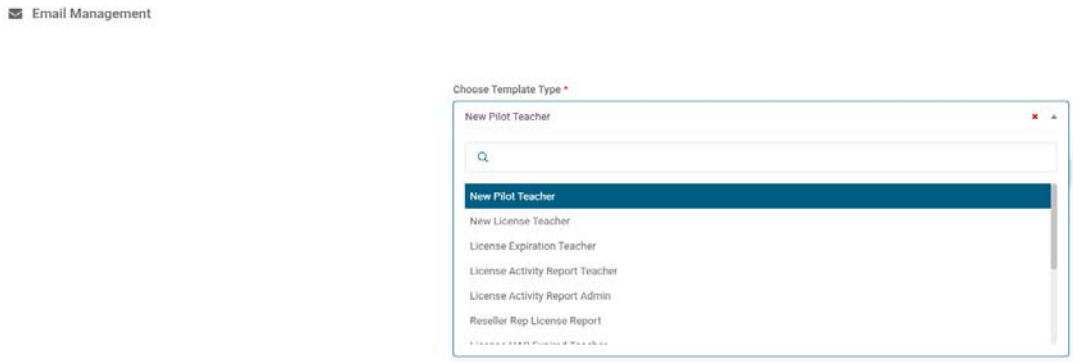
You can impersonate, or act as, a teacher by clicking on the first icon under the action column.

Be careful not to make any changes when impersonating. Once you are done impersonating the teacher, log out as that teacher and sign back in to your account.

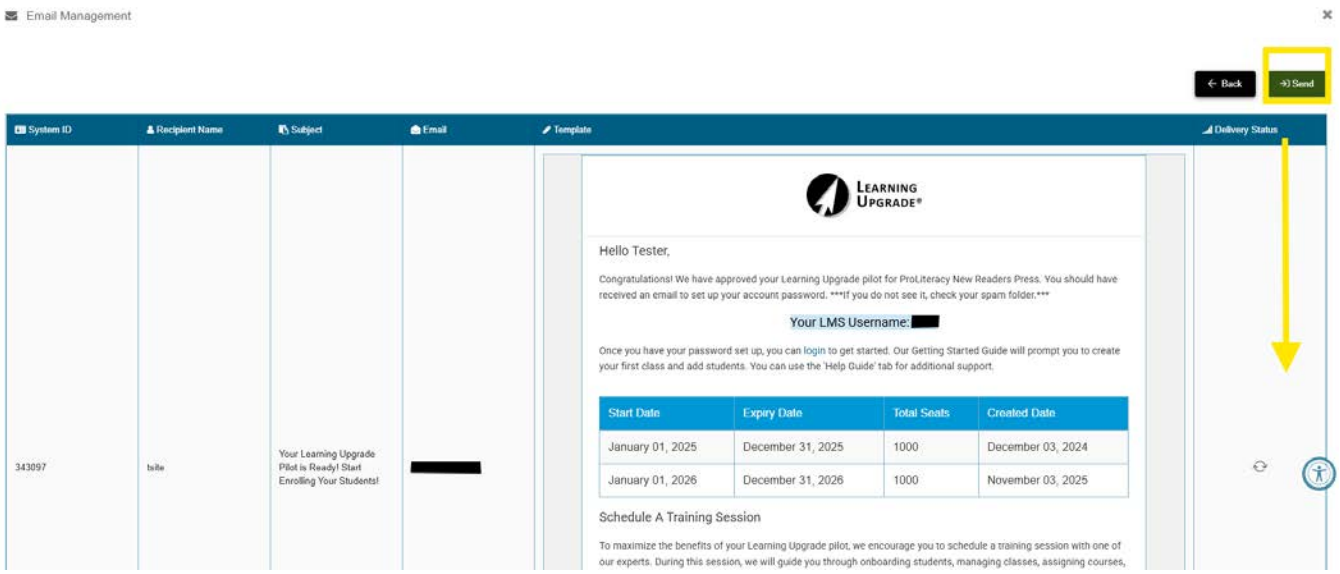
Email Teacher

You can send pre-made templates on the platform to a teacher (make sure they have a valid email). Click on the yellow envelope and another screen will show up with the pre-made templates.





Select the template of your choice. You will see the Prepare Email(s) button show up. You can preview what the email looks like and who it is being sent to. Once you have confirmed the details, you can click Send and view the delivery status.

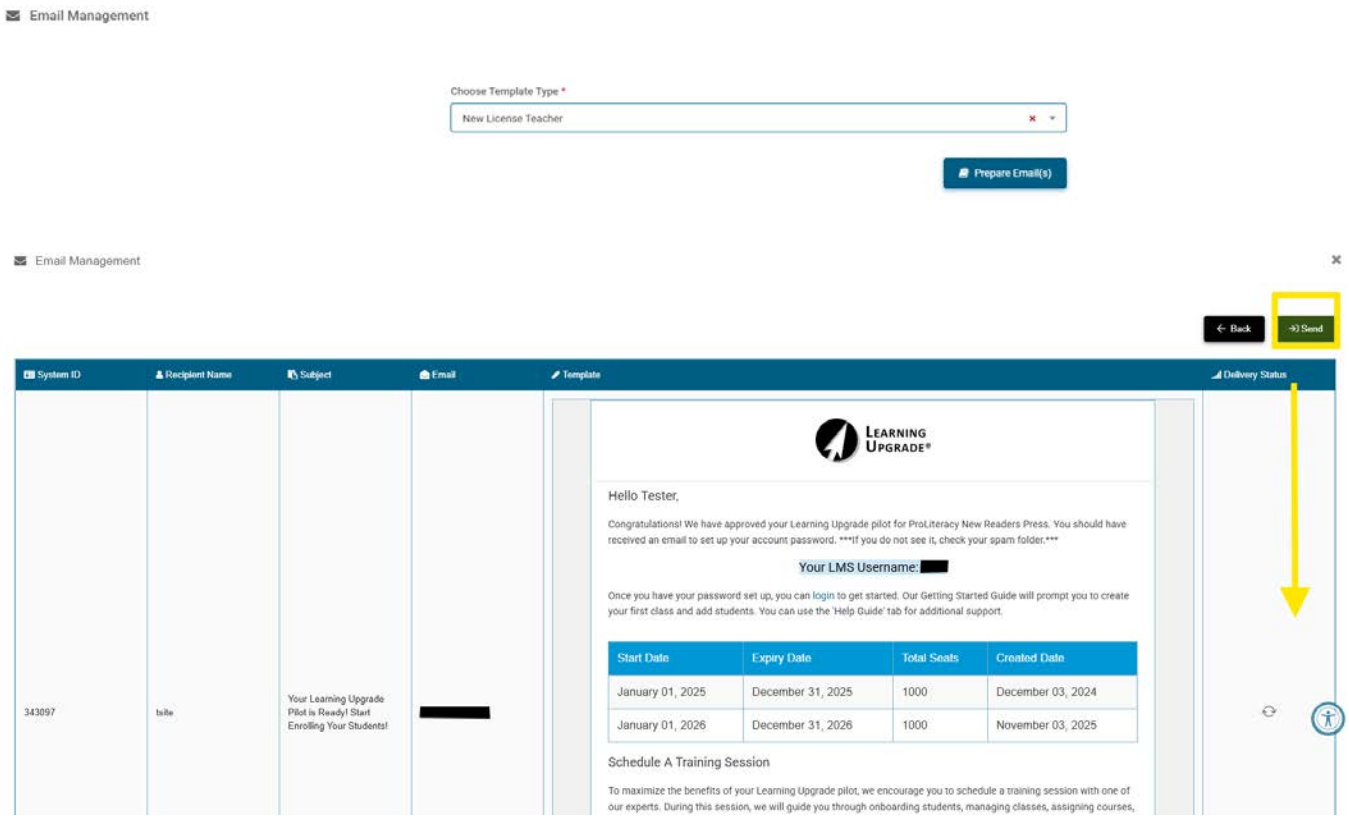


Email Multiple Teachers

Select the teachers by clicking on the box in front of their name. Once you have the teachers selected, click on the Perform Action button at the top of the screen. From the menu, select Send Email(s). You can email some pre-made templates on the platform to a teacher (make sure they have a valid email).



Select the template of your choice. You will see the Prepare Email(s) button.



You can preview what the email looks like and who it is being sent to. Once you have confirmed the details, you can click Send and see the delivery status.

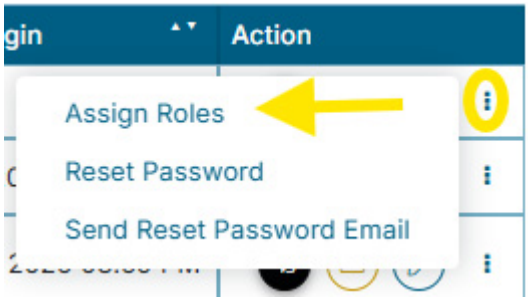
Edit Teacher Information

You can edit a teacher's information by clicking on the pencil in the Action column. You will be able to edit any of the information on the screen with exception of the username. Once you are done, click Edit Teacher.

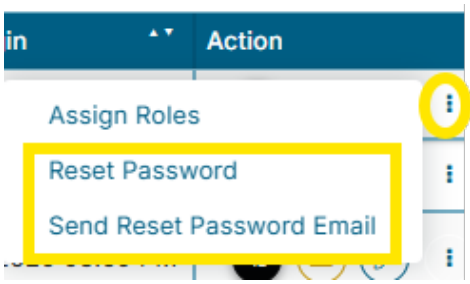


Assign Admin Role to a Teacher

If you would like to assign the Admin role to a teacher, you can click on the three-dot menu in the Action column. In the drop-down menu, click on Assign Roles, click on the Admin box, then click on Save Changes.



Reset Teacher Password



You can reset a teacher's password, or you can have an email be sent to the teacher. Click on the three-dot icon under the Action column and select either choice.

To reset the password, you will enter the new password and save the changes.

To send a reset email password, just select it in the drop-down menu.

Export Teacher Information

Select the teachers by clicking on box in front of their name. Once you have the teachers selected, click on the Perform Action button at the top of the screen. From the menu, select Export Teacher(s). Check your downloads for a spreadsheet with all the information.



Classes

To access the Classes tab, click on Classes in the left-hand sidebar menu or click on Academic>Class Management on the top menu. In the Classes tab, you can add or clone a class, upload classes, share classes and delete classes.

Add Class

Click on Add/Clone Class. A pop-up box will appear.

If you have multiple schools, select the organization to which you will be adding the class. If not, your organization will automatically populate.

Select the teacher from the drop-down menu. *Tip: Make sure your teacher has already been added and is active.

Name the class. (We suggest including the teacher's last name in the class name for easier identification.)

You can upload an image, or one will automatically be uploaded.

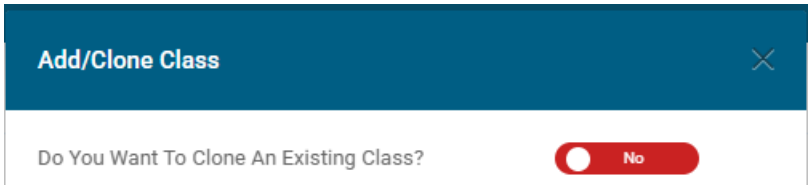
Click Add/Clone Class.

Clone Class

Cloning a class will duplicate a class that already exists.

Click on Add/Clone Class. A pop-up box will appear.

Toggle the red "No" to "Yes" when you are asked, "Do you want to clone an existing class?"



Select the organization where the class will be added to.

In the Clone From box, select the teacher and the class you want to clone.

Next, select the teacher you want to assign the cloned class to.

Lastly, name the new class. (We suggest including the teacher's last name in the class name for easier identification.)

You can upload an image, or one will automatically be uploaded.

Click Add/Clone Class.

Upload Classes

If you would like to add multiple classes for one teacher, use this option.

Click on Upload Classes.

Download the template by clicking the Download Template button.

Enter the names of the classes on the template. Save the file.

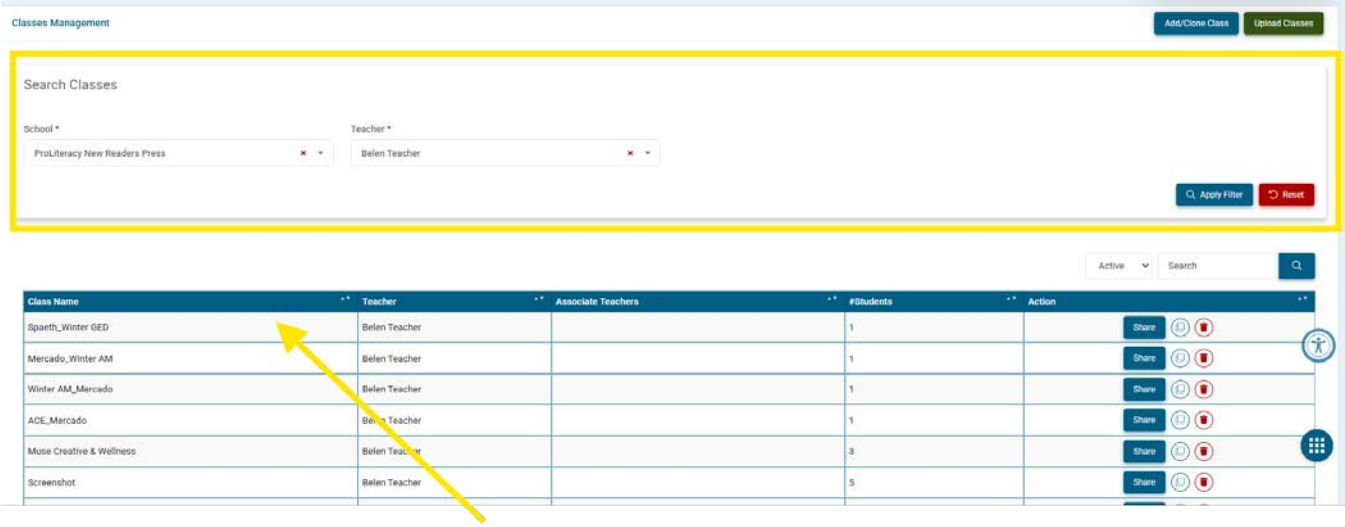
Go back to the LMS and select the school where the new classes will be added.

Select the teacher who will be assigned to these classes.

Upload the file. You will see a confirmation screen of classes being added. You can edit or delete from this screen. Once finished, click Submit. You will be asked if you want to add these classes; select Yes or No.

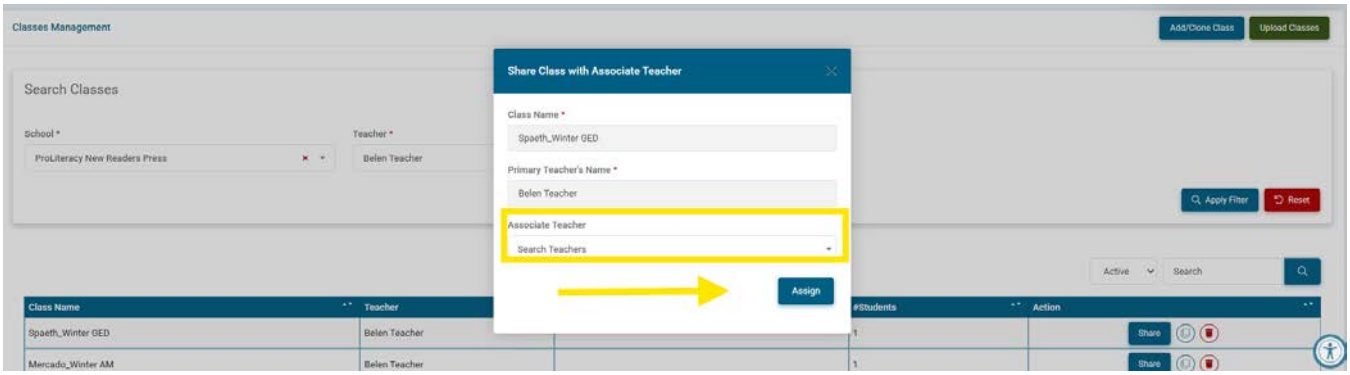
Share Class

Select a school and a teacher, then click Apply Filter to see classes assigned to that teacher.



From this screen you can do three things: share, clone, and delete classes.

Share: Click the Share button in the Action menu to share an active class with another teacher. Select the associate teacher from the drop-down menu and click Assign.

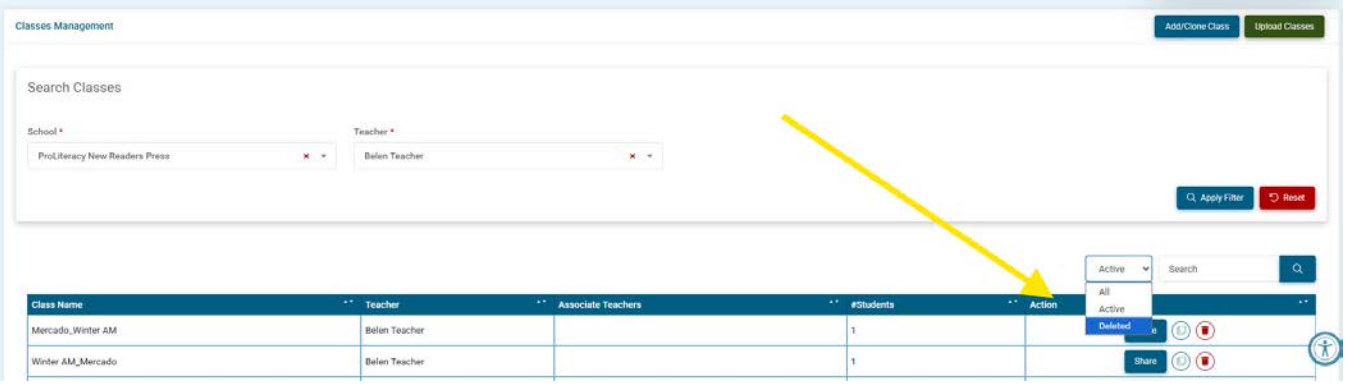


Clone: Click button in the Action menu to clone an active class. Enter a class name for the new class and select the teacher who will be assigned to the class. Click Clone.

Delete Class

Delete: Click the red trash can in the Action menu to delete an active class. Confirm you want to delete the class by typing the word "delete." Once you type it, click Delete.

Reverting a deleted class: If you ever need to undo the deletion of a class, change the Action drop-down menu to show the deleted classes.



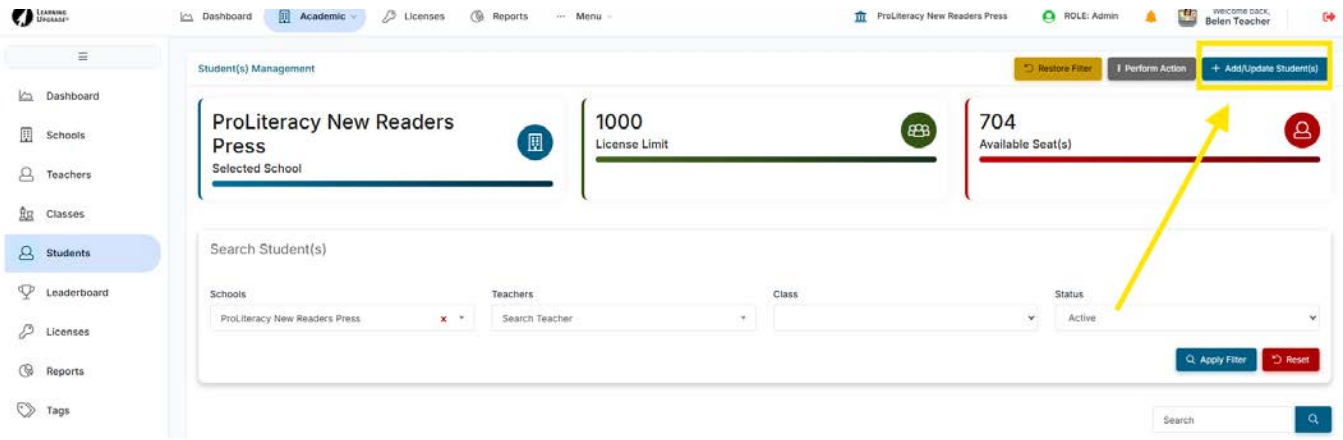
Find the class you want to restore and click Revert Class.

Students

To access the Students tab, click on Students in the left-hand sidebar menu or click on Academic>Students on the top menu. The Students tab allows Admins to see student information, add or update students, activate or deactivate students, and search for students using filters. You can do additional tasks individually or for multiple students at once.

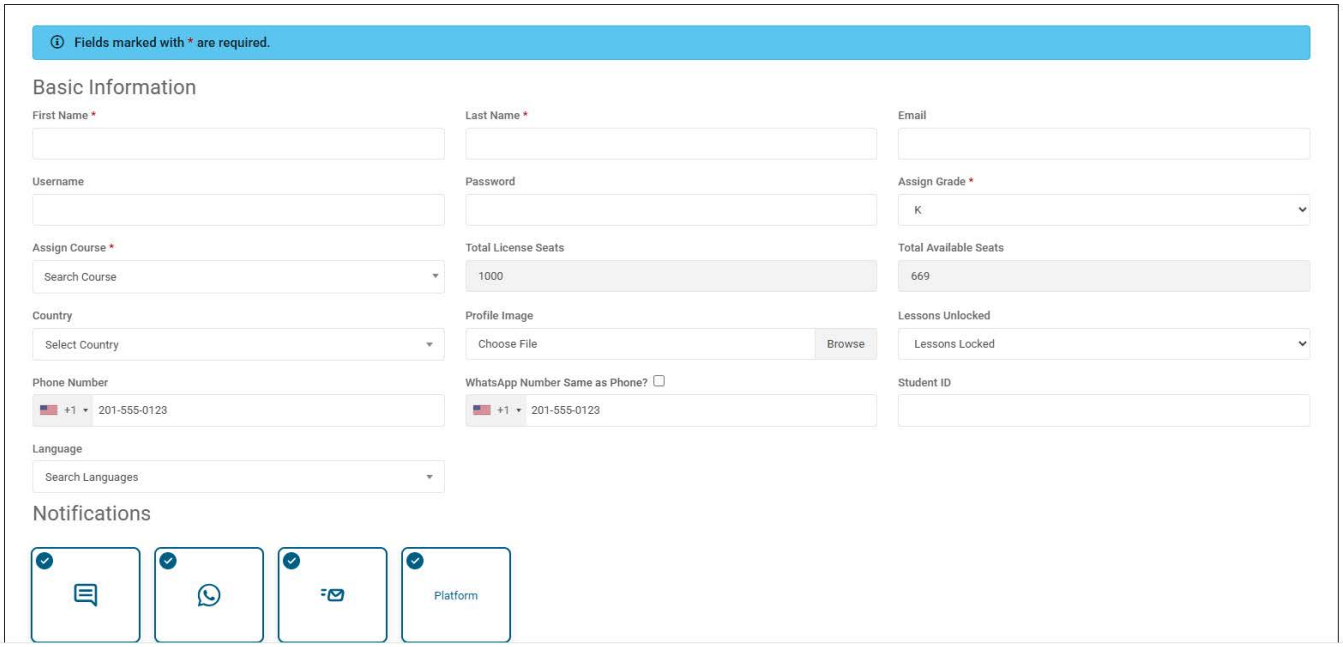
Add a New Student

Click on the blue +Add/Update Student(s) button.



In Step 1, click on Add a New Student. In Step 2, click on Create a New Student Account. On the following screen, you will enter student information.

**Fields are required, but if you have additional information, we suggest entering it.*



Fields:

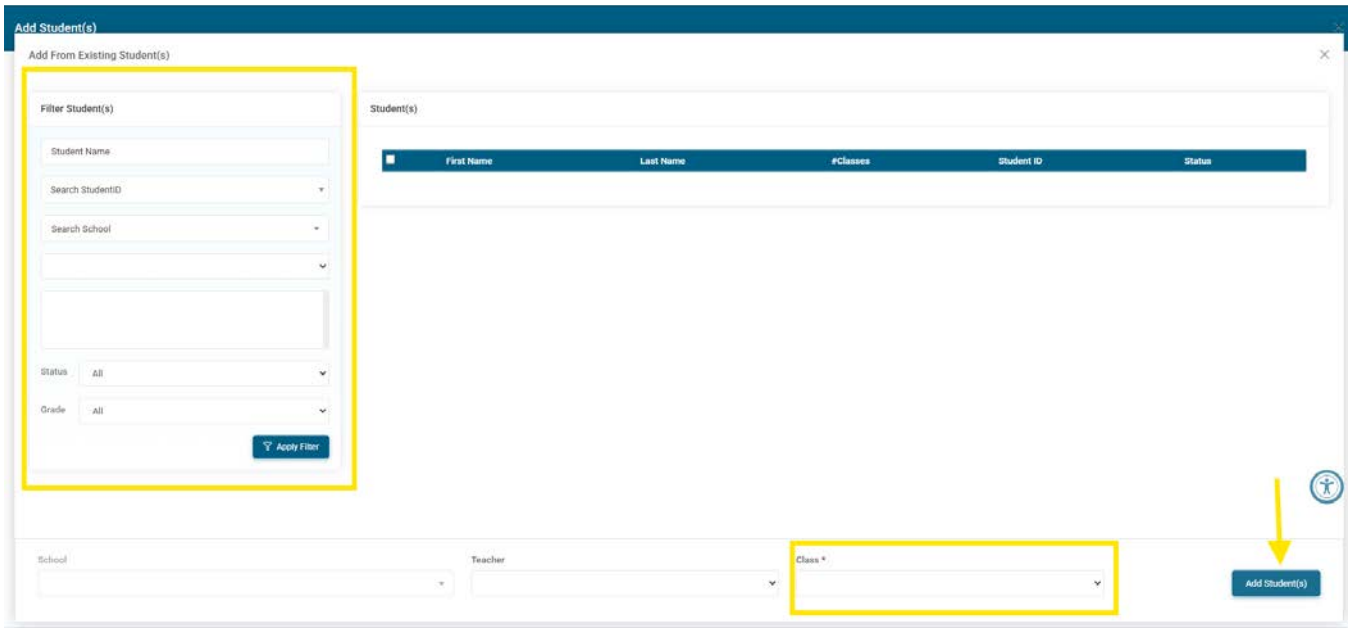
- Assign Grade: This will not assign them to a course; it is just recorded on a student's profile.
- Assign Course: You can assign multiple courses at once.
- Lessons Unlocked: If lessons are unlocked, students do not have to earn a score of 75% to move on to the next lesson.
- Language: Selecting a language here will give the student's intro video in that language. If students take the placement test and score in the Beginner English course, the first 10 lessons will be in this language as well. If Closed Captioning is available, it will also be in the language selected here.
- Notifications: The Platform box must be checked. All others (Text, WhatsApp, Email) are optional.

Once all the information is entered, click Add Student. It will ask you if you would like to add more; select yes or no.

It will provide you with a PDF that you can download and give to the learner. You can change the language as well on this document. Then you can export or print.

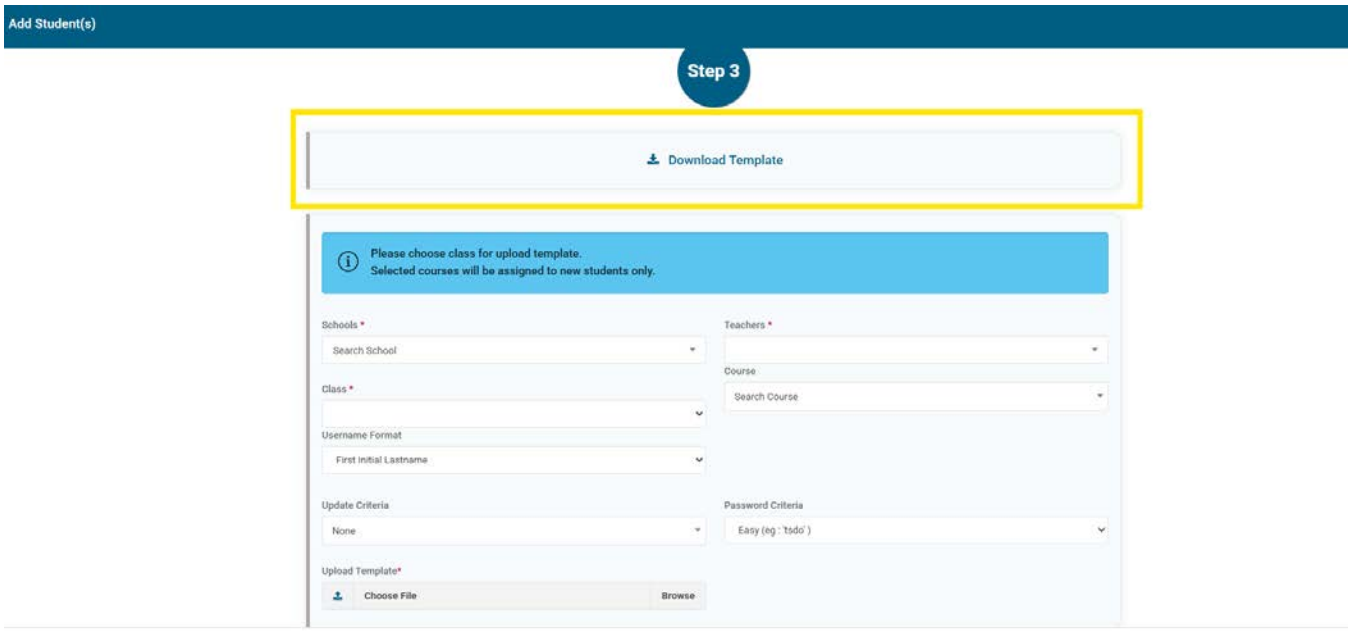
Add an Existing Student to Class

Click the blue Add/Update Student button. For Step 1, select the first choice, which is "Add an existing student to class." Search for the existing student using the filters. Once you apply the filter and find the student, select the student by checking the box next to their name. At the bottom of the screen, you can select the class you want to add student to. Click Add Student and the student will be added to the class.



Add Multiple Students at Once

Click on the blue Add/Update Student button. For Step 1, click on Add a New Student. On Step 2, click Upload Student Information. Download our template at the top of the screen for Step 3, fill it out, save it and then come back to this screen.



The following fields are required to do the upload of students:

- School
- Teacher
- Class

The following fields help with the setup of a student and are optional:

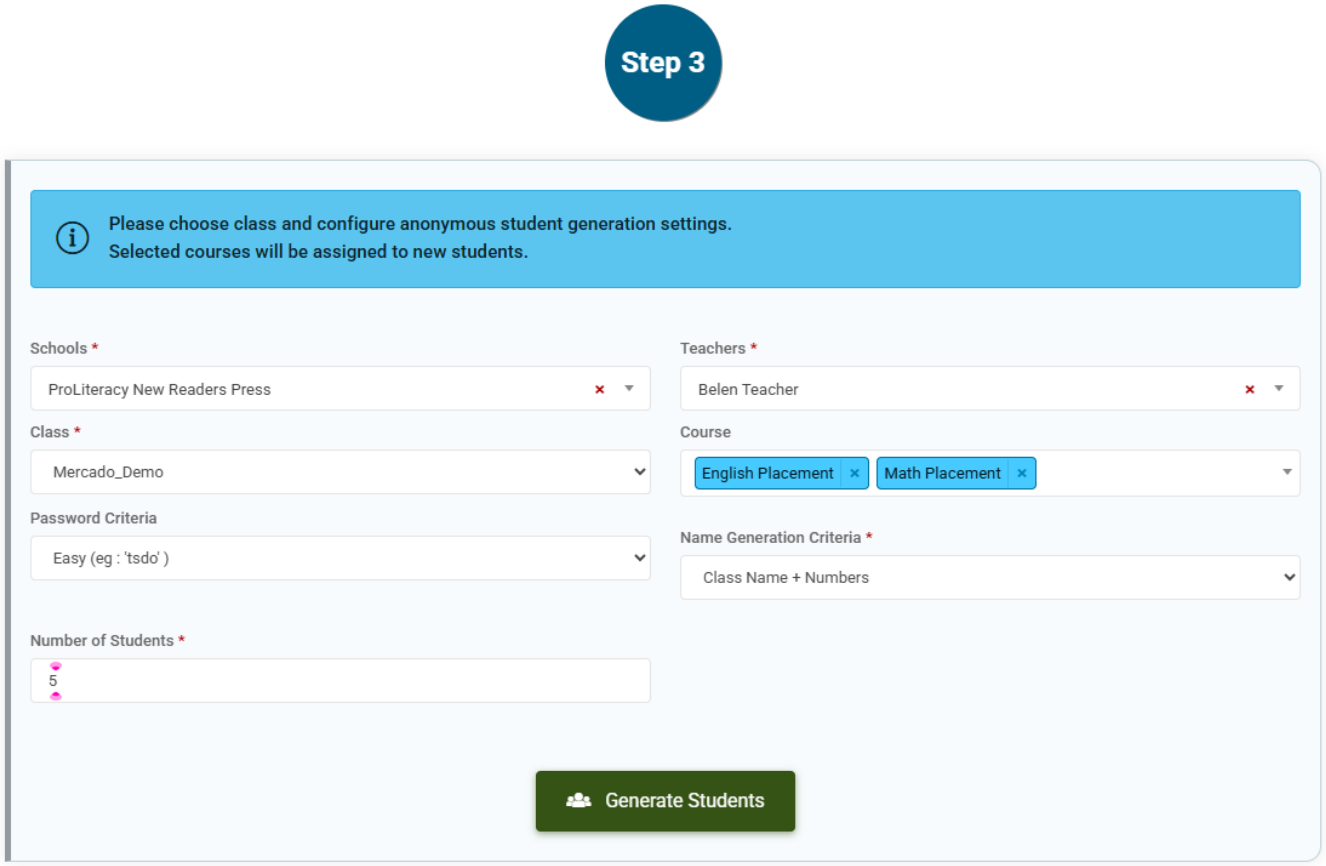
- Course
- Username format
- Update criteria (leave this as is)
- Password criteria

Once this is all filled out, upload the template. You will get a confirmation screen where you can leave as is, or you can make changes to the upload. Once confirmed, click Add Students.

Create Anonymous Students

Creating anonymous students allows you to create student accounts in which none of students' personal information will be visible to teachers.

Click on the blue Add/Update Student button. For Step 1, click on Add a New Student. For Step 2, click on Create Anonymous Students. On Step 3, add the following information to generate anonymous students.



Required fields: School, Teacher, Class, Name Generation Criteria, and Number of Students

Once the information is entered, click on Generate Students. You will then see a confirmation screen where you can leave it as is or make changes. Once you are done, click Add Students.

Deactivate/Activate Students

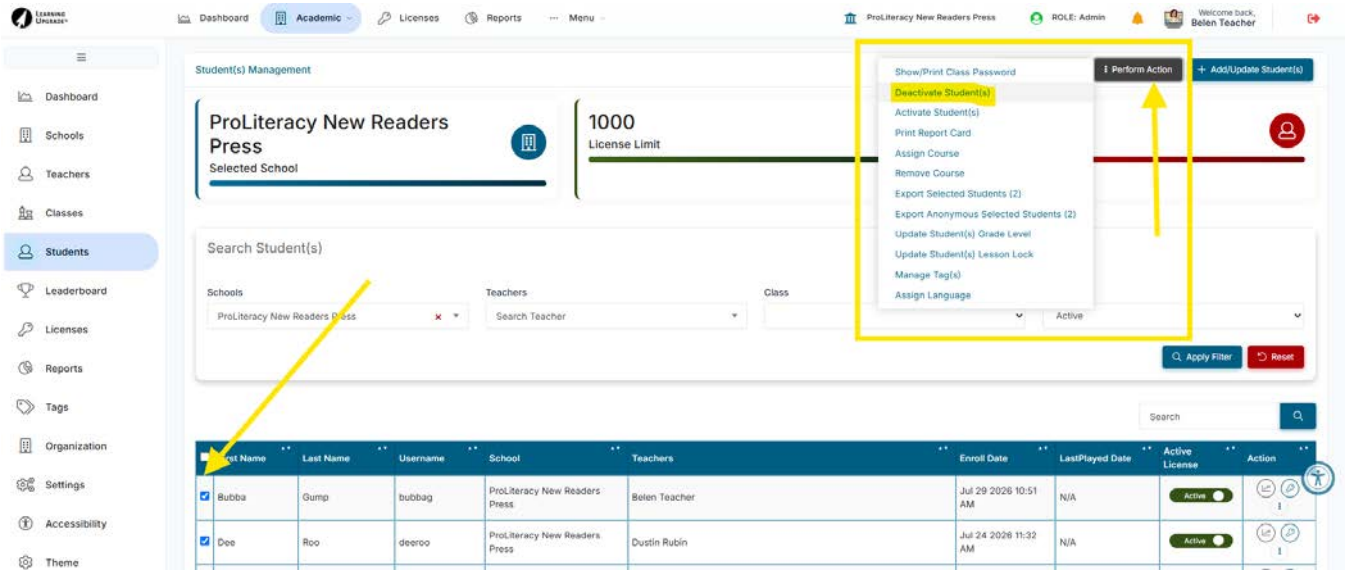
You can deactivate a student. Deactivating a student will free up their seat and you can reuse the seat.

Deactivate a Single Student



From the list view, you will see a table with the students in your organization. To deactivate one student, toggle the Active button.

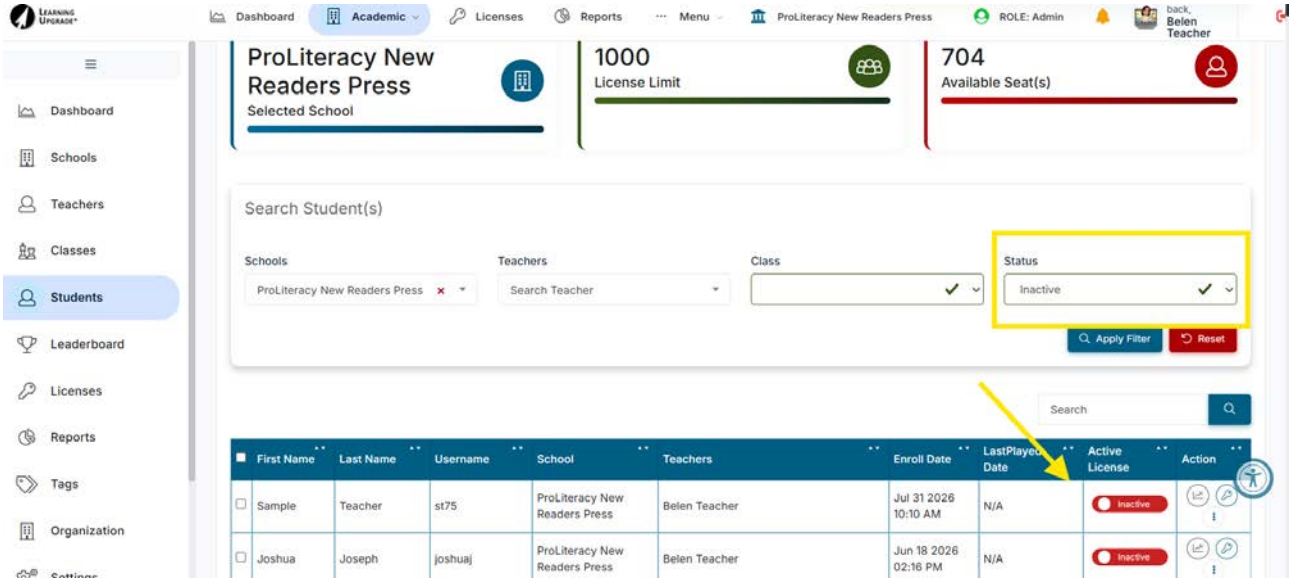
Deactivate Multiple Students



To deactivate more than one student at a time, select the students you wish to deactivate. Then go to the top and click on the gray Perform Action button. Select Deactivate Student/s. Then you will confirm this action.

Activate a Single Student

If you are looking to activate someone who has previously been deactivated, make sure to change the drop-down to Inactive so that it will show the inactive students. Then toggle the red Inactive button to Active.



Activate Multiple Students

Make sure you have changed the status to show Inactive students. Then follow the same steps as you did to deactivate multiple students. This time you will select Activate Student/s.

View Student Report Card

In the Action column, you can click the first icon to view a student's report card. The report card will give you data on students from the time they began using Learning Upgrade to the current date. You can export or print the report card.

Print a Student Password

Click the second icon in the Action column to print the student's login credentials. Once you click on it, another screen will appear and you can change the language at the top to translate the instructions in the language selected. You can print or export the document.

Individual Tasks for Students

Click on the 3-dot icon in the Action column to do the following:

- View Activity Log Report
- View Student Monitor Report
- Completed Lessons Report
- Assign/Remove Courses
- Edit Student information
- Manage Tag(s)
- Manage Note(s)
- Generate Auto Populate School URL

Activity Log Report

The Activity Log Report is going to display every session for a student. A student must complete a lesson in order for the session to be recorded on this report. The report will show the course, lessons, start and end dates/times, score, minutes spent in lesson, and what type of device they used. This is a good report to view repeated lessons by students to make sure they are making progress.

Student Monitor Report

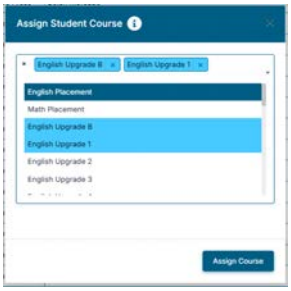
The Student Monitor Report will display a table with all the courses the student is enrolled in. It will show what lessons have been completed and the score the student earned. If you hover over the score, you can see the lesson name. The report also displays the last time a student played, their total hours played, average on lessons, number of certificates earned, and number of lessons completed.

Completed Lessons Report

This report is similar to the Activity Log Report. You can see all the completed lessons on this report. You will see the course name, initials used for the course, lesson number, lesson name, score, minutes spent on lesson, last date and time lesson was played, and the medal earned on lesson.

Assign a Course to Single Student

From the 3-dot menu, click on "Assign Course." A box will pop up and you can click on the drop-down menu to select the course you would like to assign. You can select more than one course at a time. Once all the courses have been selected, click on Assign Course.



Remove a Course From a Student

From the 3-dot menu, click on Remove Course. You will see a box populate with all the courses that are active and inactive. Toggle an Active button to Inactive to remove a course from the student.

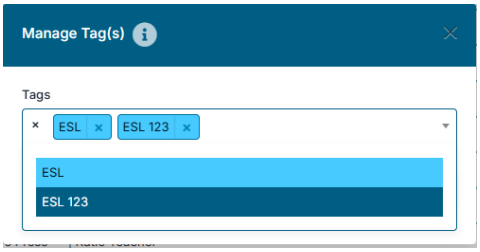


Edit Student Information

From the 3-dot menu, click on Edit Student and you can change any of the information that populates in the box. When you are done editing, click on the blue Edit Student button at the bottom of the box.

Manage Tags

From the 3-dot menu, click on Manage Tags to assign tags to student. If you are assigning tags, the tags have to be created before you can assign them. (See the "Tags" section in this guide to create tags.) To assign, click on the drop-down arrow to find your tags. Select the tag you want to give student. You can select multiple.



Manage Notes

From the 3-dot menu, click on Manage Notes and another screen will appear. You can click on the blue +Add Note button on the right top side of the screen. A box will pop up where you can add your note on the student. Once you have added the note, you will be able to see the note on the screen and you can later edit or delete the note. Any Teacher or Administrator who has access to student can view and edit the notes on student.

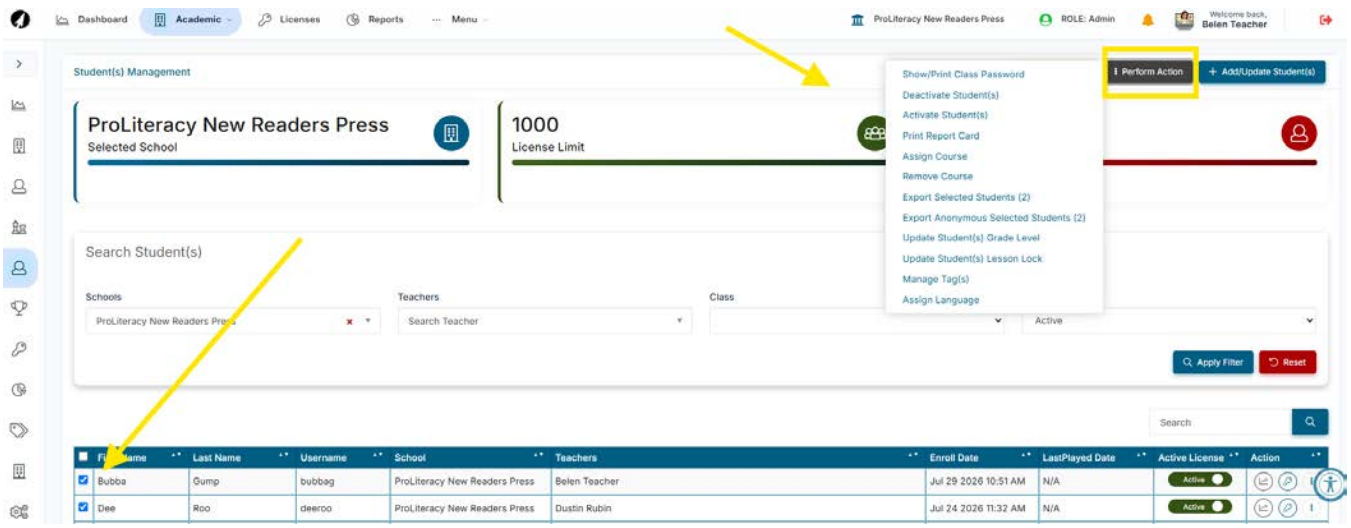


Generate Auto Populate School URL

This will generate a link that will direct student directly to the website they use to login. From the 3-dot menu, click on Generate Auto Populate School URL and the link will be copied to your clipboard. You can then paste the URL where needed.

Tasks for Multiple Students

If you are needing to perform a task for several students at once, you can perform those tasks by using the Perform Action button. The button will activate once you have selected at least one student from the list.



From this menu, you can perform the same action for multiple students simultaneously.

- Print passwords
- Deactivate/activate students
- Print report cards
- Assign/remove courses
- Export student information
- Update grade level

- Lock/unlock lessons
- Manage tags
- Assign languages (This will translate the intro video.)

Show/Print Class Password for Multiple Students

From the gray Perform Action button, click on Show/Print Class Password. You will have the option to print the password list. This is very useful for teachers who are wanting to keep usernames and passwords together. It will list all the students with their first and last name, email, username and password, and their school ID. It can be printed and/or exported to a spreadsheet. Or you can choose to print one student per page. This way, you can change the language on the instructions for the students. When you export or print the PDF, every student's information will be on their own page.

Deactivate Multiple Students

From the gray Perform Action button, click on Deactivate Student(s) and then confirm your deactivation by answering the question on the pop-up box.

Activate Multiple Students

In the Search box for students, make sure you change the Active status to Inactive. This will give you a list of all your inactive students. Select the inactive students you want to activate. From the gray Perform Action button, click on Activate Students and confirm your action.

Print Report Card for Multiple Students

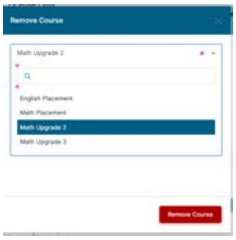
From the gray Perform Action button, click on Print Report Card to get one report card per page. You can also export or print this document.

Assign a Course for Multiple Students

From the gray Perform Action button, click on Assign Course. A box will pop up and you can click on the drop-down menu to select the course you would like to assign for the students. You can select more than one course at a time. Once all the courses have been selected, click on Assign Course.

Remove a Course for Multiple Students

From the gray Perform Action button, click on Remove Course and a box will show all the courses students are enrolled in. You select the course you want to remove. You can only select one course at a time. Then click on the red Remove Course button.



Export Selected Student

From the gray Perform Action button, click on Export Select Students and this will automatically export all the information into a spreadsheet.

Export Anonymous Selected Student

From the gray Perform Action button, click on Export Anonymous Selected Student and it will automatically export information into a spreadsheet. On the spreadsheet, you will have different tabs with instructions on the last tab. Follow instructions there.

Update Grade Level for Multiple Students

From the gray Perform Action button, click on Update Student(s) Grade Level and select the new grade level. Click on the blue Update button.

Update Lock/Unlock Lessons for Multiple Students

From the gray Perform Action button, click on Update Student(s) Lesson Lock and select which option you would like.

When a lesson is locked, students have to earn at least a 75% to move to the next lesson. Students can't skip lessons and they have to follow the pathway set by Learning Upgrade.

When a lesson is unlocked, students can earn any score and move on to other lessons. They can access any lessons they want to work on and not follow a pathway.

Manage Tags for Multiple Students

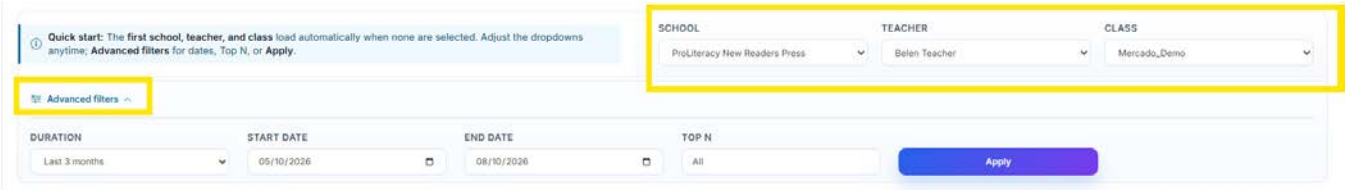
From the gray Perform Action button, click on Manage Tags to assign tags to students. If you are assigning tags, the tags have to be created before you can assign them. (Visit the "Tags" section in this guide to create tags.) If your tags are created, click on the drop-down arrow to find your tags. Select the tag you want to give students. You can select multiple.

Assign Language for Multiple Students

From the gray Perform Action button, click on Assign Language. Selecting a language here will put the student's intro video in that language. If students take the placement test and score in the Beginner English course, the first 10 lessons will be in this language as well. If Closed Captioning is available, it will also be in the language selected here.

Leaderboard

To access the Leaderboard, click on Leaderboard in the left-hand sidebar menu or click on Academic>Leaderboard on the top menu. The Leaderboard allows Admins to see how students are performing by class and teachers. The leaderboard is designed to encourage student participation and lesson completion. Students can earn points, badges, and awards as they progress through their lessons. Click on the Leaderboard tab on the side menu. When this dashboard opens up, you can select a class and change the filters if you'd like.



Toward the middle of the dashboard, you will see the top three spotlight students for the class selected.



As you scroll down, you will see the Leaderboard. Students can earn points based on their performance and time spent in platform. They can also earn awards and badges.

Badges

Students can earn a badge based on their performance percentile (Legend: Top 5%, Champion: Next 15%, Rising Star: Next 25%, Explorer: Next 30%, or Starter: Remaining).

Points

Students will earn points based on their performance, engaged time, lessons completed, and time to complete lessons.

Completed/Attempted

This shows lessons completed and attempted by the student.

Awards

Students can earn awards (Top Scorer: Highest/Best Score, Most Consistent: Highest # of Activity Days, Fast Finisher: Highest # of Completed Lessons, and Time Master: Highest # of Minutes Played).

Licenses

To access license information, click on Licenses in the left-hand sidebar menu or click on Licenses on the top menu. Here, you can identify the number of seats purchased for each school within your program, along with start and expiration dates—making it easy to know when your license is up for renewal. You can also search for inactive licenses by changing the drop-down from Active to Inactive.

Reports

To access reports, click on Reports in the left-hand sidebar menu or click on Reports on the top menu. Here, you'll find reports sorted by category: License Reports, Student Reports, Progress Summary Reports, and Impact Reports. Student Reports are organized into these categories: Most Used, Progress and Planning, Standards and Subject Areas, and Roster and Export.

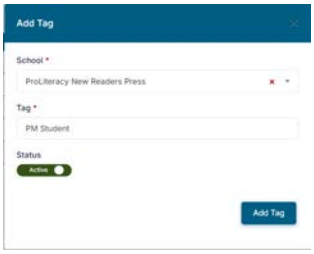
TIP: Use the date filter on all reports, as they all default to a different date range.

Tags

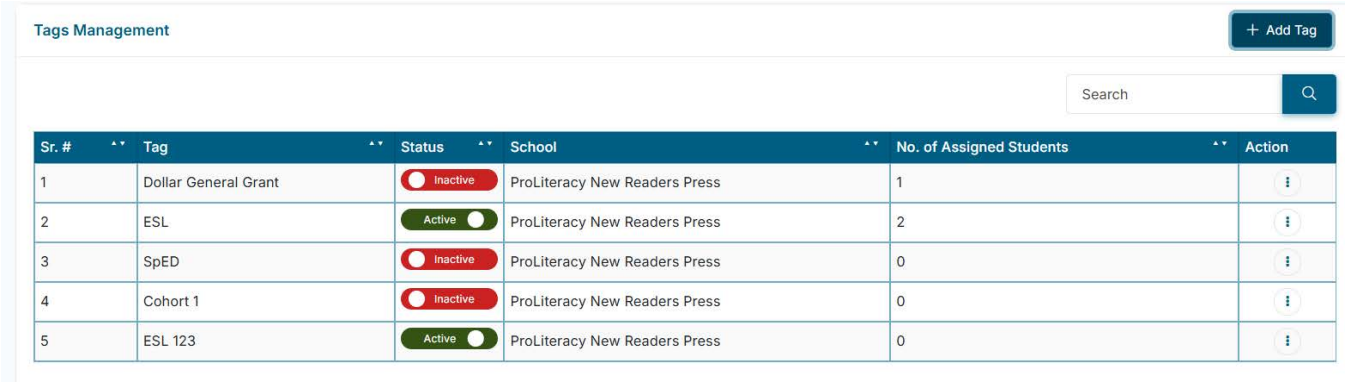
To manage tags, click on Tags in the left-hand sidebar menu or click on Menu>Tags Management on the top menu. In the Tags Management tab, you can manage any current tags or add new ones as well. Tags are created to assign to students.

Create a New Tag

To add a new tag, click on blue +Add Tag button. Drop down and select your organization. Enter a tag name for your tag. Then switch the status button from Inactive to Active. Click on the blue Add Tag button.



Deactivate a Tag



Sr. #	Tag	Status	School	No. of Assigned Students	Action
1	Dollar General Grant	Inactive	ProLiteracy New Readers Press	1	
2	ESL	Active	ProLiteracy New Readers Press	2	
3	SpED	Inactive	ProLiteracy New Readers Press	0	
4	Cohort 1	Inactive	ProLiteracy New Readers Press	0	
5	ESL 123	Active	ProLiteracy New Readers Press	0	

To deactivate a tag, toggle the Active button to Inactive. Once these are deactivated, teachers will not have access to them to assign to students.

Activate a Tag

To re-activate a tag, switch the Inactive button to Active.

Edit a Tag

To edit a tag, click on the 3-dot button in the Action column. Edit the information and click on Update Tag.

Delete a Tag

To delete a tag, click on the 3-dot button in the Action column. Click on Remove and confirm it.

Organization

To access information on organizations, click on Organization in the left-hand sidebar menu or click on Menu>Organization on the top menu. If you need to add another organization, contact support@proliteracy.org.

Settings

To adjust your settings, click on Settings in the left-hand sidebar menu. Here, you can change your password and manage the Session Expiry. When you turn Session Expiry on, you can set a time frame when you want the system to log you out.

Accessibility

For accessibility information, click on Accessibility in the left-hand sidebar menu. In this tab, you can view all the shortcuts and assisted technology Learning Upgrade has to offer.

Theme

To change the appearance, click on Theme in the left-hand sidebar menu. A menu will open on the right side with different interface settings you can turn on and off.