

Voxy EnGen Quick Start Guide for Administrators

Easy Steps to Get Your Learners Started with Voxy EnGen

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Thank you for purchasing Voxy EnGen, a personalized digital English solution for your learners. This quick start guide will help you enroll learners and get them started on a path to success.

Prior to enrolling learners, New Readers Press will complete the initial onboarding process, including setting up your classes and adding your instructors or tutors.

Voxy EnGen Licenses

Depending on the license your organization purchased, your learners will have access to one of the following three options:

- **Curriculum Only:** all general English courses, career-aligned courses, and personalized units.
- **Curriculum Plus Group Classes:** all curriculum noted above plus live group classes with learners from all over the world (up to 22 sessions per month).
- **Curriculum Plus Group Classes and 1:1 Private Classes:** all curriculum noted above plus the live group classes and two private one-on-one classes per month with a Voxy virtual instructor.

Activating Your Account

Once New Readers Press sets up your Voxy EnGen account, you will receive an auto-generated activation email from the Voxy platform. Follow the steps in the email to set up a password and complete the activation process. Once your account is activated, you can log in and explore the learner experience at app.voxy.com.

You will also have access to the **Voxy Command Center** (VCC) to manage learners and access reports at commandcenter.voxy.com.

Enrolling Learners using the Voxy Command Center

Once New Readers Press has set up your classes, or feature groups, you can enroll learners and help them get started.

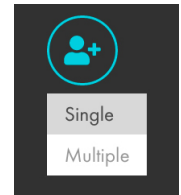
In the Voxy Command Center you can enroll new learners in one of two ways: a single learner or through bulk upload of multiple learners. A valid email address is needed to enroll a learner through the Voxy Command Center.

Consult the *Voxy EnGen User Guide* for instructions on enrolling learners through bulk upload or enrolling learners without a valid email address using activation codes.

Follow the steps below to enroll single learners in the Command Center.

Creating a Single Learner

To add a single learner, log into the Voxy Command Center at commandcenter.voxy.com. From the Manage Learners page, click on the person icon and select “Single”.



Complete the form with all required fields. In the *Feature Group* field, select the correct class name for the learner. In the *Level* field, select the appropriate starting level. Use the [Voxy EnGen Placement Chart](#) as a guide for placing your learners at the correct Voxy level based on existing scores on skills assessments such as CASAS or TABE E. Click “Submit” when finished.

You will receive a notification with confirmation the learner has been added. Newly created learners can be viewed or edited from the notification shown below. Once the notification is closed, the learner profile can only be edited from the Manage Learners page once the learner appears there. It may take up to 24 hours for the learner to appear in the Command Center.

Once the account is created, the learner will receive an auto-generated activation email from the Voxy platform with instructions to login for the first time. During the first login, the learner will be prompted to set a password.

New User Successfully Created

We are in the process of adding your learner to the Manage Learner Report. Please note: it will take a few hours for the user to appear in the report. The activation e-mail has been sent to the user.

You can view your learner here: **Student Name**

Getting Started with Voxy EnGen

When a user logs in for the first time, they are prompted to complete a brief set of questions to personalize the course and determine an initial English proficiency level, if one was not set when the learner was created.


Your learners may need assistance with completing their needs assessment. Setting the learner’s account to their native language upon enrollment, can make it easier for the learner to complete the needs assessment and get started.

Completing the Needs Assessment

The first section of the Needs Assessment is called *Getting to Know You*. These questions help the system begin to personalize the program.

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1 GETTING TO KNOW YOU 2 PERSONAL GOALS 3 INTERESTS 4 ENGLISH ABILITIES



GETTING TO KNOW YOU

Hi, Dan! To get started, we are going to ask you some questions in order to build your personalized experience.

Where do you live? *
We will use this information to improve your learning experience.

United States ▼

What is your age range? *
Please select ▼

How many years of English language education have you had? *
Please select ▼


At work, which of these best describes the team or group that you work in?
Please select ▼

CONTINUE

The second section of the Needs Assessment asks about *Personal Goals*. These questions help the system understand what the learner wants to be able to do in English, such as work-related tasks, study for a test, or daily life tasks.

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1 GETTING TO KNOW YOU 2 PERSONAL GOALS



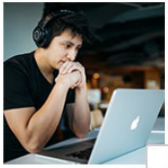


PERSONAL GOALS

What do you want to be able to do in English? Your answers will help us create your customized program.

Please select all that apply. You can select as many as you would like.

I want to:

-  Use English for Work
-  Use English for Daily Life
-  Prepare for Exams

The third section of the Needs Assessment evaluates a learner's *Interests* in order to suggest lessons that will align with a learner's personal interests.



INTERESTS

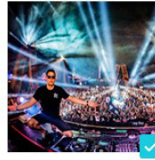
Tell us about your interests. We will use your selections to suggest lessons for you.

Please select all that apply. You can select as many as you would like.

Art & Design



Entertainment



- All
- Celebrities
- Movies
- Television
- Theater

Health

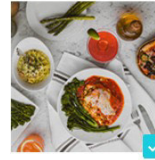


Sports

Current Events

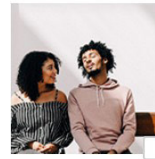


Food



- All
- Cooking & Recipes
- Dining Out
- Food News & Trends
- Healthy Eating

Lifestyle

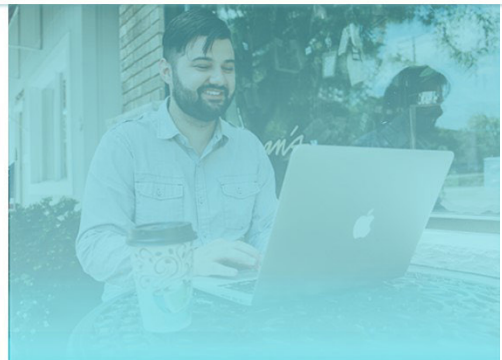


Tech

The last section evaluates a learner's *English Abilities*. These questions help the system determine the course or lesson level appropriate for the learner.

TIP:

Honest answers are important in this section. Answers will impact the difficulty level of the learner's initial Voxy Proficiency Assessment (VPA).



ENGLISH ABILITIES

What can you already do in English? This will help us to determine the lessons we recommend for you.

Select the option that best describes your English abilities.

In English, I can:

- ? Do nothing.
- 🗨️ Say a few words. Read signs.
- 🗣️ Tell a simple story. Understand a simple conversation.
- 📰 Read and understand the news. Discuss topics with my friends and colleagues.
- 🗣️ Understand most things I read and have conversations on many topics, but I still make mistakes.
- 🎓 Do almost everything, but I am not perfect and would benefit from continued practice and expert guidance.

CONTINUE

Updating a Learner's Native Language

When learners log into the Voxy platform after completing the Needs Assessment, they can reset the directions and navigational language from their native language to English, or vice versa. Help learners with the following steps to set their preferred language in their Voxy account. For a full list of languages available in Voxy, consult the *Voxy EnGen User Guide*.

Log into Voxy at <https://app.voxy.com/go/>.

Click on the circle icon in the top right corner.



Click on Profile.

Click the Edit icon in the top right corner.



Click the arrow in the Native Language field and select the learner's native language from the drop-down menu.

Click Save to exit the Profile.

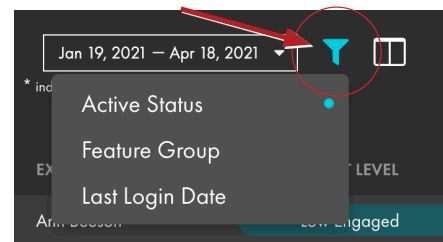
Editing a Learner's Profile

To edit a learner's profile, log into the Voxy Command Center at commandcenter.voxy.com.

As an administrator, you can update a learner's native language or level in the Voxy Command Center.

From the Manage Learner page, find the learner you need to edit using the search field. You can also filter by class or group by clicking the funnel icon and then Feature Group and selecting the specific class or group you wish to view.

Click on the learner's email to enter the Learner Profile.



Click on the pencil icon to edit the profile. Once you are finished, scroll down and click Submit.

Your changes will be saved and automatically applied. However, it will take about 2–4 hours for the updates to appear in the Command Center.

EDIT LEARNER PROFILE

* Indicates a required field

First Name *

Last Name *

Email *

Level

External User ID

Downloading the Mobile App

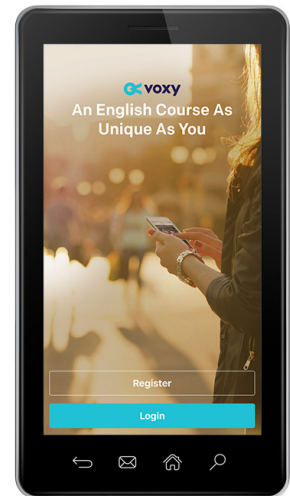
Learners can increase their study time outside of class using the Voxy mobile app. Help learners download the app on their iPhone or Android device using the following steps:

- On a mobile device, open the app store.
- Search for Voxy and click Install.
- Once installation is complete, open the app and click Login.
- Enter the learner's email address and password.
- Help learners find the course or personalized units you want them to complete.

Any work on the mobile app will sync with the Voxy platform when connected to the internet. Learners may work in the Voxy app offline but will need to connect to the internet to sync work back to the platform.

Mobile app system requirements are:

- Android 6.0.1 and higher
- iOS 12.4 and higher



Mobile VPA

Learners using Android and iOS apps 6.1.0 and higher will now be able to complete the VPA from their mobile devices!

Learners can take the VPA wherever they have access to the internet. Their performance will automatically sync with their account and appear in the Voxy Command Center. There is no difference between the VPA taken on a mobile device or a computer.

Learners can pause their VPA on a mobile device. They will be automatically paused if their VPA is inactive for 120 seconds. They will also be paused if they lock their screen or minimize the Voxy app. Each time the app is paused, learners will be prompted to save their progress or resume.

Technical Support

If learners are having trouble with their Voxy EnGen account, they can get help with the live chat feature within the program or by contacting Voxy Learner Support at support@voxy.com or 888-474-1391.

If you are experiencing issues with your administrator or instructor accounts or with access to the Voxy Command Center, contact New Readers Press at support@prolteracy.org or 800-448-8878.