

Help Desk Support Overview

Level 1 help desk support for the RightPath™ system includes the following activities: resetting teacher/student passwords, creating ad hoc classes, and managing data center access. This user guide provides information on these tasks as well as contact information for Right Reason Technologies Support.

Resetting Passwords

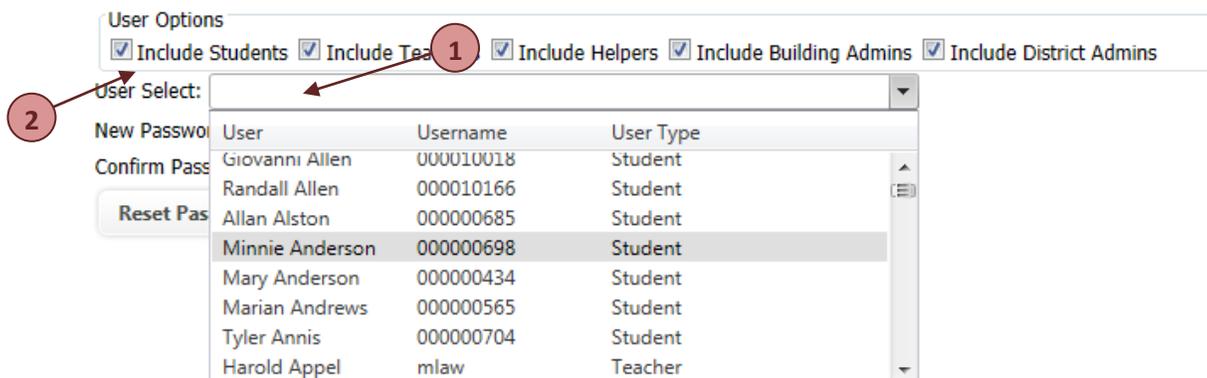
Accessing the Password Rest page is as simple as clicking on the **'Users'** menu, then choosing **'Password Reset'**. From there, the Password Reset screen will load.



Note: When receiving a request for a new password, it is important to confirm the identity of the person making the request. Requests can only be fulfilled if the requestor is the person for whom the password will be reset, or if the requestor is an administrator at the district requesting the password reset.

Choosing a User

The Password Reset screen allows users to change the password for any user within the district. To find a user, simply begin typing the user's name into the **'User Select'** box (1). Additionally, if the help desk operator is looking for a particular user type, he or she can filter the list by user type using the checkboxes in the **'User Options'** section (2).



At this point, simply enter the new password in both the **'New Password'** and the **'Confirm Password'** and click the **'Reset Password'** button. At this point, a success message will be displayed indicating that the password has been changed.

Note: Passwords must be at least six (6) characters in length and the values entered in the **'New Password'** and **'Confirm Password'** must match.

Data Center Access

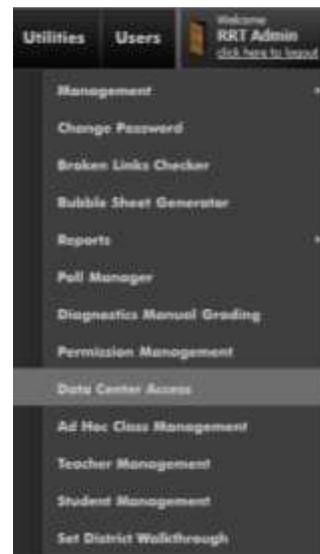
The RightPath™ system will automatically be populated by the SMS with the classes and teachers for use in the Data Center. However, there are situations in which the RightPath™ system is unaware of some individuals who should have access to data. Some of the common examples include:

- Reading/math specialists
- Special education teachers
- Instructional coaches

While these users will have access to RightPath™, it is possible that the individuals are not associated with the classes where they provide assistance. The **Data Center Access** feature provides support in these instances.

Note: When a request for Data Center Access is received, special care must be taken to ensure that the requestor has access to make the request.

To access the **Data Center Access** feature, go to the *'Utilities'* menu and choose *'Data Center Access'*. After clicking this option, the Data Center Access page will be displayed. The user will be presented with a wizard that allows configuration of the individual's access. The user can either add a new access rule, or remove an existing one.



After choosing a user, when choosing *'Create New'* the user will have the option to specify the access level. Available levels are:

- District
- Building
- Teacher
- Class

In the case of **District**, no further configuration is necessary. For the other options, the user will then specify to which object to give individual access. For example, in the case of **Building**, the user will be presented with a list of buildings in the district. Choosing a building will give the user access to view all reports for that building as well as for teachers, classes, and students in that building.

After configuring the access, the user will be given a final chance to review the configuration. If the options are correctly set, click *'Finish.'* Otherwise, click *'Previous'* to return to an earlier step.

Teacher Management

There is now a feature available that allows designated district employees the ability to add teachers to the RightPath™ system, modify existing teachers, edit class schedules, inactivate users that have left the district, and update passwords.

1. The teacher management function can be accessed by choosing the **'Utilities'** tab and selecting **'Teacher Management'**.

NOTE: This is a RightPath permission page. You must have that permission to gain access to this page. If you do not have the permission and would like it, please contact support@rightreasontech.com.

2. The search screen will appear. Search and see if the teacher is already in the system. Only active users will be displayed unless the **'Include Inactive Users'** checkbox is checked. Follow the steps below to add or edit a user.
3. To export a list of teachers, click the **'Export Teachers'** button.



The screenshot shows the 'Teacher Management' interface. At the top, there are buttons for 'Export Teachers' and 'Add User'. Below that is the 'Add/Edit Teacher' section, which includes a search bar with a magnifying glass icon and a search button labeled 'Search'. To the right of the search bar is a checkbox labeled 'Include Inactive Users'. Below the search bar is a table with the following columns: 'Edit/View', 'Last Name', 'First Name', 'Username', 'Teacher ID', and 'State ID'. The table contains one row with the following data: '1' (under Edit/View), '1' (under Last Name), 'Teacher' (under First Name), 'teacher1' (under Username), and empty cells for Teacher ID and State ID.

Adding a New User

If the user is not in the system, you will need to add them.

1. Select the **'Add User'** button in the upper right hand corner.
2. Complete the boxes with the teacher's information. A teacher is required to have a state ID and a district ID. Filling in the teacher's email will allow RightPath™ email message notification to be sent to the teacher's district email.
3. There are a series of option to check off:
 - a. **Active:** When creating a new user, this will default to yes.
 - b. **Teacher is required to enter a new password on login:** This checkbox requires the user to update their password the first time they login and make the password their own.
 - c. **SMS updates overwrite this user:** This option should almost always be checked. This will update the user with any new information the student management system updates provide.
4. The last step is to add classes to the user. Search and Select a class on the left hand side and use the arrow to move the class over to the box on the right. Once the class is moved, it has saved.

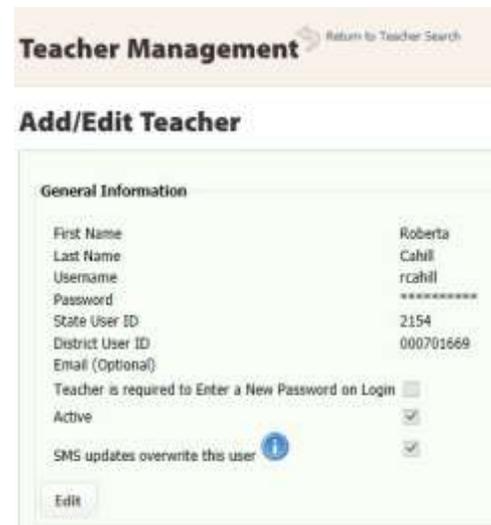


The screenshot shows the 'Edit General Info' form. It has the following fields: 'First Name', 'Last Name', 'Username', 'Password', 'State User ID', 'District User ID', and 'Email (Optional)'. Below these fields are three checkboxes: 'Active' (checked), 'Teacher is required to Enter a New Password on Login' (unchecked), and 'SMS updates overwrite this user' (unchecked). At the bottom of the form are 'Save' and 'Cancel' buttons.

Editing an Existing User

1. Click the **'pencil icon'** next to their name to edit.
2. To edit the general information, click the **'edit'** button and you will be able to change the name, username, password, and update any of those checkboxes.
3. To add or remove classes, simply select the class you want to add or remove and use the arrows to either add the class from the left to the right, or remove the class from the right to the left.

Note: District ID and State ID is required for all users.



The screenshot shows the 'Teacher Management' interface with a 'Return to Teacher Search' link. The main heading is 'Add/Edit Teacher'. Below this is a 'General Information' section with the following fields and values:

General Information	
First Name	Roberta
Last Name	Cahill
Username	rcahill
Password	*****
State User ID	2154
District User ID	000701669
Email (Optional)	
Teacher is required to Enter a New Password on Login	<input type="checkbox"/>
Active	<input checked="" type="checkbox"/>
SMS updates overwrite this user	<input checked="" type="checkbox"/>

At the bottom of the form is an 'Edit' button.

Student Management

There is now a feature available that allows you to add students to the RightPath™ system, modify existing students, edit class schedules, inactivate users that have left the district, and update passwords.

4. The student management function can be accessed by choosing the **'Utilities'** tab and selecting **'Student Management.'**

NOTE: This is a RightPath permission page. You must have that permission to gain access to this page. If you do not have the permission and would like it, please contact support@rightreasontech.com.

5. The search screen will appear. Search and see if the student is already in the system. Only active users will be displayed unless the **'Include Inactive Users'** checkbox is checked. Follow the steps below to add or edit a user.



Add/Edit Student

Search Include Inactive Users

Edit/View	Last Name ▲	First Name	Username	Student ID	State ID
	1	Student	student1	rrt-student1	

Adding a New User

If the user is not in the system, you will need to add them.

5. Select the **'Add User'** button in the upper right hand corner.
6. Complete the boxes with the student's information. A student is required to have a district
7. There are a series of option to check off:
 - a. **Active:** When creating a new user, this will default to yes.
 - b. **Teacher is required to enter a new password on login:** This checkbox requires the user to update their password the first time they login and make the password their own.
 - c. **SMS updates overwrite this user:** This option should almost always be checked. This will update the user with any new information the student management system updates provide.

ID.

8. Once you are finished adding the information, scroll to the bottom and click **'save'**.
9. The last step is to add classes to the user. Search and Select a class on the left hand side and use the arrow to move the class over to the box on the right. Once the class is moved, it has saved.

Editing an Existing User

1. Click the 'pencil icon' next to their name to edit.
2. To edit the general information, click the 'edit' button and you will be able to change the name, username, password, and update any of those checkboxes.
3. To add or remove classes, simply select the class you want to add or remove and use the arrows to either add the class from the left to the right, or remove the class from the right to the left.

Note: District ID is required for all users.

Add/Edit Student

General Information

First Name	Demo
Last Name	Student
Username	demostudent-old
Password	*****
State User ID	
District User ID	
Active	<input type="checkbox"/>
Student is required to Enter a New Password on Login	<input type="checkbox"/>
Email (Optional)	
SMS updates overwrite this user 	<input type="checkbox"/>

Class Management

To access class management, go to the **'Utilities'** tab and select **'Class Management'**. From the Class Management page, an existing class can be edited or a new class can be added.

Create a New Class:

1. Click the **'Add Class'** button in the upper right hand corner.
2. The **'Edit Class Info'** pop-up box will appear with the information to be filled in.

- a. **Required Fields:** Class Name, Teacher, District ID*

NOTE: The SMS classes have their own district ID numbers, if this is a RightPath™ created class, your ID number should be formatted as follows: rrt-class_name

- b. **Curriculum:** Choose the curriculum you would want attached to the class. *This can be done at a later time by going into the curriculum.*

- c. **RightPath™ Program Class:** Use this checkbox if the class being created is for an eLearning program in the district and not in the student management system.

- d. **Learning Recovery:** Use this checkbox for assigning a class to the learning recovery enrollment.

- e. **SMS updates overwrite this class:** Use this checkbox is the class is an active class in the student management system. This will allow for SMS updates to keep the class current with correct roster information.

- f. **Discussion Forum Threads:** Students Threads Require Approval and Allow Students to Create Threads

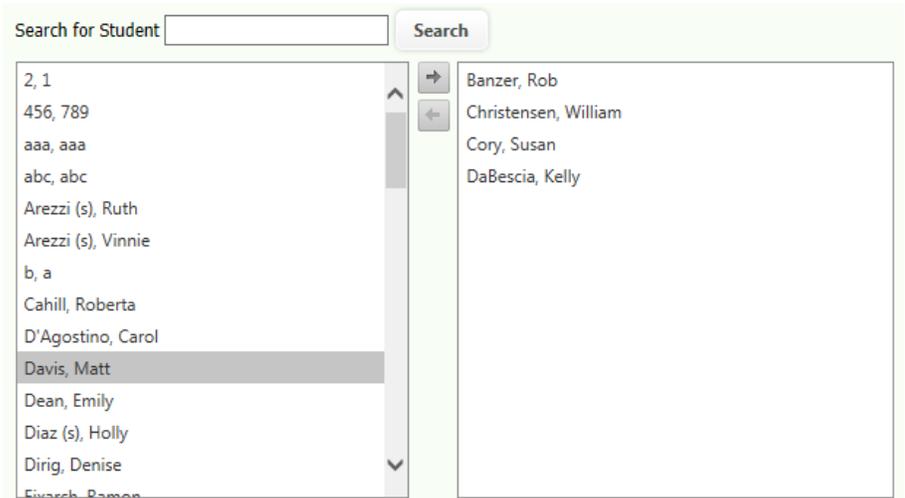
3. Click save when finished.

The screenshot shows the 'Edit Class Info' dialog box. It has a title bar with 'Edit Class Info' and a close button. The main area is titled 'Class Info' and contains several input fields and checkboxes. A red bracket on the right side of the dialog groups the 'Curriculum' and 'Building' dropdown menus under the label 'Optional Fields'. The 'SMS updates overwrite this class' checkbox has a blue information icon next to it. At the bottom, there are 'Save' and 'Cancel' buttons.

Note: This page can now be used to create Ad Hoc Classes. Ad hoc classes are a means for a district to create groups or classes in the RightPath™ system that are not stored in their SMS.

Adding Students and Secondary Teachers

1. Search for the student or to be added to the class and use the arrow pointing to the right to add the students/teachers.
2. To add multiple students/teachers, hold the control button and clicking on the names to be added.
3. To remove students or teachers from the class, select the student/teacher to be removed and click the arrow pointing to the left.



Editing an existing class:

1. Search for the class by class name or district class ID.
2. Click the pencil icon next to the name to edit. The class page information will appear. Once changes are made, click save.



Contacting Right Reason Technologies

If additional assistance is needed from Right Reason Technologies staff regarding a technical support issue. Please call us at (877) 778-8277 (option 2) or send an email to support@rightreasontech.com. Additionally, the system includes a built-in support contact form under the *'Utilities'* menu that will automatically contact the appropriate Right Reason Technologies department. In the event that a user wishes to speak with Right Reason Technologies, please recommend this as the first option.