



FREQUENTLY ASKED QUESTIONS

Please contact our support team at info@readyrosie.com with any questions!

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- [I never received a welcome email from ReadyRosie, what should I do?](#)
- [I forgot my password or want to change it?](#)
- [I'm logged in, but where do I find ReadyRosie Share?](#)

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ACCESS FOR TEACHERS

How do teachers get access to the ReadyRosie dashboard?

Participating ReadyRosie Share school districts send teacher names and email addresses to the ReadyRosie team to get access. Those teachers are given administrative access to ReadyRosie Share and are sent a Welcome Email from ReadyRosie giving them access and explaining how to login. If you don't have access please contact your district's ReadyRosie coordinator for more information.

I never received a welcome email from ReadyRosie, what should I do?

It could be that the ReadyRosie team was not given your name and email address from your school administrator. You can check with your district administrator or you can email info@readyrosie.com if you have additional questions.

I forgot my password or want to change it?

If you forgot your password or want to change it, follow these steps:

- Go to <https://readyrosie.com/> and click on the LOGIN button
- At the bottom of the login box, there is a link for "Lost your password?" – click that
- You can request a new password at that point.

I'm logged in, but where do I find ReadyRosie Share?

If you are already logged in to the ReadyRosie website, click on the "Dashboard" link near the top right of the screen. If you have administrative rights in ReadyRosie Share, that will take you to the right place!

ACCESS FOR PARENTS

How do parents register for ReadyRosie?

Parents connected to a teacher using ReadyRosie Share are added by that teacher (see next question on how to do this).

School districts that are also trying to reach parents and families who aren't connected to a formal classroom or teacher using ReadyRosie Share can encourage those families to sign up using our standard registration page - <https://readyrosie.com/register/>

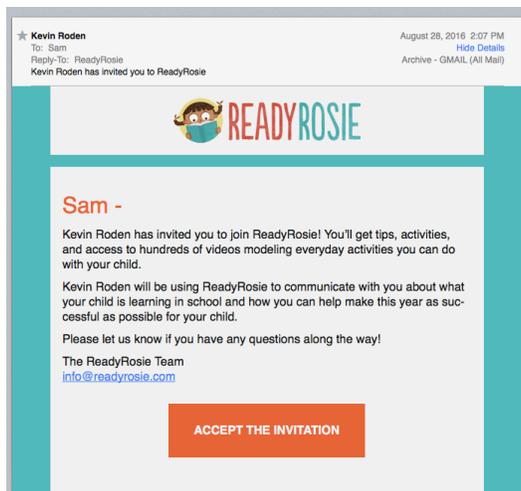
How do I add parents to my ReadyRosie Share classroom?

While in ReadyRosie Share, simply click on the **Users** link and then click the **ADD** button. You'll need to know some basic information about the parent, including their delivery preference (email, text, or both) and language preference. To help you gather that information (if you don't already know it), we have some letters to parents in English and Spanish you can use.

You can always edit a parent's information at any time. If a parent changes their email or cell or anything else, you have complete control over the information contained in ReadyRosie. Just click on the "**Edit**" button for that user.

What do parents get when I add them in ReadyRosie Share?

Once you add a parent to ReadyRosie Share, they are sent an automatic email or text (depending on the delivery preference you choose when adding them) welcoming them to ReadyRosie. The email looks like this (it is in Spanish for users marked with a Spanish preference) and asks them to accept the invite. Their user block will show “Invite not accepted” on ReadyRosie Share until they accept your invite and create their account.



How do parents change their password?

If you forgot your password or want to change it, follow these steps:

- Go to <https://readyrosie.com/> and click on the LOGIN button
- At the bottom of the login box, there is a link for “Lost your password?” – click that
- You can request a new password at that point.

Do parents need to be logged in to view their videos?

This depends on how the ReadyRosie content is shared with the parent. If a parent is getting the weekly message sent to their email, when they click on a video in the body of the email, ReadyRosie will allow them to view that video without being logged in.

But because we now allow your custom pages to be shared anywhere (including on social media), viewing the videos through those shared pages will require the parent to be logged in.

A parent must also be logged-in in order to explore our entire video library and use the “We did it!” button. This allows them to keep track of their progress, earn badges, and explore more videos. A parent must also be logged-in in order for you to know which videos they have watched.

For all of these reasons, we encourage all parents to login to ReadyRosie from all their devices so that accessing all of our content is simple, easy, and fun to use.

Do parents have access to the entire video library?

Yes! Parents must be logged in to access and search our entire video library. The library is accessible on any device and parents can also download our smart phone app.

ADDING USERS

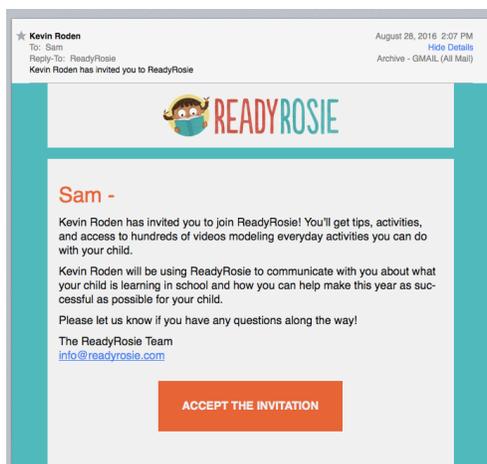
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Why does it say "Invite Not Accepted" on some of my users in ReadyRosie Share?

When you add a parent, we send them a welcome email/text inviting them to accept the invitation to join ReadyRosie. When they get this, they can click on the "Accept the Invitation" button in order to create a password and learn more about ReadyRosie. You will see that message until the parent has followed these steps.

How do parents change their password?

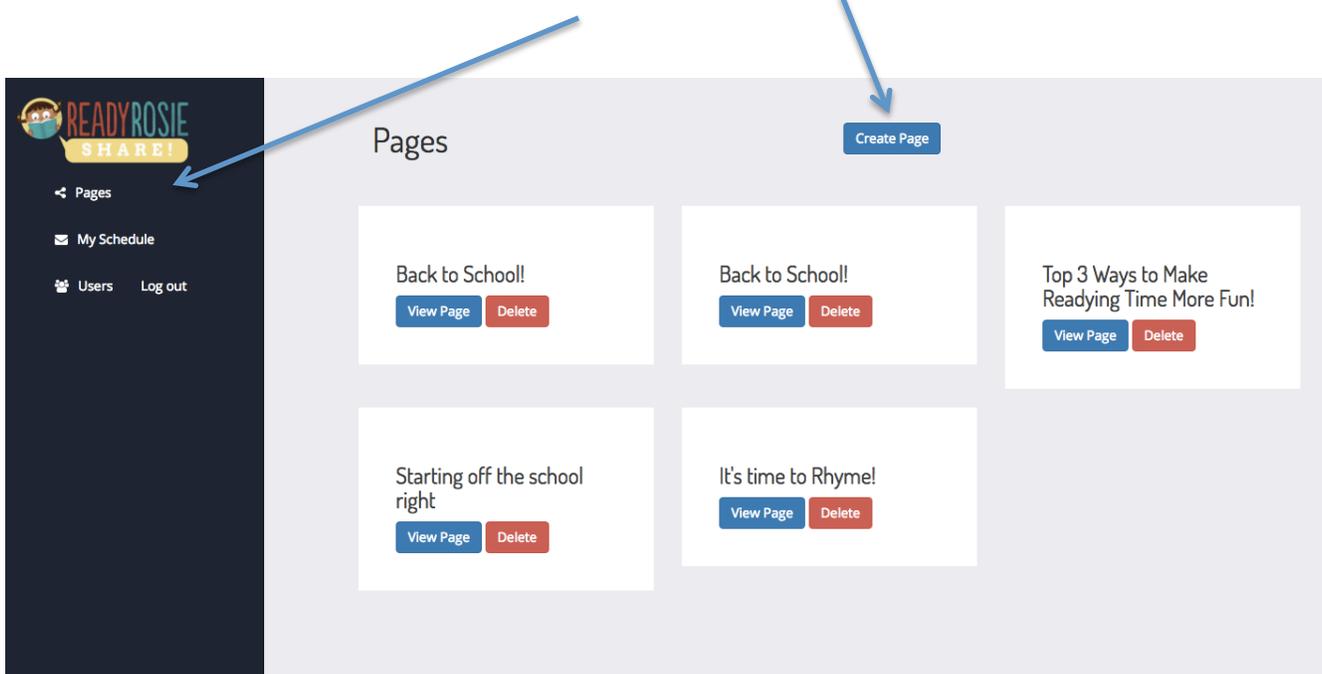
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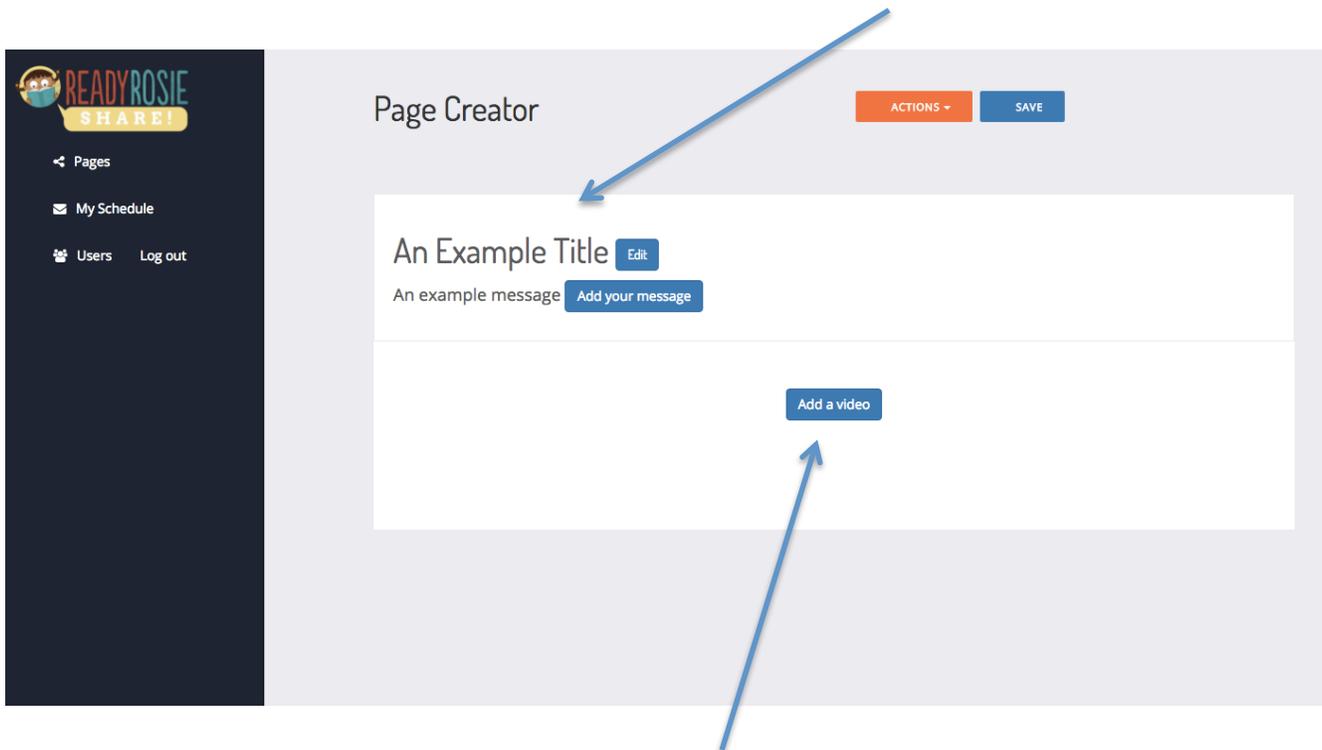
CREATING PAGES/MESSAGES

You are able to create an unlimited number of custom pages with custom messages and hand-selected ReadyRosie videos for any number of family engagement purposes. Here's how it works:

To get started, click on Pages and then "Create Page"



Give your page a short title and create your custom message



Click this button to add your videos to your page.

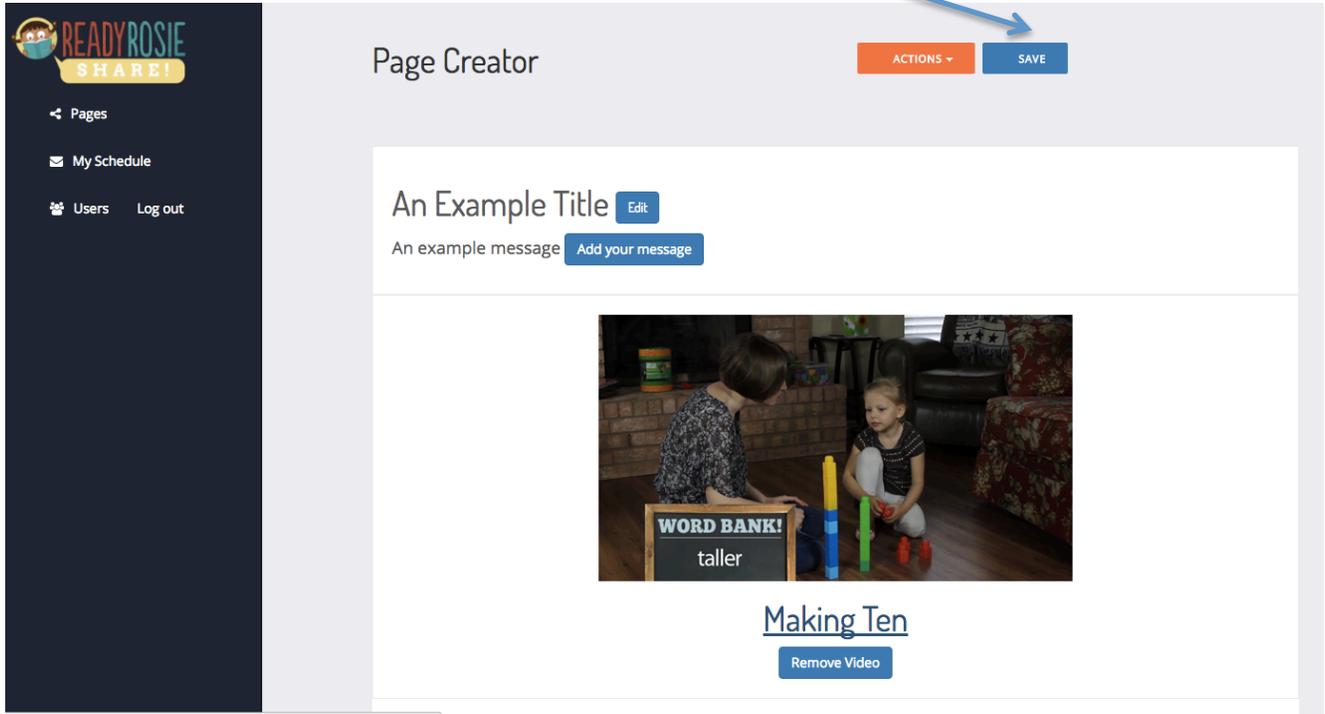
Search for videos by titles or categories. You can always click to watch the video to make sure it is the ones you want.

The screenshot shows the 'Page Creator' interface. On the left is a dark sidebar with the 'READY ROSIE SHARE!' logo and navigation links for 'Pages', 'My Schedule', and 'Users Log out'. The main area is titled 'Page Creator' and contains a message box with the text 'An Example Title' and 'An example message'. To the right, the 'Select a Skill' panel is open, featuring a search bar and a grid of skill icons. A blue arrow points from the instructional text above to the search bar. The skill icons include: 'Counting from Memory' (dice), 'Reading and Understanding Books' (books), 'Building Vocabulary and Grammar' (RAINBOW), 'Rhyming' (DOG LOG), 'Counting to Find the Total' (number 3), 'Sorting and Graphing' (fruit), and 'Letters' (grid).

Simply drag your desired video over into your page.

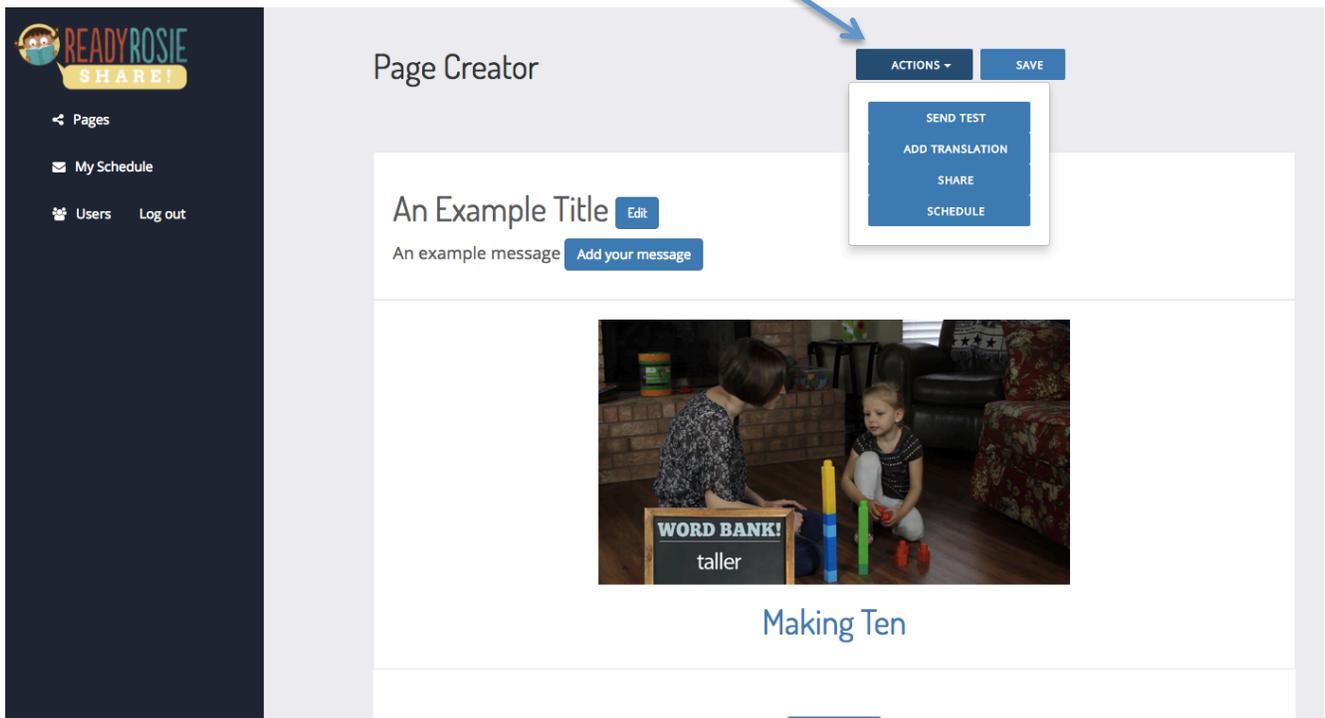
This screenshot shows the 'Page Creator' interface with the 'Select a Skill' panel closed. The 'Drag a video to your message' panel is now active, displaying a search bar and a grid of video thumbnails. A blue arrow points from the instructional text above to the 'View Video' button of the first video thumbnail. Another blue arrow points from the 'View Video' button of the first video thumbnail to the message box in the main area, indicating the drag-and-drop action. The video thumbnails include: 'Adding Ice', 'Making Ten', 'Counting Signs', 'How Many in the Car?', 'Acorns and Pinecones', 'In 10 Seconds', and 'How Many Can I Grab?'.

Always **SAVE** your page along the way!



The screenshot shows the 'Page Creator' interface. On the left is a dark sidebar with the 'READY ROSIE SHARE!' logo and navigation options: 'Pages', 'My Schedule', 'Users', and 'Log out'. The main content area has a title 'An Example Title' with an 'Edit' button. Below the title is a message field containing 'An example message' and an 'Add your message' button. A video player shows a woman and a child playing with blocks; a sign in the video reads 'WORD BANK! taller'. Below the video is the title 'Making Ten' and a 'Remove Video' button. In the top right corner, there are two buttons: 'ACTIONS' and 'SAVE'. A blue arrow points from the text above to the 'SAVE' button.

Now that you have created a custom message, click on actions and let us know what you want to do with it.



This screenshot shows the same 'Page Creator' interface as above, but with the 'ACTIONS' dropdown menu open. The menu contains four options: 'SEND TEST', 'ADD TRANSLATION', 'SHARE', and 'SCHEDULE'. A blue arrow points from the text above to the 'ACTIONS' button.

ADDING TRANSLATIONS AND CREATING PAGES FOR SPANISH USERS

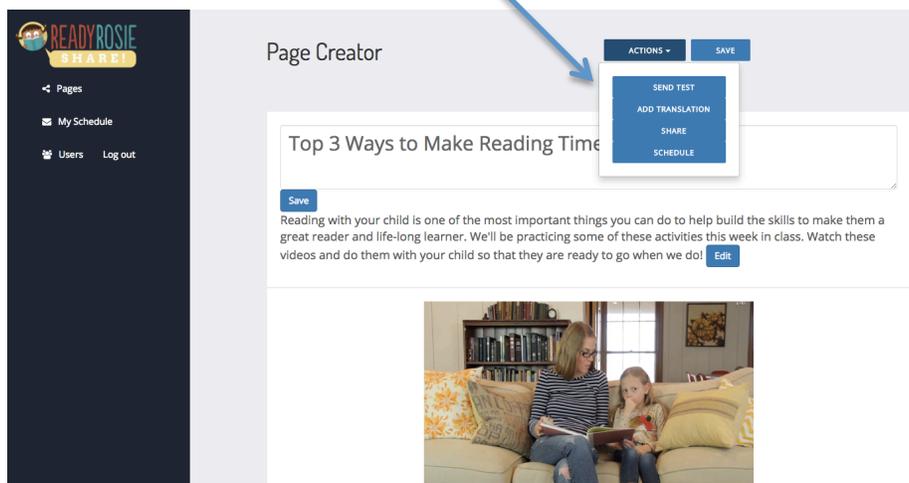
ReadyRosie content is in English and Spanish. In order for your Spanish-speaking families to see your custom messages and recommended videos in their home language, we've provided a translation function for each page that you create.

In order for your Spanish-speaking families to get your messages and videos in Spanish, two things must be in place:

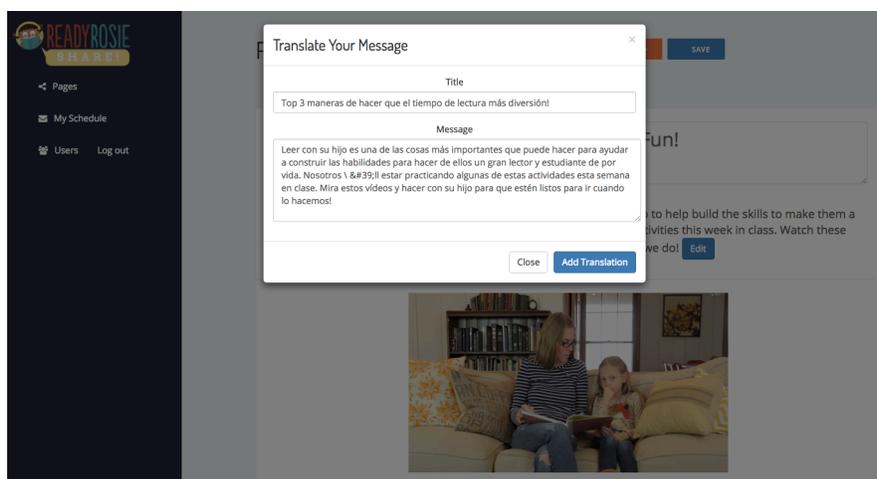
- Those families must be noted as "Spanish" in the language field when you add them as a user in ReadyRosie Share.
- You must add a translation for every page you create – this is what tells the system to send the translated messages and Spanish versions of the videos to your parents that are registered as Spanish-speaking users.

Here's how it works...

After creating a page, click ACTIONS and ADD TRANSLATION



Either translate the Title and Message yourself or click on the Google Translate button to do it automatically. Click ADD TRANSLATION.



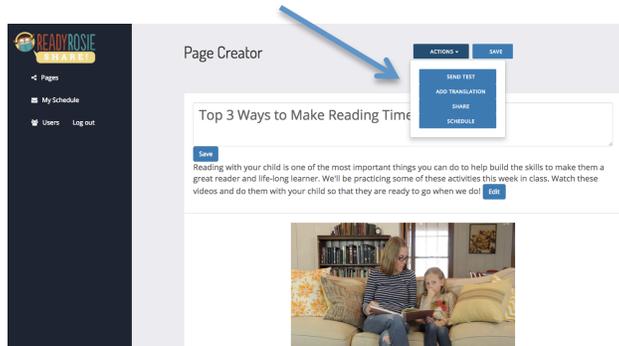
SCHEDULING PAGES/MESSAGES

One of the main ways to use the custom pages you create is to schedule them to go out to your families in a weekly message. These weekly messages go out to all the users you add.

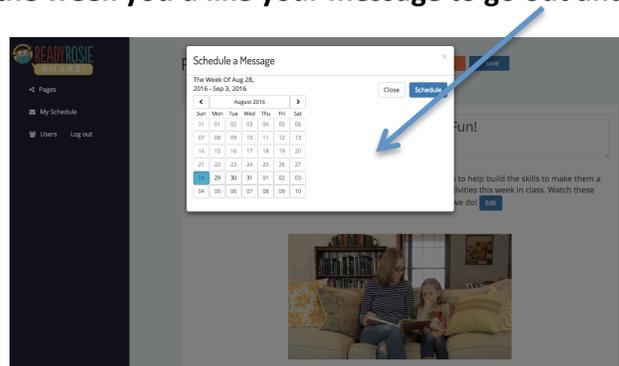
IMPORTANT: ReadyRosie sends out weekly messages to your users every Monday by email or text message. You can schedule your pages as far in advance as you'd like, **but you must schedule your pages by midnight on the Sunday prior to the Monday when you want it to go out.**

Feel free to schedule your weekly messages in advance! **Here's how it works...**

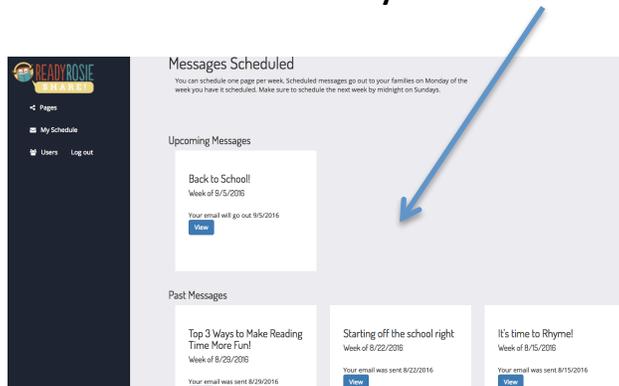
After creating a page, click ACTIONS and SCHEDULE



Simply choose the week you'd like your message to go out and click SCHEDULE



Click on My Schedule on the left to see all your scheduled messages.



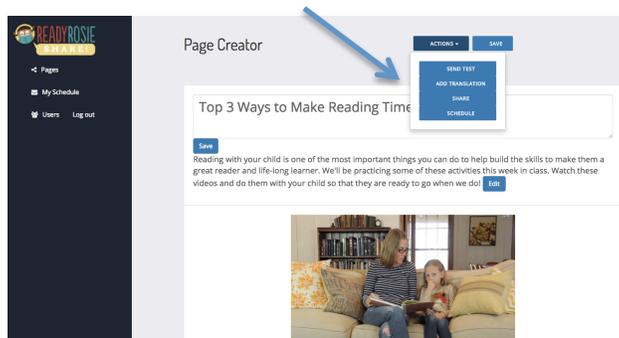
SHARING PAGES/MESSAGES

In addition to scheduling weekly messages, you may want to share pages you create in other ways as well. Think about all the ways you already or may want to communicate with your parents electronically – perhaps you:

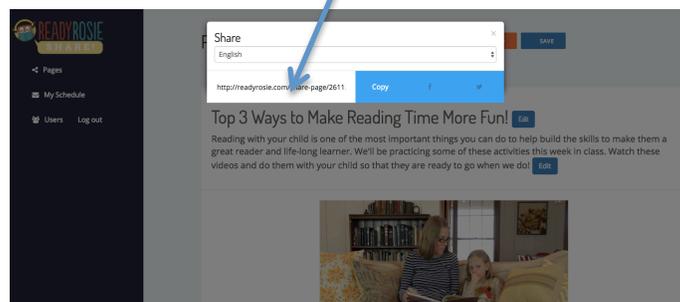
- have a blog for your families
- create regular email newsletters
- connect with your parents through Facebook or Twitter
- want to suggest some videos for a particular parent in order to align with the needs of their child

When you create a page in ReadyRosie share, it essentially creates a custom webpage. This webpage has a unique URL that you can use to share in a number of ways.

After creating a page, click **ACTIONS** and **SHARE**



A box will appear with the page's web address. If you created a translation for this page, you can select whether you want the address for the English version or the Spanish version. Simply copy the link and share it however you want.



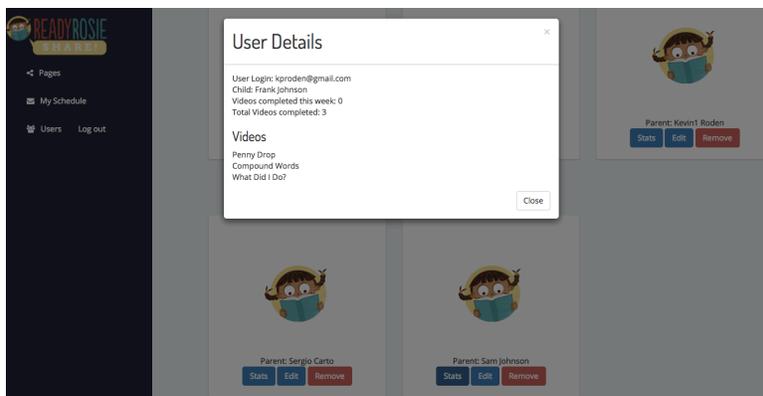
READYROSIE DATA

With ReadyRosie Share, you now have access to data as to how your families are using this resource. You are able to see which videos your parents have watched by clicking on “Stats” for any of your user. You will see the number of videos they have watched out of the ones you share with them in their weekly message as well as all of the videos they have watched since being added as a ReadyRosie user.

Please note: in order for you to see data for your families, two things must take place:

- Your parents must be logged in. We are not able to track users who aren’t logged in. Please encourage your parents to login to all the devices where they will be using ReadyRosie.
- We count a video as viewed when a parent either watches the video or clicks on the “WE DID IT!” button beside the video.

You can see user data in two ways: by clicking on STATS of that user and by clicking on the SHOW TABLE button to see stats of all users at once.



The screenshot shows the ReadyRosie Share interface with the "Users" table displayed. The table has the following columns: First Name, Last Name, Videos Completed from this Weeks Skill, and Total Videos Watched. The data in the table is as follows:

First Name	Last Name	Videos Completed from this Weeks Skill	Total Videos Watched
Johnny	Cash	0	0
Kevin2	Roden	0	0
Kevin1	Roden	0	2
Sergio	Carto	0	2
Sam	Johnson	0	3

At the top right of the table, there are buttons for "SHOW GRID" and "ADD".