

CASTLE ROCK RESEARCH CORP.

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solaro at SCHOOL

# School Administrators

# SOLARO Guide for School Administrators

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In SOLARO, we use the generic term “Teacher” for the accounts that directly interact with students and the term “School” for the organization that teachers and students belong to.

The role of the school administrator is to manage the staff (e.g. Teacher) and student accounts for anyone in the school or organization who requires access to SOLARO. Only the administrator has access to create or remove the teacher and student accounts.

## Getting Started

To start using SOLARO, you will receive an automated e-mail invitation. This e-mail invitation contains a link to activate your new school administrator account.

Hi SOLARO Support,

Thank you for registering SOLARO Support for a SOLARO at School account. Your account has been approved.

To activate your account and get started using SOLARO, click the link below and follow the instructions:

[Activate your school account and choose a password.](#)

You can also copy and paste the following URL below into your internet browser.

[http://app.solaro.com/users/reset\\_user\\_password?activation\\_code=7ce9c6c-a7fd-11e4-93b3](http://app.solaro.com/users/reset_user_password?activation_code=7ce9c6c-a7fd-11e4-93b3)

Should you have any questions or comments, please contact us at [support@solaro.com](mailto:support@solaro.com) or call 1-866-325-5299.

The SOLARO Team

Click the link to [Activate your school account and choose a password](#). It will bring you to SOLARO to setup the password for your account.



If you are having problems following the link, you can also copy and paste the web address from the email, into your browser in order to access the page.

Thank you for activating your SOLARO account. Please set a password. ×

### Change Password

Username / E-mail address:

New Password:

Confirm New Password:


[Change](#)

Choose a 7 character password and enter it into the *New Password* and *Confirm Passwords* fields and click [Change](#).

You will be redirected to the main login page with the following alert.

Your account is activated and password successfully changed. ×

Log in using your username (e-mail) and password.



### Let's get started

[Log in](#)

For existing SOLARO accounts

[!\[\]\(d70fb3c1d601382dd04c11209841caed\_img.jpg\) Sign in with Google](#)

[New to SOLARO ? Sign Up Now!](#)

[Forgot your password?](#)

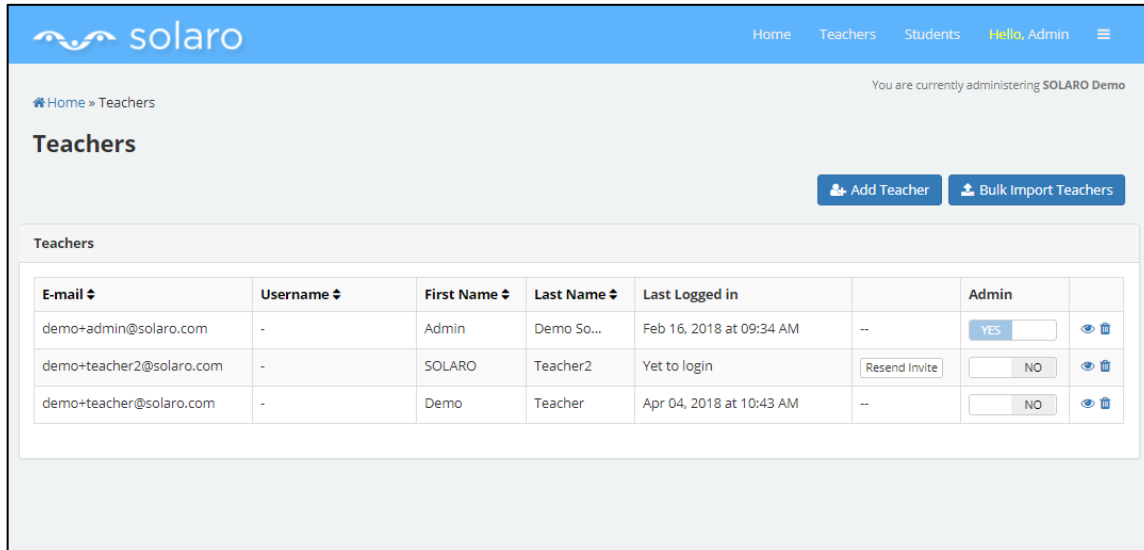
Note: If the email address used is a Google account you may also login using your Google email and password by clicking on the *Sign In with Google* button instead.

**This will log you into the *School Administrator* interface for SOLARO.**

**You are now ready to begin using SOLARO!**

# Managing Teacher accounts:

When you login to your school administrator profile you will be automatically directed to the *Teachers* page. This is a list of all the teacher's currently registered with this school account.

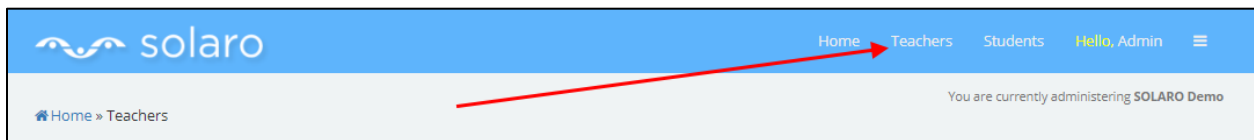


Teachers

[Add Teacher](#) [Bulk Import Teachers](#)

E-mail	Username	First Name	Last Name	Last Logged in		Admin	
demo+admin@solaro.com	-	Admin	Demo So...	Feb 16, 2018 at 09:34 AM	--	<input type="checkbox"/> YES	
demo+teacher2@solaro.com	-	SOLARO	Teacher2	Yet to login	<a href="#">Resend Invite</a>	<input type="checkbox"/> NO	
demo+teacher@solaro.com	-	Demo	Teacher	Apr 04, 2018 at 10:43 AM	--	<input type="checkbox"/> NO	

You can also access this page at any time by clicking the Teacher link in the main title bar.



Home Teachers Students Hello, Admin

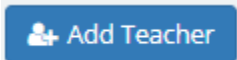
Home » Teachers

You are currently administering SOLARO Demo

All teacher accounts are setup using an email address as the username.

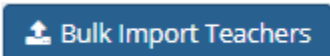
## *There are two options to create teacher accounts for your school:*

### **Option 1: Create a single Teacher account.**



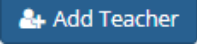
This method is recommended when you only have a few teacher accounts to add to your school. Their information is entered directly into SOLARO. There is no need to create a separate file with the teacher's information.

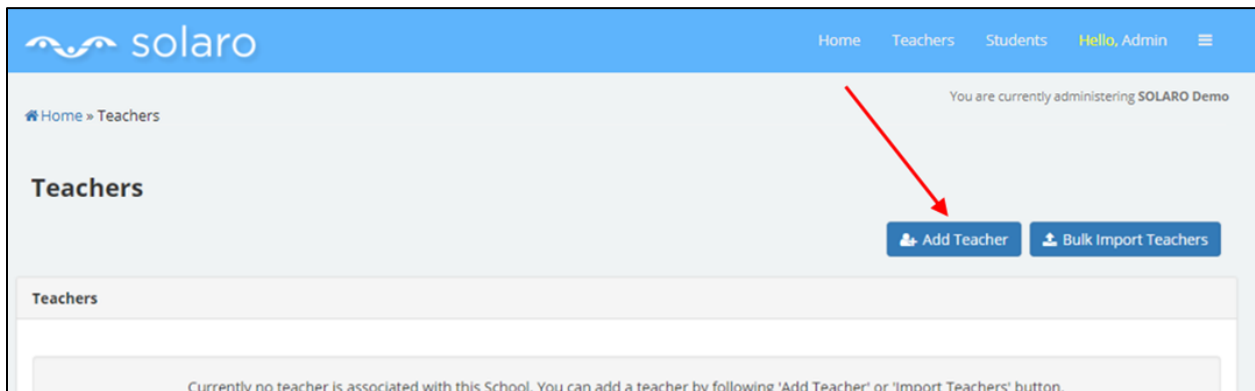
### **Option 2: Creating multiple teacher accounts.**



This method is recommended for any schools that need to create multiple teacher accounts at once. The information is entered into a spreadsheet (CSV) file that is uploaded to SOLARO to create individual accounts for each teacher. This is the most efficient method to use if you need to create 10 or more teacher accounts.

## Option 1: Creating a Single Teacher Account

To create a new teacher account, click .



### Add Teacher

Add Teacher

Email

Salutation

First name


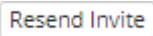
Last name

On the next page, enter the following information:

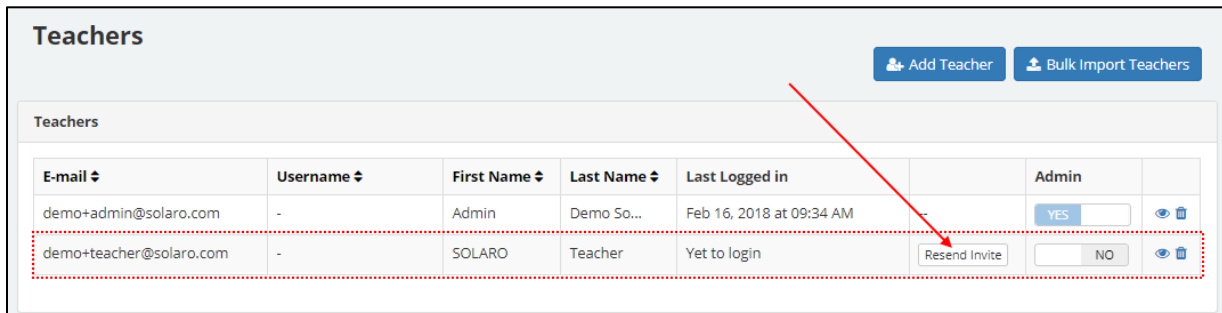
- Teacher's e-mail,
- Salutation,
- First name
- Last name.

Then click .

An invitation e-mail will be sent to the teacher with an activation link that will allow the teacher to activate their account, select a password and then to log in to SOLARO.

 If the teacher does not receive the SOLARO invitation e-mail, you can resend the invite by clicking on  from the Teachers page.

The new teacher account should now appear in the list of teacher accounts

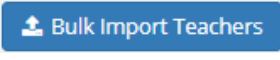


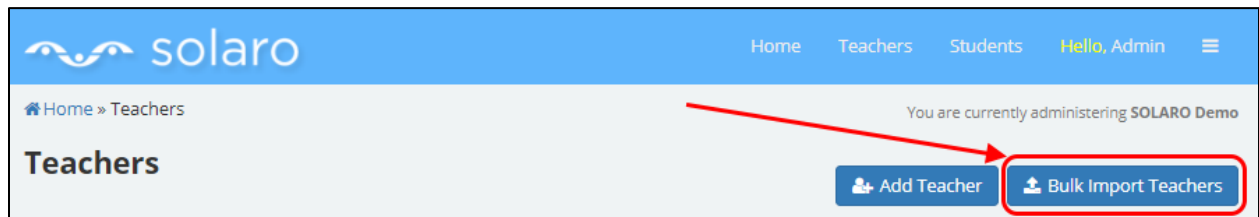
E-mail	Username	First Name	Last Name	Last Logged in	Admin	
demo+admin@solaro.com	-	Admin	Demo So...	Feb 16, 2018 at 09:34 AM	YES	
demo+teacher@solaro.com	-	SOLARO	Teacher	Yet to login	NO	

*If the email address used is a Google account the teacher will also have the option to login with the Sign in with Google button using their google login credentials.*

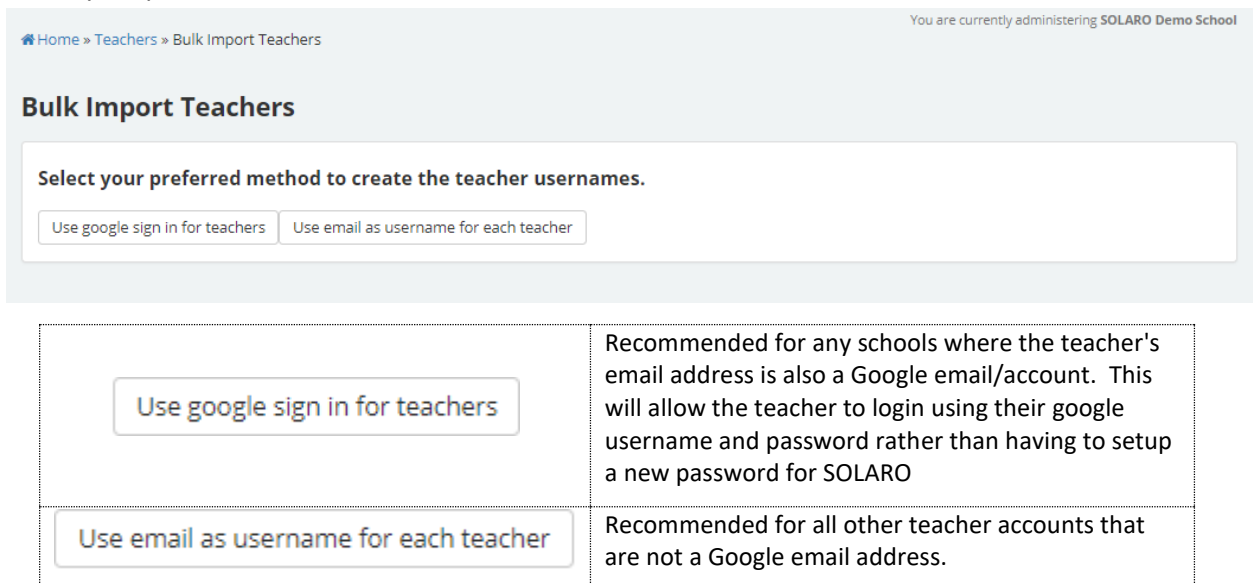
## Option 2: Creating Multiple Teacher Accounts

If you need to create multiple teacher accounts at once, you can use the *Bulk Import Teachers* option. This feature allows the school administrator to create multiple teacher accounts by either importing a CSV file with the required information or to copy and paste the name and emails from a list. SOLARO will then create the teacher accounts in bulk.

- 1) From the Teacher's page, click on 



- 2) Select your preferred method to create the teacher accounts.



- 3) After you selected the preferred method, enter your teacher list by using either:
- Option A: Uploading a CSV spreadsheet file
  - Option B: Typing the information directly into the *Teachers information* field

### Bulk Import Teachers

Select your preferred method to create the teacher usernames.

Use google sign in for teachers    Use email as username for each teacher

**Option A: Upload a CSV File:**  No file chosen

Please limit the number of Teachers per import to 100.

OR

**Option B: Enter teachers information below**

eg: Roger, Wilson, roger.wilson@example.com

Please limit the number of Teachers per import to 100.

**Guidelines**

1. **Format:**

a. First row of the csv should always contain headers and the order of the headers should be maintained as shown in the below image.  
Sample CSV File [Download Template](#)

b. **Information entered in textarea:** Enter each teacher's first name, last name and google account email comma separated on each line.  
eg:  
Roger, Wilson, roger.wilson@example.com  
Sally, Smith, sallysmith@example.com

**Required fields:**

2. **First Name** maximum 32 characters are allowed.  
3. **Last Name** maximum 32 characters are allowed.  
4. **Email** The email the user uses to sign into their google account.

For best results: Follow the instructions and requirements listed in the guidelines section to make sure you are entering the information correctly.

Select your preferred method to create the teacher usernames.

Use google sign in for teachers    Use email as username for each teacher

**Option A: Upload a CSV File:**  No file chosen

Please limit the number of Teachers per import to 100.

OR

**Option B: Enter teachers information below**

eg: Roger, Wilson, roger.wilson@example.com

**Guidelines**

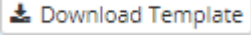
1. **Format:**

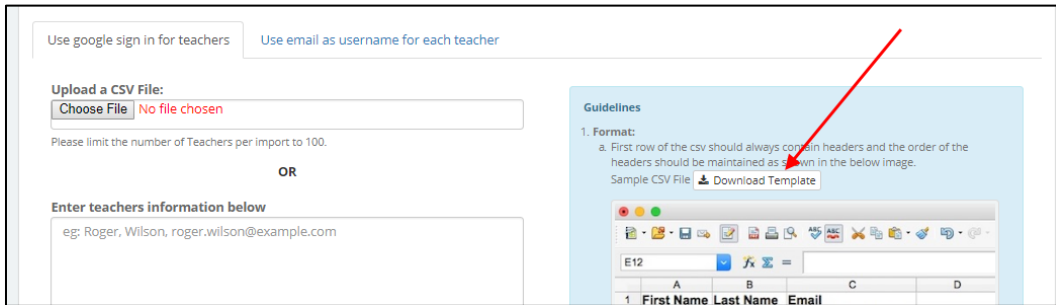
a. First row of the csv should always contain headers and the order of the headers should be maintained as shown in the below image.  
Sample CSV File [Download Template](#)

b. **Information entered in textarea:** Enter each teacher's first name, last



**For Option A: Upload a CSV File**

- a) Download the template CSV file by clicking the  button in the *Guidelines* section. Save the file to your computer.

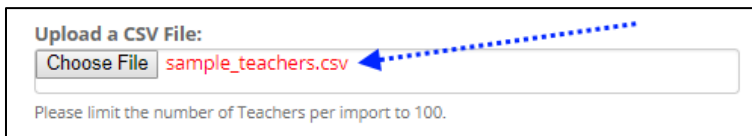


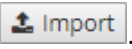
- b) Open the CSV file using a spreadsheet editor (e.g. Excel, Numbers, Google Sheets...). Fill in the information using the column heading as a guide.



Please be certain to save the file as a CSV (.csv) file type. As excel (.xls, xlsx) and other spreadsheet formats are not valid.

- c) Click the  button to select the CSV file saved on your computer



- d) Scroll down to click .

**For Option B: Type the teacher information directly into SOLARO.**

If you do not want to create a csv/spreadsheet file you may also type in the teacher information directly into the field provided.

- a) Type or copy/paste the teacher information into the text field. The information must be entered in the following format:

*First Name, Last Name, Email Address*

Example:

**Enter teachers information below**

Oliver, Twist, olivertwist@example.com  
 Agnes, Wickfield, agneswickfield@example.com  
 Margaret, March, margaretmarch@solaro.com

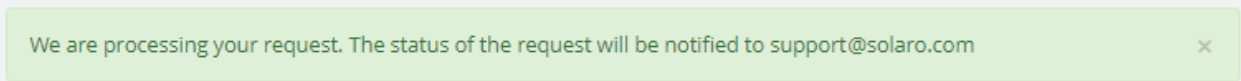
Please limit the number of Teachers per import to 100.



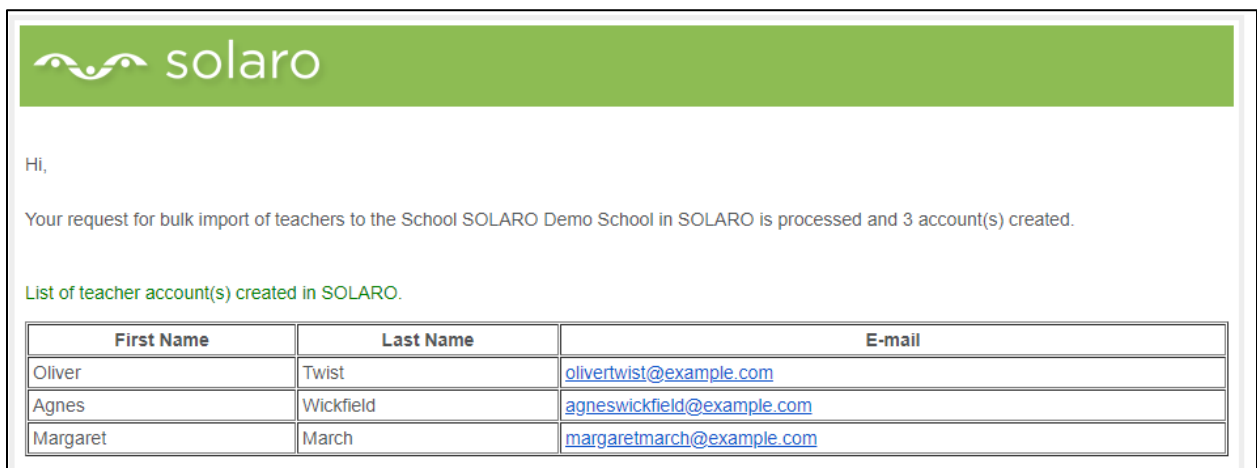
If you are copying from a list please be certain that the information is separated by a comma and not by a space or tab mark. Each new teacher's information must also be entered on a separate line.

b) Click  Import

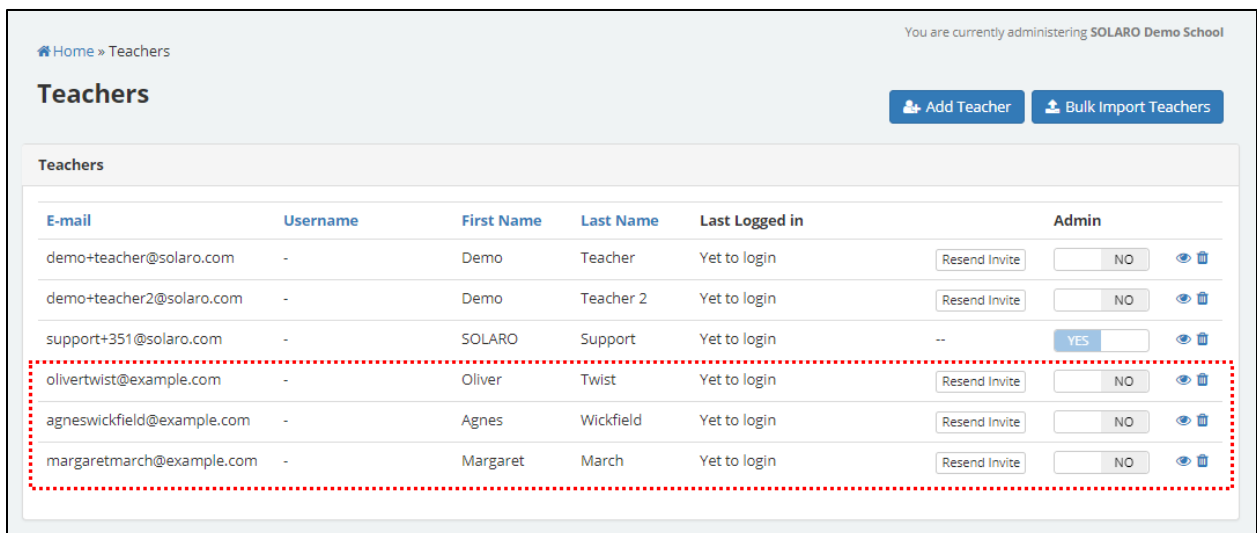
- Once you have either uploaded the CSV file or submitted the list, a message will appear at the top of the page to confirm the request is being processed.



- Check your email inbox for a confirmation email to see if the teacher account(s) were created successfully. If SOLARO failed to create any of the accounts this email will indicate why it failed.




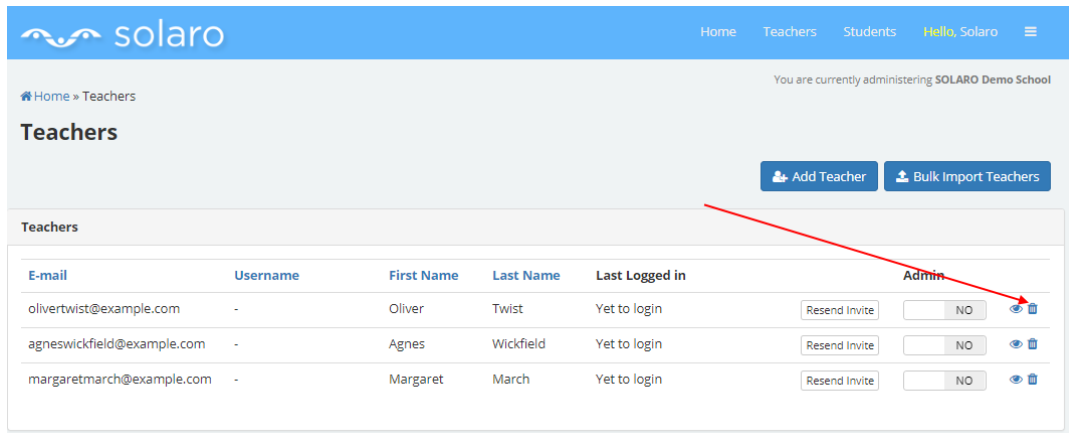
Return to the teacher's page and the new accounts should now appear in the teachers list.






## Deleting a Teacher Account

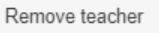
When removed from a school account the teacher will no longer have access to SOLARO materials unless they either purchase their own licence or are added to a different school.

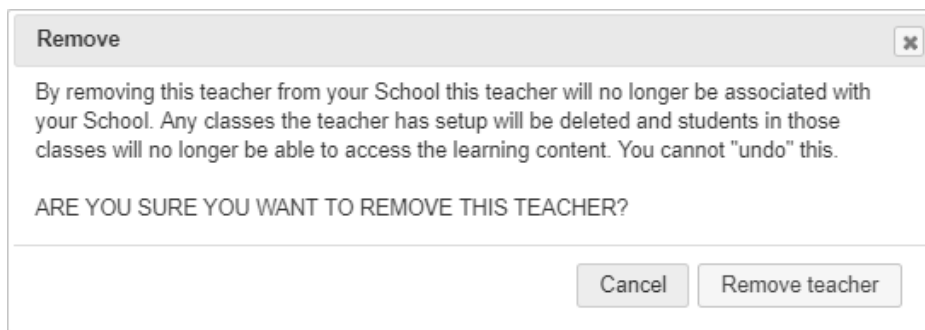
To remove a teacher account from the school, go to the Teacher's page and click the  icon.



The screenshot shows the SOLARO interface for managing teachers. At the top, there are navigation links for Home, Teachers, and Students, along with a user greeting 'Hello, Solaro'. Below the navigation, there are buttons for 'Add Teacher' and 'Bulk Import Teachers'. A table lists three teachers with columns for E-mail, Username, First Name, Last Name, Last Logged in, and Admin. The Admin column contains 'Resend Invite', a 'NO' radio button, and a trash icon. A red arrow points to the trash icon for the first teacher, Oliver Twist.

E-mail	Username	First Name	Last Name	Last Logged in	Admin
olivertwist@example.com	-	Oliver	Twist	Yet to login	Resend Invite <input type="radio"/> NO 
agneswickfield@example.com	-	Agnes	Wickfield	Yet to login	Resend Invite <input type="radio"/> NO 
margaretmarch@example.com	-	Margaret	March	Yet to login	Resend Invite <input type="radio"/> NO 

A warning message will appear, click  to confirm you want to delete this teacher account.




The dialog box is titled 'Remove' and contains the following text: 'By removing this teacher from your School this teacher will no longer be associated with your School. Any classes the teacher has setup will be deleted and students in those classes will no longer be able to access the learning content. You cannot "undo" this.' Below the text is the question 'ARE YOU SURE YOU WANT TO REMOVE THIS TEACHER?' and two buttons: 'Cancel' and 'Remove teacher'.

Please note, the teacher account will remain saved in SOLARO and can be added to any SOLARO school account at a later date. This can be useful if a teacher has changed schools but will be using the same email address. The teacher's username and password will remain the same; however class information such as student names, assignment and reports will not be saved.

**NOTE:** If a new teacher will be permanently taking over from a teacher who is leaving, it might be easier to update the teacher's profile with the new teacher's information, including e-mail address, rather than starting with a new teacher account and recreating all the classes and student relationships.

## Teacher Profile and Administration

By clicking the  icon from the teacher's list, the administrator can access the teacher profile page which has some basic administration features including:




- Edit Teacher Profile
  - Name, Email address, Last Login Date
- Reset Teacher Password
- Change Teacher E-mail Address
- Class list
  - Displays the name of the class (as it appears in SOLARO, e.g. Mathematics 6), the Section/Cohort/Block (class label) and the unique Teacher Class Code.
  - The Section/Cohort/Block is a field where the teacher can enter a label or name for the class that they are creating. This is to help a teacher keep track of their classes and tell them apart, as they can create multiple classes for the same subject and grade level.

[Edit Teacher Profile](#)
[Reset Teacher Password](#)
[Change Teacher E-mail Address](#)

Teacher Profile


Salutation:	Ms.
First Name:	Solaro
Last name:	Teacher
E-mail address:	support+teacher@solaro.com
Region:	Alberta
Last Login:	Jul 28, 2016 at 01:27 PM (3 minutes ago)

Classes

Class	Section/Cohort/Block	Teacher Class Code	
Mathematics 6	Math 6 (A.M.)	TEACHDE68 (4 students)	
Mathematics 6	Math 6 (P.M.)	TEACH44DE (3 students)	
Mathematics 7	Math 7 - Term 1	TEACH7ED2 (1 student)	



The school administrator also has the ability to create a class on the teacher's behalf by

clicking . However the school administrator is not able to add students to the teacher's class. This can only be done by that individual's teacher account.

# Managing Student accounts:

School administrators have the ability to create new student accounts and manage the existing student accounts that are registered within their school. It is important for a school to maintain their active student list to ensure licenses are only distributed to accounts that are currently in-use.

## Access the Students List.

The full student list can be accessed from the administrator profile.

- 1) Log in with the school administrator account and click on **Students**.



The Students page includes the following information:

### Students

0 out of 500 license(s) used.

[Add Students](#)

**Filter**

Teacher:

Student:

Class Code:

Grade:

[Filter](#)
[Clear Filters](#)

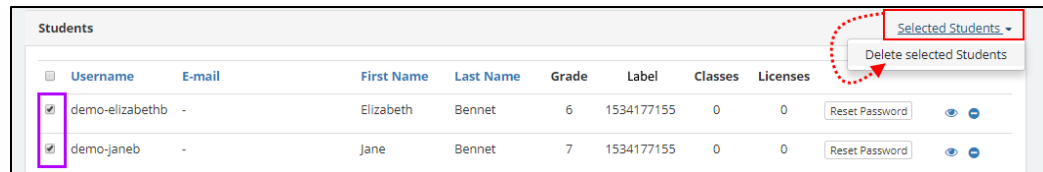
Filter students in School by teacher, class code and username/email/firstname/lastname

**Students** Selected Students ▾

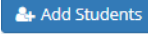
<input type="checkbox"/>	Username	E-mail	First Name	Last Name	Grade	Label	Classes	Licenses	
<input type="checkbox"/>	demo-elizabethb	-	Elizabeth	Bennet	6	1534177155	0	0	<a href="#">Reset Password</a> <span style="font-size: small;">👁️ ⌵</span>
<input type="checkbox"/>	demo-janeb	-	Jane	Bennet	7	1534177155	0	0	<a href="#">Reset Password</a> <span style="font-size: small;">👁️ ⌵</span>
<input type="checkbox"/>	demo-charlesb	-	Charles	Bingley	8	1534177155	0	0	<a href="#">Reset Password</a> <span style="font-size: small;">👁️ ⌵</span>

- **Student List:** Displays a list of all the students with SOLARO accounts registered with this school.
  - **Student information:** Displays the last name, first name and the student's SOLARO Username and/or email address they use to login.
  - **Reset Password:** Allows the administrator to reset the student's password.
  - **Number of Classes and Licenses:** Shows the number of classes each student is currently enrolled in, and the number of SOLARO Licenses being used for those classes.
  - **Label:** New student accounts will be assigned an *upload label* upon creation. When multiple accounts are created in bulk they will assigned the same upload label to make it easier to locate lists of accounts created by bulk upload. This will be helpful in case it is ever needed to revert a list of accounts created in error (this feature only applies to student accounts created after August 2018)

- **Remove Classes and Licenses** (🗑️): manage the student list by unregistering the student from classes. This action will remove all licences and classes for that student but will not remove the student from the school.
- **Show the student profile page** (👤): to view more information including grade level, last login date, and to see the list of enrolled classes for that particular student.
- **Selected Students menu:** This menu will have tools/features that can be applied to multiple student accounts at once. Only one feature is available at the moment (*Delete Selected Students*) but we will continue to add to the list with future updates. First, you select one or more students by clicking on the check boxes beside the username. Once selected, click on the *Selected Students* menu to select the tool you want to apply to those accounts.



<input type="checkbox"/>	Username	E-mail	First Name	Last Name	Grade	Label	Classes	Licenses	
<input checked="" type="checkbox"/>	demo-elizabethb	-	Elizabeth	Bennet	6	1534177155	0	0	Reset Password <span>👁️</span> <span>🔒</span>
<input checked="" type="checkbox"/>	demo-janeb	-	Jane	Bennet	7	1534177155	0	0	Reset Password <span>👁️</span> <span>🔒</span>

- **Add Students:** (  ) Used to access the create student account pages.
- **Licenses Count:** Total number of SOLARO licenses for the school and it indicates how many are currently in use. Available licenses are required in order to be able to add a student to a class. This is not the number of students in the school.

In this example, the student Jane Rogers, with the username “demo-janerogers914” is currently enrolled in 3 teacher classes: English Language Arts 4, Mathematics 4 and Mathematics 5. However, the account is using 5 school licenses as the student has also selected Science 4 and Science 6, but these classes are not associated to a teacher class.

Students								Selected Students ▾
<input type="checkbox"/>	Username	E-mail	First Name	Last Name	Grade	Label	Classes	Licenses
<input type="checkbox"/>	demo-janero...	-	Jane	Rogers	6	1534177894	3	5

### Jane Rogers

Last Login: Aug 13, 2018 at 11:09 AM (2 minutes ago)

[Student](#) [Edit](#)

#### Student Information

**Name:** Jane Rogers

**Username:** demo-janerogers914

**Login Credential:** demo-janerogers914

**Stars earned:** 0

**Region:** Alberta

**Grade:** 6

**Country:** -

**School:** SOLARO Demo School

#### Today's Activity

★ 0 Today

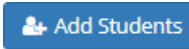
#### Licenses

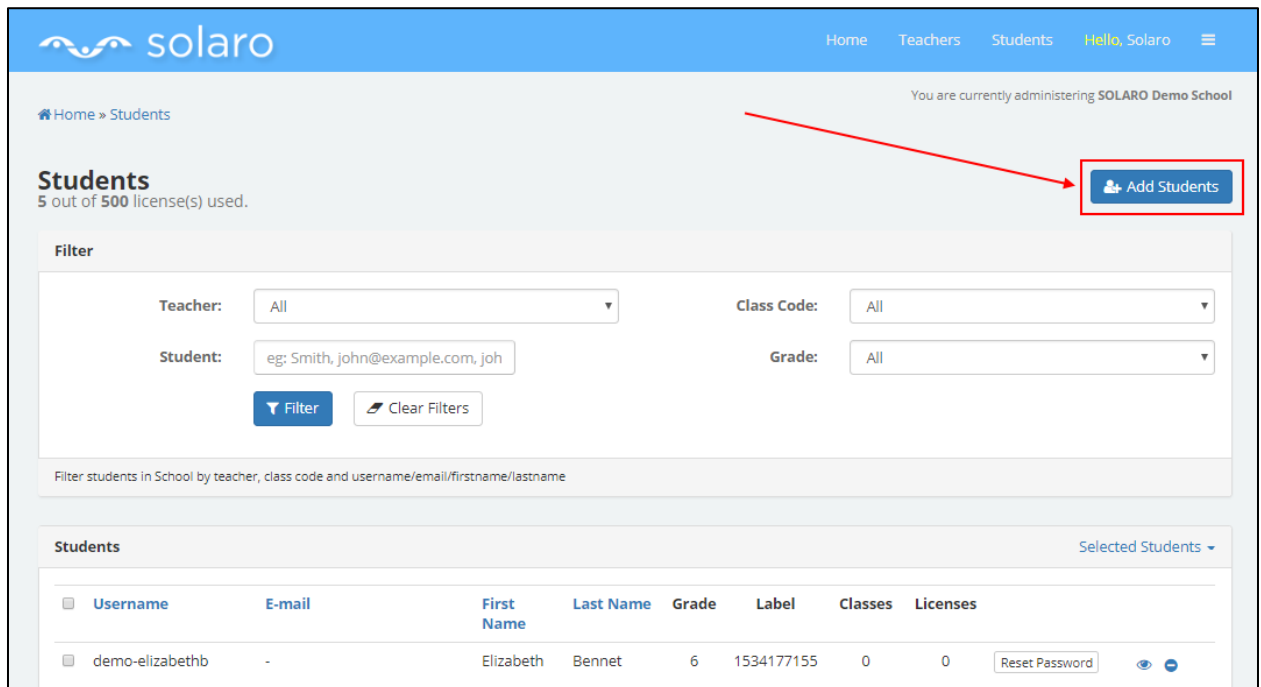
Courses	License	Expires At
English Language Arts 4	47360	December 31, 2023
Mathematics 5	47361	December 31, 2023
Science 4	47362	December 31, 2023
Mathematics 4	47616	December 31, 2023
Science 6	47617	December 31, 2023

## Create a new student account.

Only a school administrator can create the student accounts. This is to avoid duplicate accounts. Once the account is created any teacher will be able to search the student(s) name to add them to their own class.

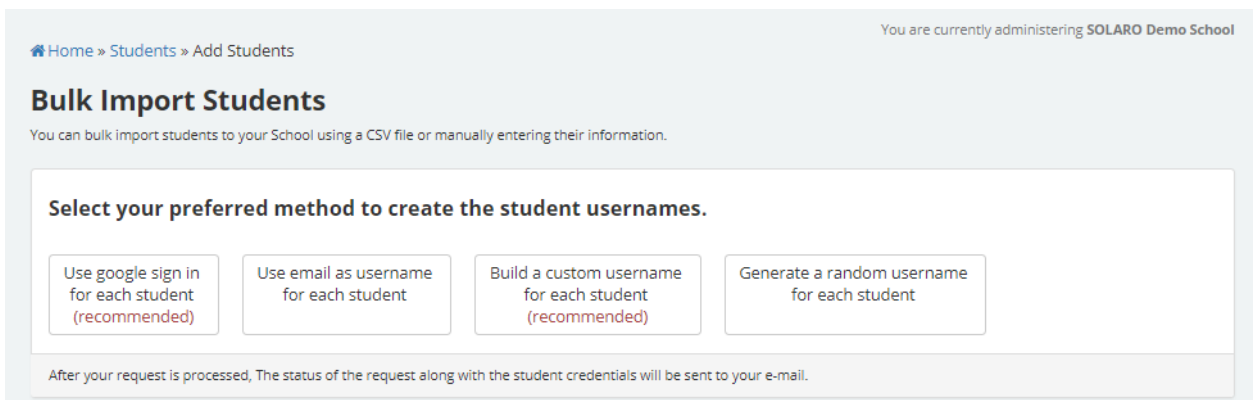
Note: Before creating a new student accounts it is recommended to search the student list to see if the student account(s) is already registered with the school to avoid duplicate accounts.

- 1) From the Student page, click 



The screenshot shows the Solaro interface for managing students. At the top, there's a navigation bar with 'Home', 'Teachers', 'Students', and 'Hello, Solaro'. Below that, a breadcrumb trail shows 'Home » Students'. The main heading is 'Students' with a sub-note '5 out of 500 license(s) used.'. A filter section allows searching by Teacher (All), Student (eg: Smith, john@example.com, joh), Class Code (All), and Grade (All). Below the filters is a table of students with columns for Username, E-mail, First Name, Last Name, Grade, Label, Classes, and Licenses. One student is listed: demo-elizabethb, -, Elizabeth Bennet, 6, 1534177155, 0, 0. A 'Reset Password' button is visible next to the student entry.


- 2) Select your preferred method to create the student accounts. There are four different methods to choose from:



The screenshot shows the 'Bulk Import Students' page. It includes a breadcrumb trail 'Home » Students » Add Students'. The heading is 'Bulk Import Students' with a sub-note 'You can bulk import students to your School using a CSV file or manually entering their information.'. Below this is a section titled 'Select your preferred method to create the student usernames.' with four buttons: 'Use google sign in for each student (recommended)', 'Use email as username for each student', 'Build a custom username for each student (recommended)', and 'Generate a random username for each student'. At the bottom, a note states 'After your request is processed, The status of the request along with the student credentials will be sent to your e-mail.'



<p style="text-align: center;">Method #1:</p> <div style="border: 1px solid gray; padding: 5px; text-align: center; margin: 10px auto; width: fit-content;"> <p>Use google sign in for each student (recommended)</p> </div>	<p>Recommended for any school/organization where the students have a Google email address or Google account provided by the school.</p> <p>As administrator you are simply providing SOLARO with the list of google accounts you authorize can be used with your SOLARO licences. Any account on the list will be allowed to login to SOLARO using the google username and google password.</p> <p>Pros:</p> <ul style="list-style-type: none"> <li>✓ This is the quickest and easiest setup method as it requires the least amount of information to be setup</li> <li>✓ Teachers and administrators don't need to hand out the SOLARO usernames and passwords to the each students. Just direct students to login using their existing google credentials.</li> <li>✓ Consistent usernames for each student and less information for the administrators and teacher to manage.</li> </ul> <p>Cons:</p> <ul style="list-style-type: none"> <li>✗ Only works with google accounts. If your school is not registered with Google we recommend looking at <i>Method#2: Use email as username for each student.</i></li> </ul>
<p style="text-align: center;">Method #2:</p> <div style="border: 1px solid gray; padding: 5px; text-align: center; margin: 10px auto; width: fit-content;"> <p>Use email as username for each student</p> </div>	<p>Recommended for any school/organization where the students have their own school provided email address but it is not a google account (e.g. office 365, Microsoft exchange... etc.).</p> <p>Personal email addresses (yahoo, gmail...etc.) can also be used if the school has that information available for each student to be added. But personal emails can be more difficult for teacher's to recognize easily when they view a list of usernames.</p> <p>Pros:</p> <ul style="list-style-type: none"> <li>✓ No conflicts of that username already being in use by another student in SOLARO, as an email address is a unique identifier that can only belong to one person at a time.</li> <li>✓ Easy username for the students to</li> </ul>

	<p>remember</p> <ul style="list-style-type: none"> <li>✓ Students can reset their own passwords at any time via email. Useful if a student forgets their password over a weekend or holiday.</li> </ul> <p>Cons:</p> <ul style="list-style-type: none"> <li>✗ Not ideal for younger students (grade 3-6) as it may be more difficult for them to remember an email address as the username.</li> <li>✗ Student cannot use their email password to login (unlike method#1). Instead the administrator will need to create the accounts with an initial password that will need to be given to the student for their first login.</li> </ul>
<p style="text-align: center;">Method #3:</p> <div style="border: 1px solid gray; padding: 5px; text-align: center; margin: 10px auto; width: fit-content;"> <p>Build a custom username for each student (recommended)</p> </div>	<p>This method is recommend for any school/organization that does not have the option of using email addresses for the username (see method#1 and 2 above).</p> <p>With this method you will provide a specific username for each student to use to login. This username can be something they already use to login to school computers or other services.</p> <p> To ensure that all usernames selected are available for use - a pre-determined prefix will be automatically appended to the beginning of each username being uploaded.</p> <p>The problem being that most schools use similar rules for creating student usernames (e.g John Smith = jsmith). If a school were to upload a list of student usernames most of the usernames selected would be rejected due to the username already being in use. The prefix helps to make it a unique name while still being easy for the student and teacher's to remember.</p> <p>For example: If I was uploading a student list to the Castle Rock Test School where the school decided to use the prefix "CRRRC". This is what a student account would look like.</p> <p style="padding-left: 40px;">Student Name: <i>John Smith</i>          Username being uploaded: <i>jsmith</i>          School's prefix: <i>CRRRC</i>          Username the student will use to login: <i>CRRRC-jsmith</i></p> <p>The school administrators will select the prefix to be used before uploading the first list of students.</p>

	<p>Common prefixes to use are school's acronym, school's sports team name. Anything that is recognizable and easy to remember for both students and teachers alike.</p> <p>Once the prefix is set it will be used for all future uploads. The administrator does not need to append the prefix in the student list as it is done automatically by SOLARO.</p> <p>Pros:</p> <ul style="list-style-type: none"> <li>✓ Students can login using a familiar or easy to remember username</li> <li>✓ Good to use for students that do not have an email or are too young to remember their email address.</li> </ul> <p>Cons:</p> <ul style="list-style-type: none"> <li>✗ Student cannot reset their own passwords as there is no email address associated with the account.</li> </ul>
<p style="text-align: center;">Method #4:</p> <div style="border: 1px solid gray; padding: 5px; text-align: center; margin: 10px auto; width: fit-content;"> <p>Generate a random username for each student</p> </div>	<p>This method is only recommended for users who do not have a preference of what username the student will use to login.</p> <p>This is most useful when you only need to create a few accounts quickly and the account may only be used a few times and not long term.</p> <p>Not recommended for large groups or younger students. Some of the random username can be difficult for younger student to type or remember</p> <p>Pros:</p> <ul style="list-style-type: none"> <li>✓ One of the quickest methods for the school administrator to setup accounts</li> <li>✓ Can be used to create non-identifiable student accounts if the name of the student(s) needs to be kept confidential for security/privacy reasons. List can be uploaded with any first/last name.</li> </ul> <p>Cons:</p> <ul style="list-style-type: none"> <li>✗ Not recommended for younger students. Some of the random username can be difficult to remember (e.g. turquoiseorangutan63)</li> <li>✗ Most time consuming method for teachers in terms of handing out account information to students</li> <li>✗ Higher likelihood of the student forgetting their login information.</li> </ul>

- ✘ Not recommended for large groups as the teacher or admin will need to provide each students one by one their unique username and password information to login. Can be time consuming.
- ✘ Students cannot change the username and will need to be able to remember an unfamiliar random username
- ✘ Teacher's will not be able to easily identify the student based on username (e.g. username: blackcat67)

3) After you selected the preferred method, enter your student list by using either:

- Option A: Uploading a CSV spreadsheet file
- Option B: Typing the information directly into the *Student information* field

### Bulk Import Students

You can bulk import students to your School using a CSV file or manually entering their information.

Select your preferred method to create the student usernames.

Use google sign in  
for each student

Use email as username  
for each student

Build a custom username  
for each student

Generate a random username  
for each student

**Option A: Upload a CSV File:**

Choose File No file chosen

Please limit the number of Students per import to 5000.

OR

**Option B: Enter Student Information**

eg: Roger, Wilson, rogerwilson@example.com, password, 3

Please limit the number of Students per import to 5000.

**Guidelines**

1. Format:

a. First row of the csv should always contain headers and the order of the headers should be maintained as shown in the below image.  
Sample CSV File: [Download Template](#)

	A	B	C	D	E
1	First Name	Last Name	Email	Password	Grade
2	John	Smith	johnsmith@example.com	password	3
3	Lisa	Johnson	lisajohnson@example.com	password	3
4					

b. Information entered in textarea: Enter each student's first name, last name, email, password and grade comma separated on each line.  
eg:

```
Roger, Wilson, roger@example.com, password, 3
Sally, Smith, sallysmith@example.com, password, 3
Mary, Johnson, maryjohnson@example.com, password, 4
```

**For Best Results:** Different information is required depending on which method type you selected. Follow the instructions and requirements listed in the guidelines section to make sure you are entering the information correctly.

Select your preferred method to create the student usernames.

Use google sign in for each student | Use email as username for each student | **Build a custom username for each student** | Generate a random username for each student

**Option A: Upload a CSV File:**  
 No file chosen  
 Please limit the number of Students per import to 5000.

OR

**Option B: Enter Student Information**  
 eg: Roger, Wilson, rogerwilson@example.com, password, 3

Please limit the number of Students per import to 5000.

Upload label

**Guidelines**

1. Format:

a. First row of the csv should always contain headers and the order of the headers should be maintained as shown in the below image.  
 Sample CSV File

	A	B	C	D	E
1	First Name	Last Name	Email	Password	Grade
2	John	Smith	johnsmith@example.com	password	3
3	Lisa	Johnson	lisajohnson@example.com	password	3
4					

b. Information entered in textarea: Enter each student's first name, last name, email, password and grade comma separated on each line.  
 eg:  
 Roger, Wilson, roger@example.com, password, 3  
 Sally, Smith, sallysmith@example.com, password, 3  
 Mary, Johnson, maryjohnson@example.com, password, 4  
 Scott, Wilson, scottwilson@example.com, password, 4

Required fields:

### For Option A: Upload a CSV File

1. Download the template CSV file by clicking the  button in the *Guidelines* section. Save the file to your computer.

2. Open the CSV file using a spreadsheet editor (e.g. Excel, Numbers, Google Sheets...). Fill in the information using the column heading as a guide.



Please be certain to save the file as a CSV (.csv) file type. As excel (.xls, .xlsx) and other spreadsheet formats are not valid.

3. Click the  button to select the CSV file saved on your computer

**Option A: Upload a CSV File:**  
 SOLARO\_students\_with\_emails.csv  
 Please limit the number of Students per import to 5000.

**For Option B: Type the student information directly into SOLARO.**

If you do not want to create a csv/spreadsheet file, you may also type in the student information directly into the field provided.

- A. Type or copy/paste the student information into the text field.

Because each method requires different information (google email vs. regular email vs. custom usernames vs. random usernames) each has a slightly different set of information that is required.

Example:

For method #3 (custom usernames) you would enter the information as

*First Name, Last Name, Custom username, Password, Grade Level*

But if you were using method #1 (google accounts) you would enter:

*First Name, Last Name, Google Email, Grade Level*

Always consult the guidelines section for the method you selected to see the proper format to use when entering the information!

For example, if you wanted to create a student account for a Grade 3 student, John Smith, with the custom username “jsmith” and setup with initial login password of “demo123” you would enter the information as follows:

**Option B: Enter Student Information**

John, Smith, jsmith, demo123, 3  
Jane, Rogers, jrogers, demo123, 6

Please limit the number of Students per import to 5000.



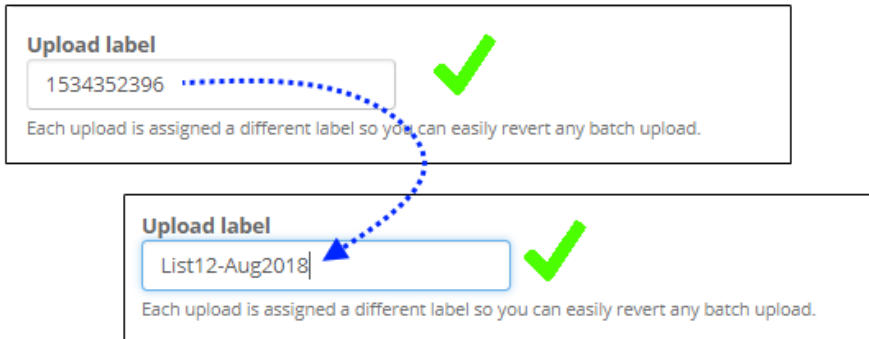
If you are copying from a list please be certain that the information is separated by a comma and not by a space or tab mark. Each new student’s information must also be entered on a separate line.

4. *(Optional)* Upload Label

When student accounts are created they are automatically assigned an upload label. Because multiple accounts can be created bulk this label will help to identify what accounts were created at the same time and make it easier to locate lists of accounts should they ever need to be reverted or removed or changed.

The Upload Label field is displayed on the student creation pages. SOLARO will autofill the field with an ID#. You have the option of either leaving the field as-is with the id # that SOLARO

selected or you can click into the field to change it to something more that will be more meaningful for you as school administrator



5. Username Prefix:

*(This field only applies to Method#3: Build a customer username for each student. If you selected any other method you can move on to the next step.)*

Select your preferred method to create the student usernames.

---

**Option A: Upload a CSV File:**

No file chosen

Please limit the number of Students per import to 5000.

OR

**Option B: Enter Student Information**

John, Smith, jsmith, demo123, 3  
Jane, Rogers, jrogers, demo123, 6

Please limit the number of Students per import to 5000.

**Upload label**

1534352396

Each upload is assigned a different label so you can easily revert any batch upload.

**Username Prefix:**

351

[Edit username prefix](#)

Force Password Change  
Asks Student to change password when they first login.

**Guidelines**

1. Format:

a. First row of the csv should always contain headers and the order of the headers should be maintained as shown in the below image.

Sample CSV File [Download Template](#)

	A	B	C	D	E	F
1	<b>First Name</b>	<b>Last Name</b>	<b>Username</b>	<b>Password</b>	<b>Grade</b>	
2	John	Smith	john	password	3	
3	Lisa	Johnson	lisa	password2	12	
4	Mary	Jones	mary	password3	4	
5						

**Required fields:**

2. **First Name** maximum 32 characters are allowed.

3. **Last Name** maximum 32 characters are allowed.

4. **Username** must be 4-32 characters. Spaces and most special characters are not allowed.

5. **Password** must be 7-25 characters.

6. **Grade** must be within 3-12.

The username prefix will be appended to the beginning of any custom username you selected and entered for the student accounts. You are not required to include this prefix in your CSV file or in the *Student information field* as it will be automatically added by SOLARO.



If this is your first time uploading custom usernames please review the following information!

However, if you have already set the username prefix for your school please move on to the next step.

Before uploading any custom usernames for students, we *strongly* recommend that school's edit the prefix to something more memorable and easier for both staff and students to remember.

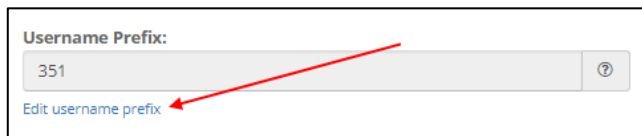
(e.g. School acronym, School District id#, Sports team name)

By default, the prefix has been set as your school's SOLARO id#. This is not a number that is readily available to your student's or staff members.

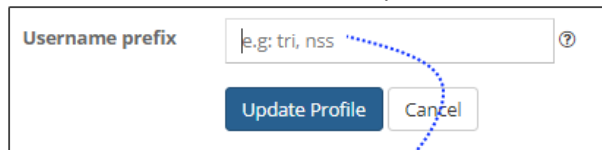
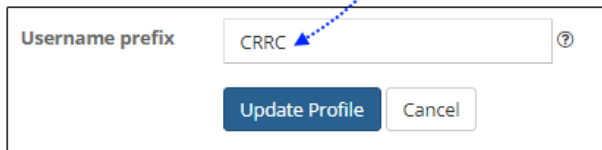
**This step only needs to be completed with the first upload. Once the prefix is set by the school administrator, it cannot be changed and will be applied to all future custom username accounts.**

To change the prefix:

1. Click on the [Edit Username Prefix](#) link




2. You will be taken to the School's profile page, scroll down and enter the information into the Username prefix field.


3. Return to the student's page to add your students.



- 6) Click 
- 7) Once you have either uploaded the CSV file or submitted the list, a message will appear at the top of the page

Your request is being processed. The status of the request along with the student credentials will be sent to your e-mail x

- 8) Check your email inbox for the confirmation email to see if the student accounts were created successfully. If SOLARO failed to create any of the accounts this email will indicate why it failed.



Hi,

Your request for bulk import of students to the School SOLARO Demo School in SOLARO is processed and 2 account(s) created.

List of student account(s) created in SOLARO.

First Name	Last Name	Username/Email	Password	Grade
Elizabeth	Bennet	<a href="mailto:ebennet@example.com">ebennet@example.com</a>	demo123	3
Jane	Bennet	<a href="mailto:jbennet@example.com">jbennet@example.com</a>	demo123	6

- 9) Return to the student page and the new accounts should now appear in the list.

### Students

5 out of 500 license(s) used. [Add Students](#)

**Filter**

Teacher:  Class Code:

Student:  Grade:

[Filter](#) [Clear Filters](#)

Filter students in School by teacher, class code and username/email/firstname/lastname

**Students** Selected Students ▾

<input type="checkbox"/>	Username	E-mail	First Name	Last Name	Grade	Label	Classes	Licenses	
<input type="checkbox"/>	-	ebennet@example.com	Elizabeth	Bennet	3	1534362697	0	0	<a href="#">Reset Password</a> <input type="checkbox"/> <input type="checkbox"/>
<input type="checkbox"/>	-	jbennet@example.com	Jane	Bennet	6	1534362697	0	0	<a href="#">Reset Password</a> <input type="checkbox"/> <input type="checkbox"/>

**The student account has now been created and is now ready for the teacher to add them to a class!**

---

## Tips for creating your student list for upload:

- Read the guidelines to be certain all the data entered is valid (e.g. min/max # of characters for passwords and usernames, all required fields have been entered)
- When saving your file select **CSV** as the file format. Do not save as an excel or other spreadsheet formats.
- When importing a large number of student accounts: Export your student information from your school/organizations database and copy/paste the information into the corresponding columns of the template file. This will preserve the original column headings and ensure the information is in the correct order that is required for SOLARO.
- If you are creating accounts for a large number of students it is often easier to use a single default password that is initially used for each student account. This makes it easier for the teachers to instruct an entire class on how to log in to their accounts for the first time. There is an option available to force the student to have to change their password after that first log in to ensure the account is secure after that first login.
- Selecting custom usernames:  
For large schools/ institutions we recommend using email addresses as the username whenever possible. If that is not an option, opt for choosing a custom username for each student account instead of allowing SOLARO to pick random usernames (e.g. Blackcat53, Tangerineshark34...)

Suggestions for how to create a unique SOLARO usernames that is easy for students to remember:

- Use their Student ID# as the username.
- Add digits to the end or beginning of a common username (year of birth, class#) or include a few random digits. (jsmith2006)
- Including middle initials (johnpsmith)

## Disable a Student account

The administrator is responsible for managing the active student list by removing licenses/classes or by deleting the students from the school.

**Students**  
5 out of 500 license(s) used. Add Students

**Filter**

Teacher: All      Class Code: All

Student: eg: Smith, John@example.com, joh      Grade: All

Filter Clear Filters

Filter students in School by teacher, class code and username/email/firstname/lastname

---

**Students** Selected Students ▾

<input type="checkbox"/>	Username	E-mail	First Name	Last Name	Grade	Label	Classes	Licenses	
<input checked="" type="checkbox"/>	demo-elizabethb	-	Elizabeth	Bennet	6	1534177155	0	0	Reset Password
<input checked="" type="checkbox"/>	demo-janeb	-	Jane	Bennet	7	1534177155	0	0	Reset Password
<input checked="" type="checkbox"/>	demo-charlesb	-	Charles	Bingley	8	1534177155	0	0	Reset Password
<input type="checkbox"/>	demo-janerogers914	-	Jane	Rogers	6	1534177894	3	5	Reset Pass

Remove Classes and Licenses

### Remove Classes and Licences vs. Delete student from School

Note: When removing the classes and licences the student will still be able to log in to their SOLARO account, but it will be reduced to a trial version with limited access. As soon as the student is added to a teacher’s class or if they select new classes, their account will be reactivated and count towards the number of schools licences used.

### Remove Classes and Licences

**Students** Selected Students ▾

<input type="checkbox"/>	Username	E-mail	First Name	Last Name	Grade	Label	Classes	Licenses	
<input type="checkbox"/>	demo-elizabethb	-	Elizabeth	Bennet	6	1534177155	0	0	Reset Password
<input type="checkbox"/>	demo-janeb	-	Jane	Bennet	7	1534177155	0	0	Reset Pass
<input type="checkbox"/>	demo-charlesb	-	Charles	Bingley	8	1534177155	0	0	Reset Password

Remove Classes and Licenses

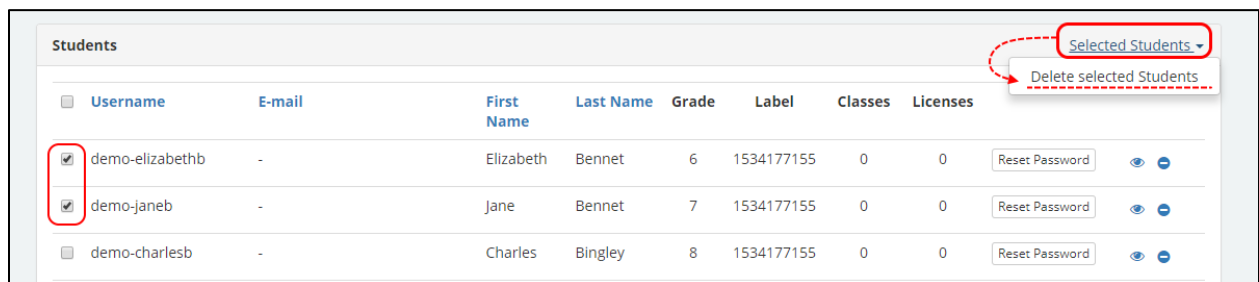
Click on the icon for the student account where you want to remove all classes and licences. (If you hover the mouse over the icon a pop up window will appear to confirm you have the correct option)

You should use the *Remove Classes and Licences* option if you wish to suspend an active student account because they will not be using SOLARO for a period of time but the account may be used again in the future. You want to remove all licenses in order to inactivate a student account. The student will remain enrolled with the school so teachers will still be able to search for the account and reactivate it by adding the student a new class.

Common reasons to use Remove Licences (but not limited to):

- Suspending the student account for extended periods (e.g. summer holidays)
- Returning licenses to available license pool, as this student does not require SOLARO access at the moment, but is still enrolled with your school
- Student changing grades mid-year needs to be removed from original classes.

### **Delete Student account(s) from the school:**



- 1) Click the checkbox for each student that you wish to delete from the school account. (If you want to remove all student accounts use the check box in the heading bar to *select all*).
- 2) Go to the *Selected Students* menu and choose *Delete selected Students*.

You should use the *Delete student* option if the student is no longer associated with the school and the school is no longer paying for the student's SOLARO account. This will remove the student account from all search results within this school.

Common reasons to use Delete Student

- Student is no longer enrolled in your school and will not be returning in the near future.
- Student has moved (i.e. city, state) and the account needs to be transferred to a different school that is also using SOLARO.
- Deleting a duplicate account


# Change Account Profiles

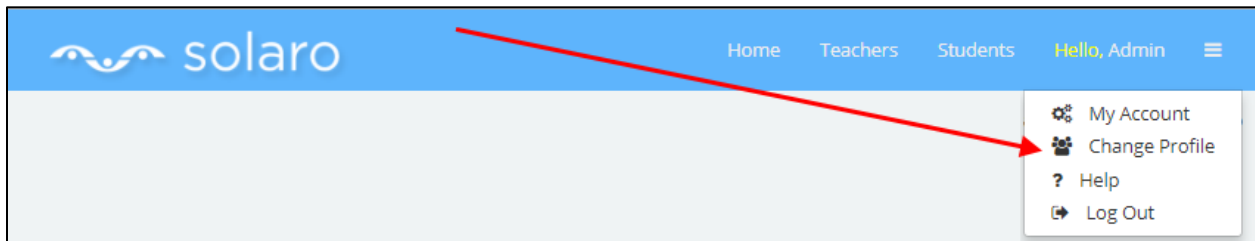
It is possible to share the same username for different types of account profiles (School administrator, Teacher and Parent profiles). Therefore a school administrator can also have a teacher and/or parent account without having to change their log in credentials.

Each time a user logs in with an account that shares multiple profiles, they will be prompted to confirm which type of account they want to access at that time. Simply click on the profile you want to access.

Please choose your profile

School Admin	<p><b>School:</b> Castle Rock Solaro Support</p> <p><b>Region:</b> Alberta</p>
Teacher	<p><b>School:</b> Castle Rock Solaro Support</p> <p><b>Region:</b> Alberta</p> <p><b>Classes:</b> Mathematics 5 (SUPPOD82C), Science 5 (SUPPO8AF8), Mathematics 9 (SUPPOFBAF), Mathematics 3 (SUPPOB773), Science 4 (SUPPOD79D), English Language Arts 3 (SUPPO87B3)</p>

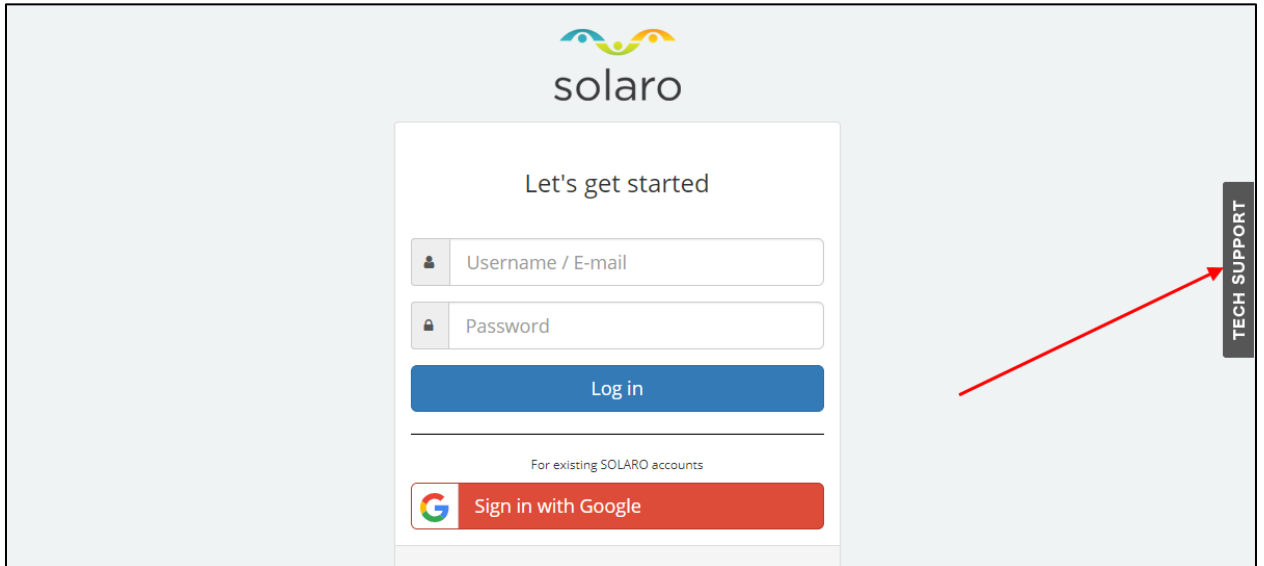
If you need to change profiles after having logged in, you can access the page by clicking on the menu icon, and select  [Change Profile](#).



# Help & Support

If you need some help, have questions or want to report an error, you can get to SOLARO support in any of three ways:

1. Technical Support/Feedback Web Form: While viewing SOLARO there is a “Tech Support” tab on the right of the screen. If you would like a response back please be certain to include your email address and you have the option to include a screenshot of the page.



2. E-mail us at [support@solaro.com](mailto:support@solaro.com)
3. Video Tutorials: <http://www.solaro.com/support>