CASTLE ROCK RESEARCH CORP.



Teachers



SOLARO Guide for Teachers

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Getting Started

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

When your school administrator has created your teacher account in SOLARO you should receive an automated invitation email to activate your account.

Note: If you don't receive the invitation email, please make sure to check the spam/junk mail folder in case it may have been filtered there by mistake or have the school administrator try to resend the invite.

Hi Ms. Teacher,

A school administrator at Castle Rock Solaro Support has invited you to try SOLARO at School.

SOLARO provides teachers and their students standards-aligned lessons, quizzes and other tools for use in the classroom or for extra help.

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

Activate your 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=ef5c7970-dd16

Should you have any questions or comments, please contact us at support@solaro.com or call 1-866-325-5299.

The SOLARO Team

We don't want to bug you so if you would like to unsubscribe and stop receiving ALL emails from us click here. By this we mean ALL emails, so if you forget your password or something you won't get the reset message ...

Click <u>Activate your school account and choose a password</u>. It will bring you to SOLARO to setup the password for your account.

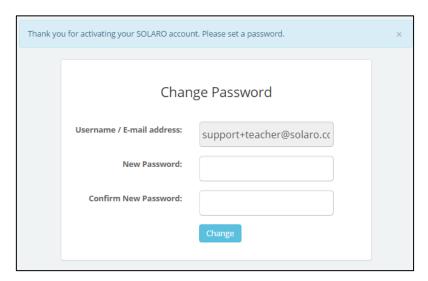
Please Note: If the invitation email doesn't have the activation link your account may have been setup to use a Google account as your username and password. If that the case you can skip the activation process and proceed directly to the SOLARO login page. Click on the *Sign In with Google* button.



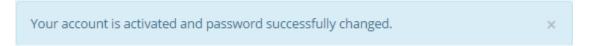
If you are having problems following the link, you can also copy and paste the web address <u>from</u> the email, into your browser in order to access the page.



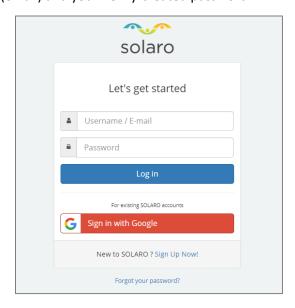
Choose a <u>7 character</u> password and enter it into the New Password and Confirm Passwords fields and click Change.



You will be redirected to the main login page and see the message confirming the password has been changed.



Login using your username (email) and your newly-created password.

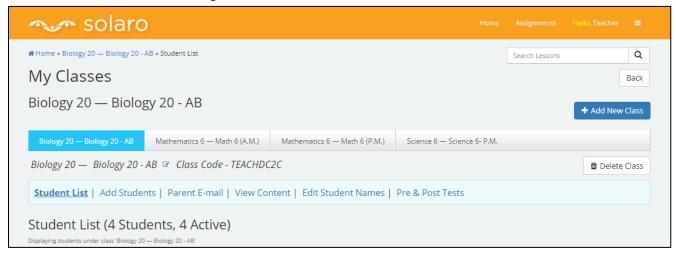


You should now be logged into the SOLARO Teacher interface and you are now ready to begin using SOLARO!



Teacher Interface

This is SOLARO's *Teacher* interface. This is where teachers create classes, add students to the class, view the lesson content and create assignments for their students.



Adding a Class

The first step for any new SOLARO teacher is to create classes. A teacher needs to create a class for any subject matter that they will be teaching. A class is required in order for a teacher to access the following features:

- View Content for a particular course (e.g. Math 6)
- Enroll students in a course/class
- Interact with their student(s) and assign custom assignments to be administered in SOLARO
- View the various progress reports for their student(s)

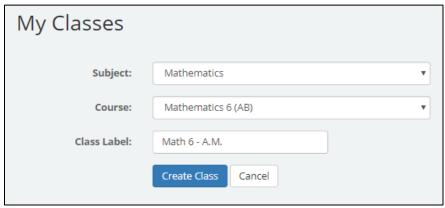
By adding the student(s) to their class the teacher is effectively enrolling the student(s) for that subject matter and grade (e.g. Math 6, Science 8). The student will automatically see this class in their own SOLARO account and be able to begin all lessons and quizzes available.



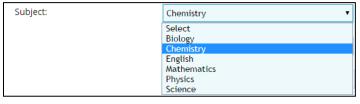
1. To create a new class, click + Add New Class



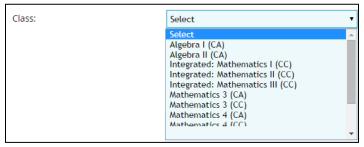
2. You will be asked to enter the following information for your class:



• **Subject:** select the subject matter that you are will be teaching for this particular class (e.g. Math, Science, English Language Arts...)



• Class: From the drop down menu, select the course name that corresponds to grade level and/or the provincial/state curriculum for the class you wish to create.

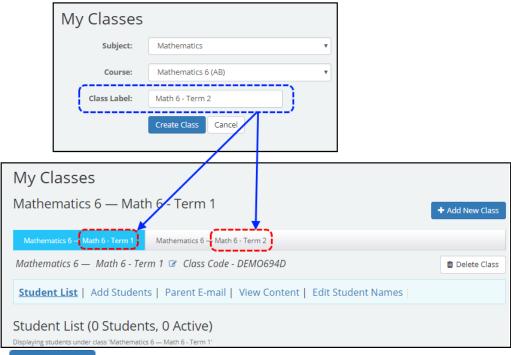


Please note, for regions where there is more than one curriculum available we will distinguish the curriculum by adding a 2 letter abbreviation to the end of the class name.

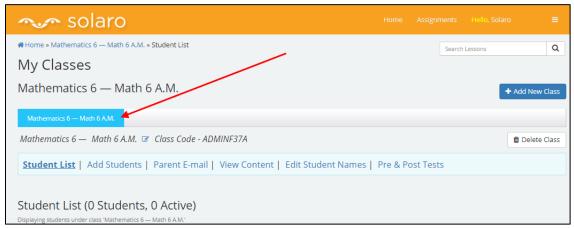


For example, in California there are two types available. California State Standard classes end by the abbreviation "CA" and US Common Core Standards end by "CC".

- Class Label: Type in a label or name for the class that you are creating. Because you can create multiple classes for the same subject and grade level (e.g. create two Math 6 classes), the class label is there to help keep track of these different classes and tell them apart. For Example, for a *Math 6* course you could enter class labels such as:
 - Math 6 Block 1, Math 6 A.M., Math 6 Term 1 or Math 6 2018-19
 You can enter anything into this field that helps you recognize each class.

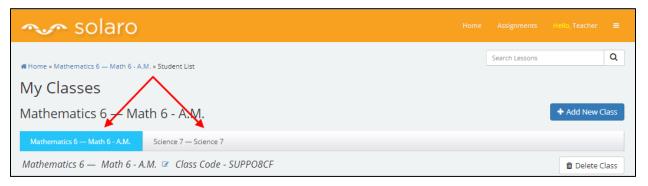


- 3. Click Create Class
- 4. The new class should now appear as a tab on your My Classes page.

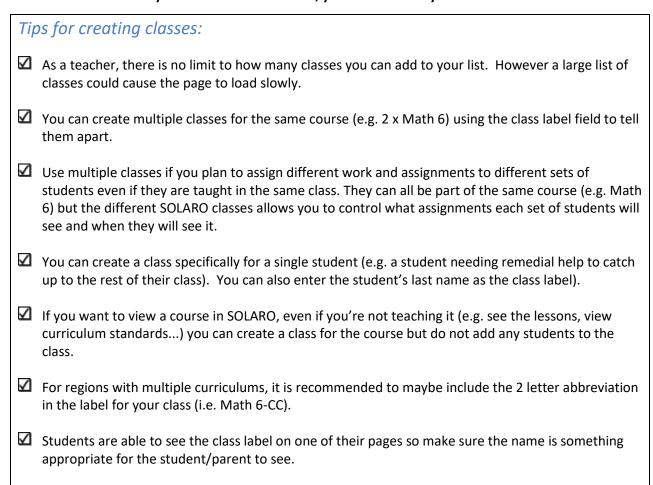




Follow the same steps to create more classes. Additional classes will show up as different tabs; you click on each tab to view the class.



Once you have created the class, you are now ready to add students!





Student accounts

Each student requires their own SOLARO account in order to access the course content. A teacher needs to add a student to their class in order to enroll the student in that course. This action also completes link between the teacher and student account to allow the teacher to interact with them online.

By creating this link between teacher and student, it not only provides the student access to view the course content (SOLARO lesson, quizzes, flashcards, notes) but also gives the teacher the ability to view the student's progress, allow the student to view media library items the teacher has linked to lessons (or topics) and allows the teacher to distribute custom assignments to the student(s) in a class.

Only the school administrator can create student accounts in SOLARO. This is to avoid duplicate student accounts and being billed twice for the same student. Once the student account has been created, any teacher in the school will be able to search for the student(s) name to add them to their own class.

There are two options available for a teacher to add students to their class:

Option 1. Have students self-register for SOLARO.

(This option is not available with all SOLARO at school accounts. If your school is not enrolled for self-registration, the option will not be displayed in the teacher interface. Instead you will use Option: Add Existing Students)

The self-registration option allows a teacher to provide a student with a unique class code. The student logs in to their existing SOLARO account in order to register for the class instead of having the teacher search for the student account by name. If the student already has a SOLARO username and password they can login to their existing account and then enter the class code. If the student does not have a SOLARO account, they can use the class code to create a new student account from SOLARO's sign up page.

SOLARO will provide the teacher step-by-step instructions in a pdf format that they can send to the students in order for them to self-register.

This is not the recommended for creating a new student accounts within a school, as it can lead to duplicates and schools being billed twice for the same student. This can be used if the student has an existing account and is already familiar with SOLARO.

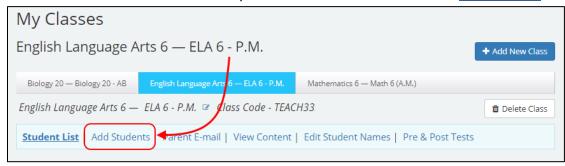
Option 2. Add existing student(s)

This is the easiest method for teachers to add a student to their class. The school administrator creates the account in SOLARO, and the teacher will use **Option: Add Existing Student(s)** to search for student accounts to be added.

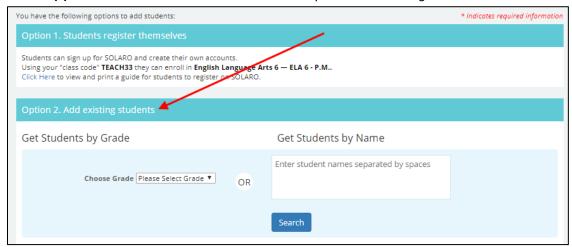


Adding Students to a Class

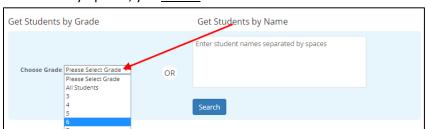
1) Click on the tab to select the class that you want to add student to and click Add Students.



2) (if applicable) You may be asked to select the option you want to use to add your students. If your school is not enrolled for self-registration you will only see Option: Add existing student(s). For this set of instructions we will use Option: Add Existing Students

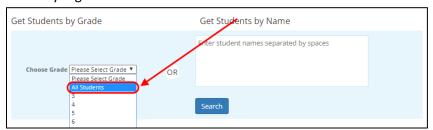


- 3) Next begin to search for the student account(s) to be added: A teacher can search for student accounts by either:
 - ➤ **Grade:** Select the Grade level from the menu to see all students registered within the school with that grade level. The list of names in the *Search Results* section will automatically update, you do not need to click *Search*.

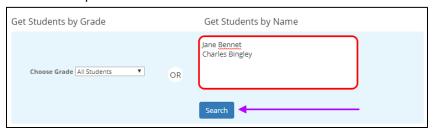




All Students: Select All Students from the Grade menu to view a list of ALL students currently registered within the school. You do not need to click Search.



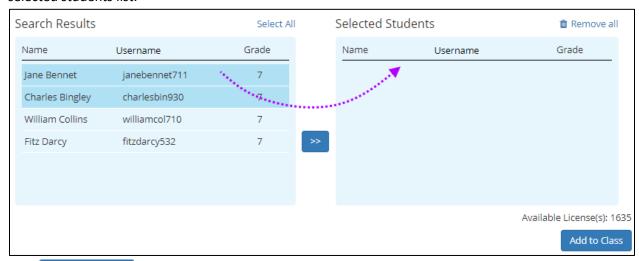
Name: Search for a student or a list of students by entering their first and/or last name into the field provided and click Search



The student names and usernames that match your search will appear in the search results box below.



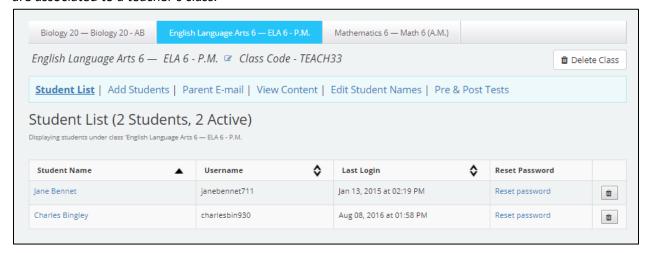
4) Click on each of the student accounts you want to add, and click to move them to the selected students list.



- 5) Click Add to Class to save your selection
- 6) Click the **Home** link at the top of the page to return your class list.



The student account(s) should now appear in the class list, you can reconfirm that the proper account was selected by looking at the username. When the student logs into SOLARO they will also see they are associated to a teacher's class.

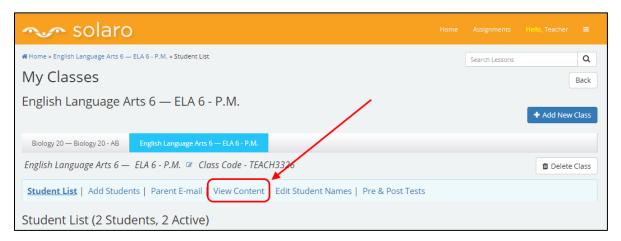


The student account has now been added to the class!

Viewing the Content and Curriculum

Lessons and Sample Questions

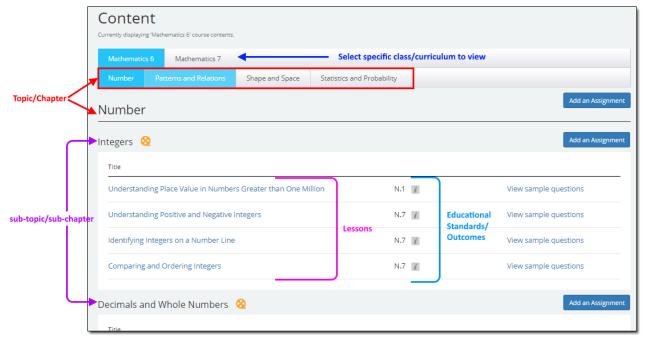
Once your class is created and you selected the students, you can preview the lessons available to your students. From the *My Classes* page and click on <u>View Content</u>.



In this view, you see how the class has been divided into various topics/chapters and then further into sub-topics/sub-chapters. Each sub-topic will have lessons, a sample of possible practice questions and







Educational Standards

To view each standard for the topic, hover over the icon for the details:



Sample Questions

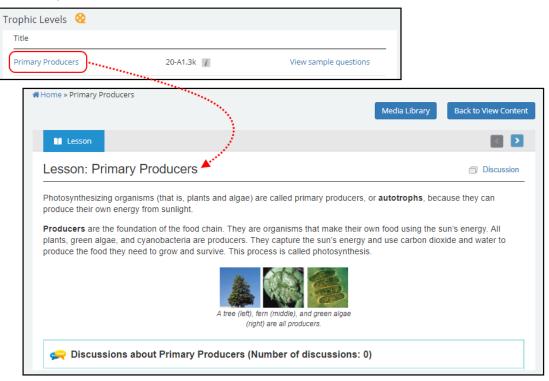
To see an example of the questions available for each lesson, click on View sample questions. This is only a small sample of the practice questions that apply to this lesson and that students may see when taking a practice quiz or test.





Lessons

Click on any of the lesson titles to view the Lesson.



These are the same lessons that students will see when they access the class from their student account.

From this page teachers can see the lesson, access the media library and, view/reply to comments in the discussion forum.

To return to the previous page, click

Back to View Content

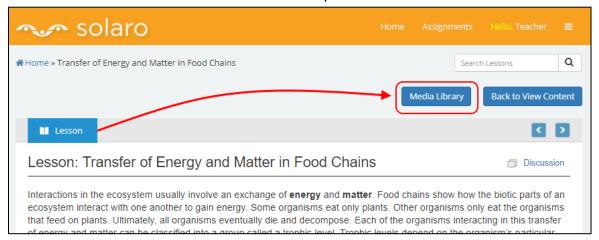
To return to your My Classes page, click Home or the SOLARO logo at the top of the page.

Media Library

The Media Library is a feature available for all SOLARO teachers. The Media Library allows a teacher to supplement an existing SOLARO lesson with additional content they have either stored or found online (e.g., PDF documents saved in online storage, video links, other website urls). The teacher can essentially add content to the existing SOLARO lesson and share that information with the students in his or her class.



To access the Media Library for a lesson, click on the lesson title from the *View Content* page and then click on the Media Library button at the top of the lesson.



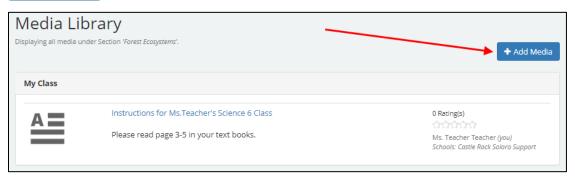
> To access Media Library for a topic, go to the *View Content* page and then click on the icon that appears beside each topic/sub-topic.



Adding to the Media Library

To add new media library items, go to the Media Library page for the lesson or topic and click on



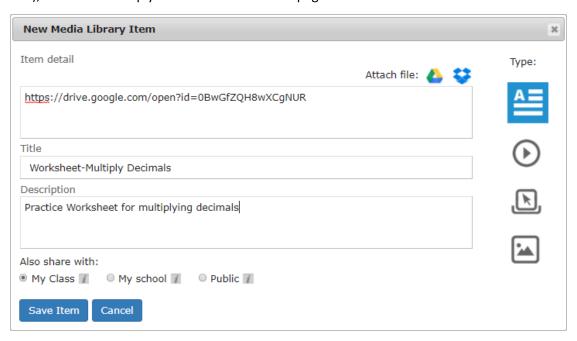


A teacher can't upload files directly into SOLARO's Media Library. Instead, the teacher will need to add a web URL or link that can be accessed online. This includes files stored on file sharing sites such as



Google Drive, Dropbox, and Office 365 among others. This link will then be shared with the students in the class.

If the teacher would like to share an online resource (e.g., an educational website, online video tutorials, etc.), the teacher simply needs to enter the webpage's address.



> Item Detail: Enter the web URL for the webpage or file that you want to link to.

If your file is stored in Google Drive or Dropbox you can also click on the logo(s) for a shortcut to link to your file.

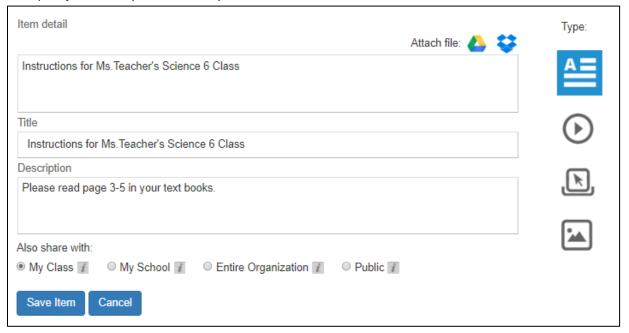
If you are creating a text-only media library piece and you are not linking to an outside source, enter the Title into both the *Item Detail* and *Title* fields because he Item Detail field cannot be left blank.

- > Title: Enter a short title that will appear on the Media Library page
- ➤ **Description:** Enter a short description or instructions for the students regarding this piece of Media Library content.

If you are creating a text-only media library item just type the text directly into *Description* field and that information that will appear below the title when viewed by the student when viewed by the student.



Example of a text-only Media Library item



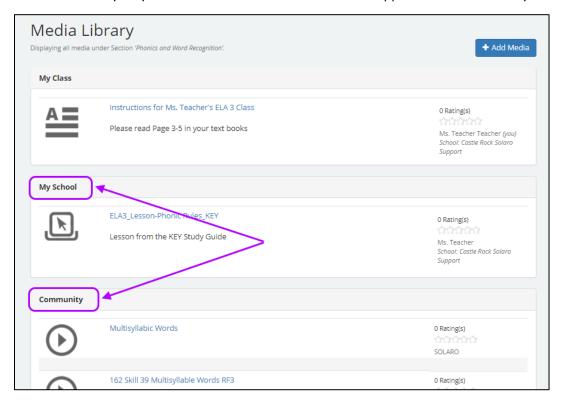
Sharing Media Library Content

When a teacher adds content to the Media Library, the teacher has the option to decide who can see that content and whether the content should be shared with others in the SOLARO community. For each Media Library item a teacher creates, they have to choose from the following sharing options:

- My Class: By default the Media Library item will only be shared with students that are part of the teacher's classes.
- My School/Institution: The Media Library item will be shared with students that are part of the teacher's class, as well as with other students and teachers that are part of the same SOLARO school.
- Public: The Media Library item will be visible to all SOLARO users.



When an item has been shared within a school/institution it will appear in the "My School" section of the Media Library. If you shared the media as "Public" it will appear in the Community section.



Viewing Existing Media Library Content

A small icon will appear after each *Topic* and beside each *Lesson* title in which Media Library items have already been added. These can be Media Library items that you have added, added by another teacher within your school, or from someone in the SOLARO community.





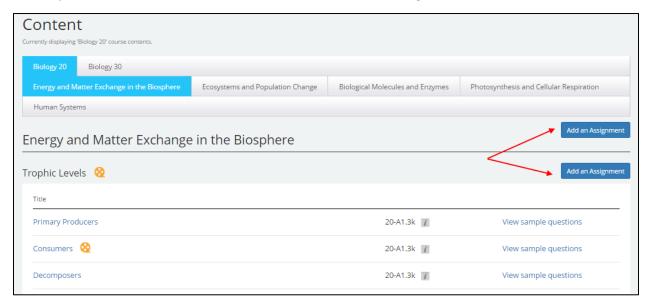
Assignments

Creating an Assignment

SOLARO provides a lot of opportunity for students to practice concepts via the practice quizzes, practice tests, and year end tests already available from any SOLARO student account. Assignments are a type of assessment that a teacher can create and customize to specify which concepts should be practiced. SOLARO assignments can be created and given to students as a supplement or replacement to paper homework.

To create an assignment, go to the **View Content** page for the class where you'd like to create the assignment.

Click any of the Add an Assignment buttons to access the Create Assignment wizard.



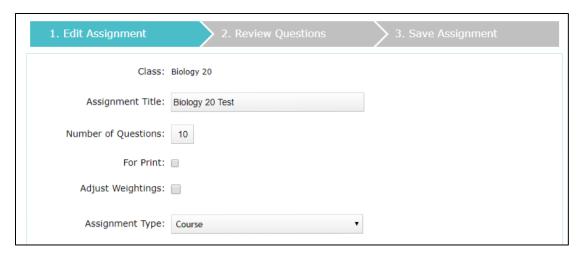
There are three steps to creating an assignment.



Step 1 - Edit Assignment

On this page you are going to begin by entering the information to describe what type of assignment you want to create (Title, # of questions, select the topics you want to cover....).

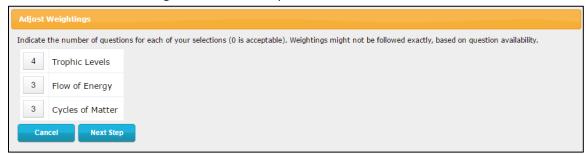




- Class: The Class field will already be entered based on which class you had selected on the previous page (View content). Return to the previous page if you didn't select the proper class (e.g. Biology 20)
- **Assignment Title:** SOLARO will automatically provide an assignment title which you can change to something more appropriate/descriptive for the assignment you are creating.
- Number of Questions: Enter the number of questions you want for the assignment.

NOTE: The maximum number of questions allowed is twenty (20)

- For Print (Optional): Select this option if you plan to only use this assignment in a print (pdf) format. This flag will alert SOLARO to not include any technical enhanced (TE) questions (e.g. Drag and Drop, labelling...) when building the assignment. Due to the scoring and input required from the student the technical enhanced questions can only be completed in a digital assignment from a student's SOLARO account and would not work properly in print. If you plan to have your students complete this assignment digitally via their SOLARO accounts it is best to leave this option unchecked in order to have access to the full catalogue of items available.
- Adjust Weightings (Optional): Only select if you want to be specific about how many questions will be included in the assignment for each topic selected.

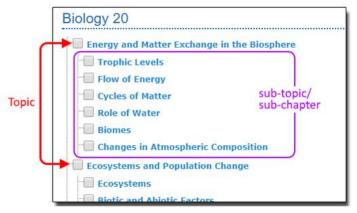




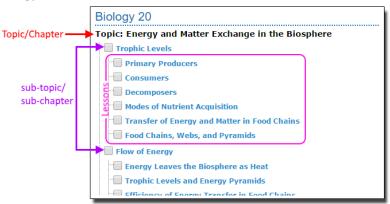
• **Assignment Type:** Decide which type of assignment you want to create. A more general "course" assignment or a more specific "sections" assignment.



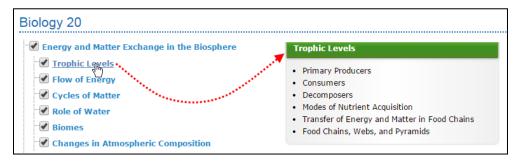
o Select "Course" if you want the assignment to be on specific topic and/or subtopic.



 Select "Sections" if you want to be more specific and select only some of the lessons in a topics and/or subtopic. (For example, see how the topic *Tropics Levels* and *Flow of Energy* is now broken down further to allow a teacher to select individual lessons)

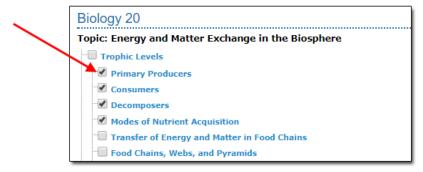


Hover over any content section for a pop up of the topics covered. This will allow you to finetune the questions covered on the assignment.





Check off the section(s) that you want to select for the assignment.

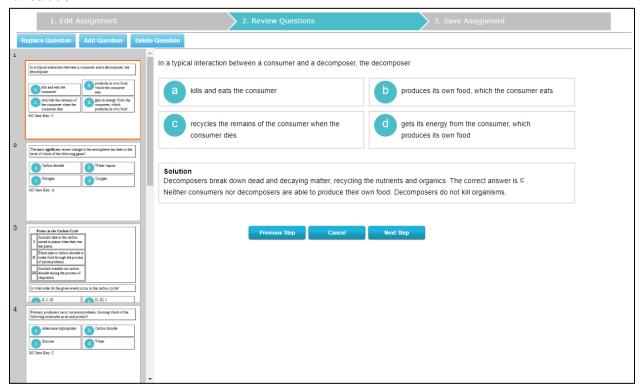


When you have finished entering all of the information, click

Next Step

Step 2 - Review the Questions

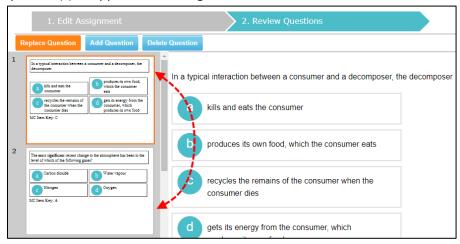
This step will allow you to review the questions SOLARO selected for your assignment. As this is the teacher's view you will be shown the question, multiple choice alternatives (when applicable) and the full solution.



You can navigate through the different questions by clicking on the thumbnail view on the left. If you want to change the order of the questions, drag and drop the thumbnail in the order you would like the



question(s) to appear in the assignment.

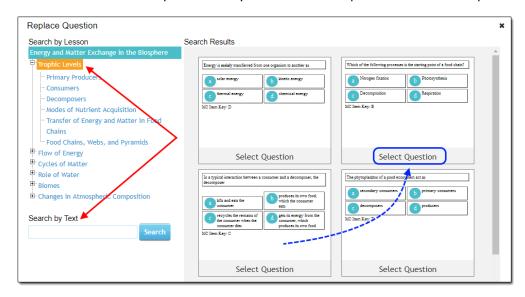


It also provides you the option to add or replace an existing question by clicking either

Add Question

or

Replace Question . This option allows you to search the question bank for a replacement.



When you find the question you wish to add or use as a replacement, click **Select Question**.

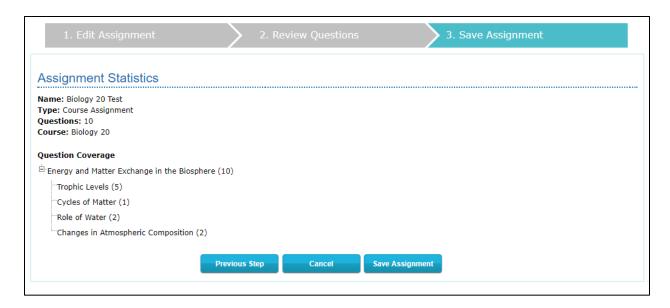
Once you have reviewed all of the questions and are happy with the assignment, click



Step 3 - Save the Assignment

The Summary page will confirm how many questions were selected for each topic/subtopic. Once the assignment is saved, it cannot be changed. Before saving the assignment double check the summary page to make sure everything is in order.

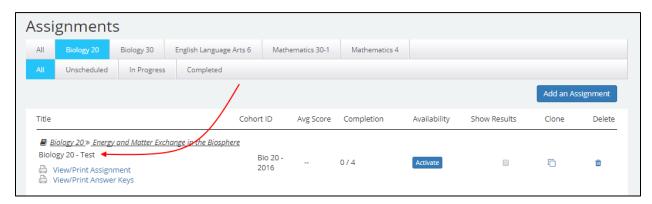




Then click

Save Assignment

Your assignment is now saved and will appear on the Assignments page.



Viewing and Managing your Assignments

All assignments that a teacher creates will be displayed on the assignments page which can be accessed at any time by clicking on the **Assignments** link on the main toolbar.

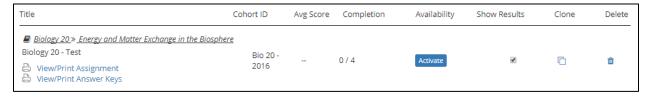


On this page, the teacher can manage any assignments they have already created.



Activating Assignments

All new assignments will be automatically created in the *Unscheduled* category. You have to activate the assignment to move it into *In Progress* so that your students can complete it using their SOLARO accounts. The student will not see an assignment in their account until it has been activated. This allows you to create assignments ahead of time and only activate them when it's time for the students to begin the assignment.

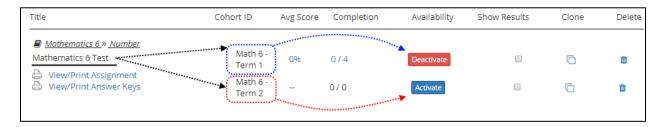


Click the Activate button to activate your assignment.

The button will change from Activate to Deactivate to indicate the assignment is now active.

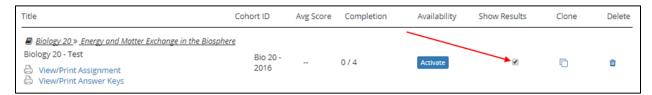
Activating an assignment for a specific class

If you have multiple classes setup for the same course (for example: Math 6 - Term 1 and Math 6 - Term 2) any assignment that you create for that course (Math 6) is now available to be activated for either or both classes. When you view the *Assignments* page you will see that both class labels appear in the list and each one has its own Activate and/or Deactivate button. In this example, the assignment titled "Mathematics 6 Test" has been activated for Math 6 - Term 1 but has not been activated for Math 6 - Term 1.



Show Results

By default, SOLARO will *not* show the students their results until after the teacher has deactivated and graded the assignment. If you want the students to see their results upon completion of the assignment, please select the **Show Results** checkbox before activating the assignment.





Cloning Assignments

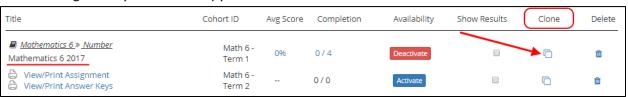
There are a few cases where you might need to make a copy/clone of an assignment

For example:

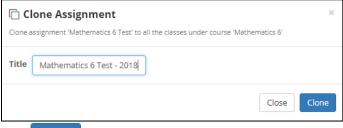
- The assignment was created and saved before a class was created in your *My Classes* list When you create an assignment, SOLARO will automatically make the assignment available for any classes that already exist in your *My Classes* list (For example, a new Math 6 assignment will be available for both my *Math 6 Term 1* and *Math 6 Term 2*). However any new classes created after the assignment has been made (e.g. *Math 6 Remedial* created 2 months later) won't get an activate button.
- You want to reuse assignments from a previous school year
- You want to have your class redo an assignment that already been deactivated and closed. (Once an assignment is closed it cannot be reopened for that same class)

For any of the reasons listed above you would need to use the *Clone assignment* tool to make a new copy

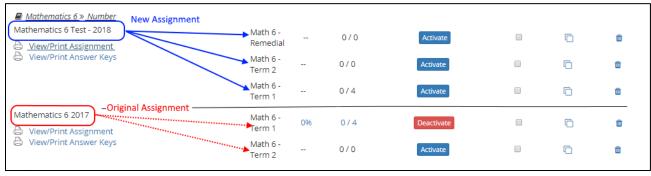
1) Find the assignment you want to copy and click on the icon under the Clone column



2) Choose a new assignment title for the copy of the assignment that will be created.



- 3) Click Clone
- 4) The new copy of the assignment should now appear in your list and there should be a new activate buttons for each applicable class (including classes that did not exist when the original assignment was created).





Download a Printable Version of the Assignment

When an assignment is created SOLARO will try to generate a PDF/Printable version. This can either be saved to your computer or printed out to be handed out on paper.

There are two files created for each assignment, the *Assignment* PDF and the *Answer key* PDF. To download the file(s), just click on the links that appears below the assignment title.



Note: When creating your assignment, if you did not flag your assignment as "For Print" it may include questions types that are not compatible in a printable version (e.g. technical enhanced questions such as drag and drop, labelling, graphing). If a non-compatible question is found in an assignment, the pdf version of the assignment will have a message to indicate that a question has been omitted from the print version due to being for digital use only.

Deactivating Assignments

When you are ready to remove the students access to the assignment you need to deactivate it. This can be useful for timed assignments or ones with strict deadlines.

This is essentially the same as handing out a quiz in class (activating the assignment) and then picking up the papers when the time limit has passed (deactivating the assignment).

Click on the Deactivate button to deactivate the assignment.

You can tell the assignment has been deactivated when the button changes from Deactivate to



This will close the assignment and no further submissions will be accepted. At this time, students who have attempted the assignment will get their score and have access to review their answers and see the full solutions.

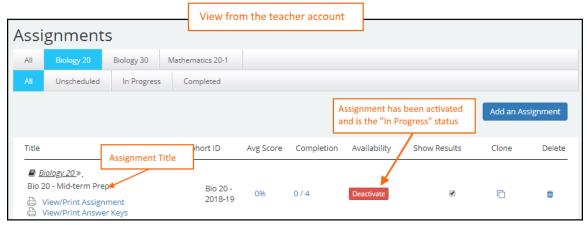
Students who have not finished the assignment will be given an incomplete score.

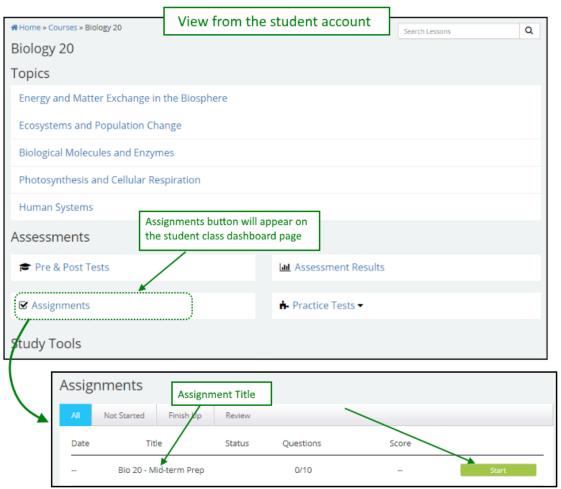
Note: Deactivated assignments cannot be re-activated. If you have a student or class that needs to re-take a deactivated assignment, you can either provide them the printable version or clone the assignment and activate the new copy.

Student's View of Assignments

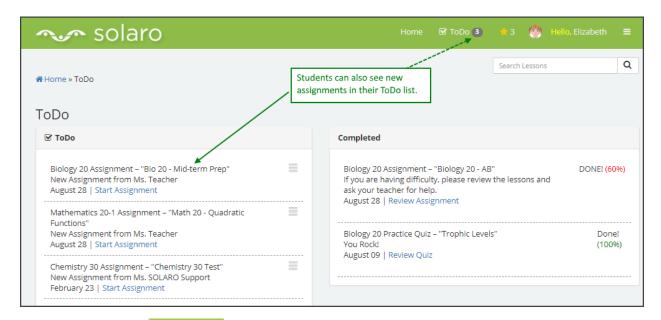
When a student logs into their SOLARO account, they will see any assignments that have been activated by their teacher(s). An **Assignments** button appears on their class dashboard page. Here they can see any new assignments that have been activated by the teacher or old assignments that have been scored and need to be reviewed.











The student will click start to begin the assignment. Once they have completed the assignment they will be given the option to submit it.



If the teacher did not select the *Show Results* option for the assignment, the student will not see their results until after the teacher has deactivated and closed the assignment. Instead of their score the student will see the following message.

After your teacher grades the assignment you will be able to review the questions and solutions.

Assignment Report Page: Results and Scores

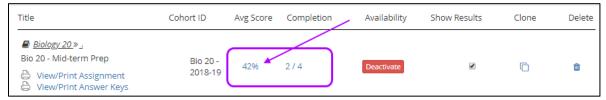
Once the assignment has been activated and the students begin to complete the assignment, the results will be available to view from the teacher account.

You can see a quick overview of the results from the **Assignments** page by looking at the *Avg. Score* and *Completion* columns (# of students who have submitted their answers)

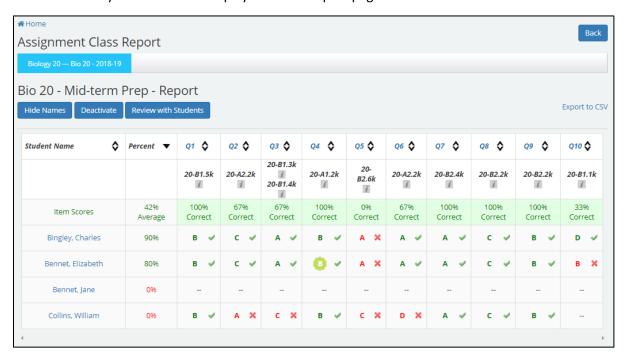
To view a more detailed report you will need to access the **Assignment Class Report** page. This page is only accessible after an assignment has been activated. It won't be available for brand new assignments that still show the Activate button.



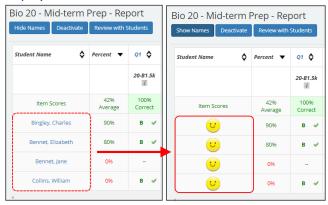
To access the Class Report, click on the link in the *Avg Score & Completion* columns from the *Assignments* page.



There is a variety of information displayed on this report page.



Student Name: this column is a list of all the student accounts currently enrolled in the class. This screen allows you to hide the student name if you want to review the assignment report together in class. This can be very useful to show the students which question(s) everyone excelled or struggled with. Click on the Show Names / Hide Names buttons to control when to display the student names.





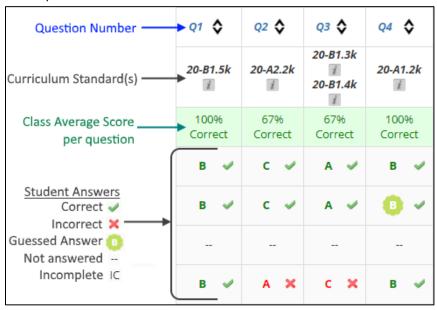
Percent: In this column you can see the average score for the entire class. (For example, this class average is 42%), and then you see the percent score for each student in the class.

Note: The calculation for the average score takes all student results into account, including any students who have not yet started and/or completed the assignment. Their score will be calculated as 0% until they submit their answers. As more students complete the assignment the average score will adjust to be more accurate to the actual average for the class.

➤ Questions, Curriculum Standards, Student Answers: Each column represents a question in the order that they appeared in the assignment (Q1 = Question 1, Q2=Question 2...). You can click on the column heading (e.g. Q1) to view see the actual question. SOLARO also calculates the student's average score for each question.

Below the column heading you will see the curriculum standard(s) that apply to each question. If you hover over the icon a popup window will with a more detailed description of the curriculum standard.

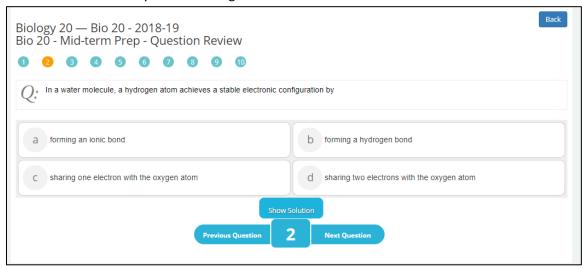
Finally, you will see each the answer that each student submitted for the question. SOLARO will indicate if their answer is *correct, incorrect, just guessing,* or *not answered.* When you deactivate/close an assignment all unanswered questions will automatically convert to "*Incomplete*".



Review with Students: If you want to see the assignment questions or review the assignments with the students click on Review with Students.



The review page will display each question one-by one and will have a similar look as what the students saw when they took the assignment from their SOLARO student account.



By default, this page will not display the correct answer and/or solution. You can control when the solution is displayed by clicking on the Show Solution button.

This allows the teacher the option to have a class discussion before revealing the correct answer and full solution.



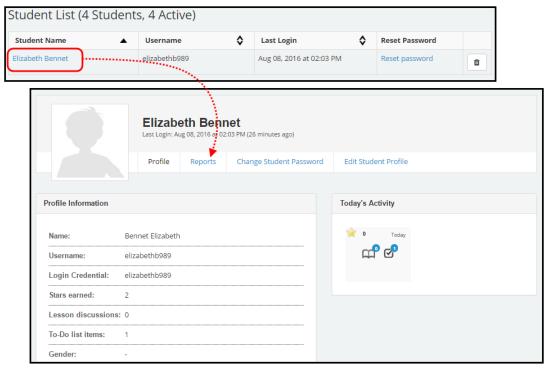
Student Reports & Progress

SOLARO has a number of individual student progress reports. These reports allow you to identify any concerns easily and quickly.

NOTE: Parent accounts have access to these reports as well

To get started, from the My Classes page, select the class to view the student list.

Click on the student's name to access their student profile page, and then click the Reports tab.



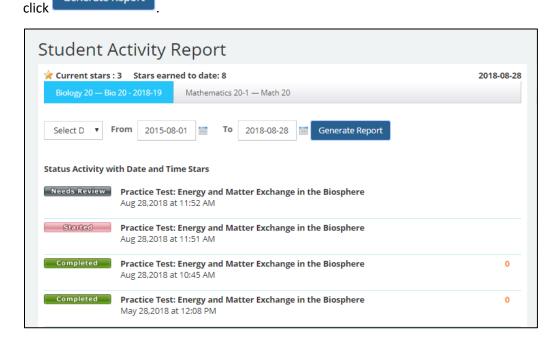
You will see the list of available reports:





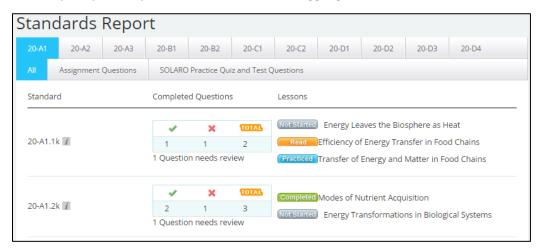
Activity Report

The activity report displays a list of all the activity a student did within SOLARO during a set period of time. The teacher has the option to select from a pre-set list using the Select Date menu (e.g. Today, this week, this month) or they can select a specific date range (e.g. From January 1 to January 15) and Generate Report



Standards Report

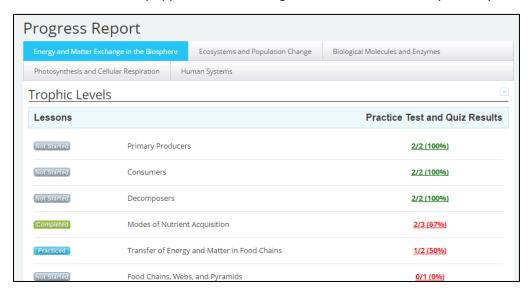
The Standards report shows what lessons (concepts) the student has started, completed or not viewed at all. This report will also show the results of any practice questions the student has completed, to be able to quickly identify standards a student is struggling to understand.





Progress Report

The progress report will show which lessons the student has viewed, completed or not read in SOLARO. It will also list the results of any practice questions the student has completed. The Practice Test results are organized by which lesson the question best relates to. Unlike the Standards Reports where the list of lessons is organized by curriculum standards, the progress report will displays the list of lessons by the order in which they appear in SOLARO organized into the various topics/chapters and subtopics.



Although the Progress Report is very similar to the Standards Report, each standard has been divided into more granular concepts (lessons). The progress report focuses on those lessons and therefore may give a more precise view of exactly which concept(s) the student may be struggling with.

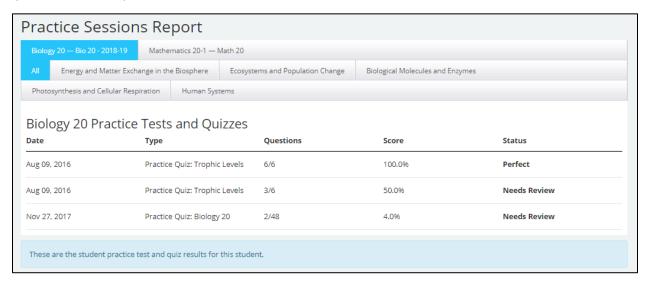
Practice Sessions Report

The Practice Sessions Report allows the teacher or parent to see the results for any practice quizzes or practice tests a student has completed from their SOLARO student account.

This report will only display the results; it will not display the actual quiz/test. As each SOLARO quiz is unique the student in question you would need to login to their account in order to view the specific test/quiz.

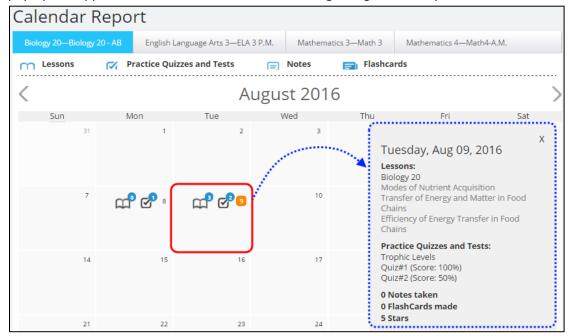


A student can take a topic or sub-topic quiz multiple times as the system will try to generate a new set of questions every time they begin a new quiz. Therefore under the *Type* column, you may see multiple practice quiz results that cover the same topic/subtopic however it is not necessarily the same set of questions in each quiz.



Calendar Report

The Calendar Report is a useful overview tool, which gives a month by month view of the student's activity and work within SOLARO. An icon will appear for each day where the student logged into SOLARO to view lessons or complete a practice quiz/test. By clicking on the day in the calendar view, a pop up will appear with more detailed information regarding the activity on the account for that day.

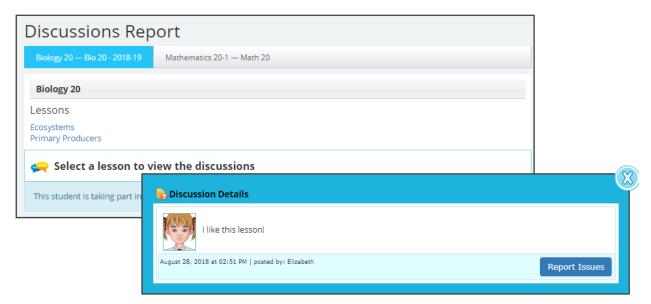




Discussion Report

The Discussions Report allows you to look at what your students are posting in the Discussion forums within SOLARO. The Discussions Report will show all discussion comments made by your students.

While SOLARO does a robust filter and flagging system to notify teachers if inappropriate language or topics are being discussed, it cannot detect more complex issues like bullying, name-calling, and other unsafe situations.



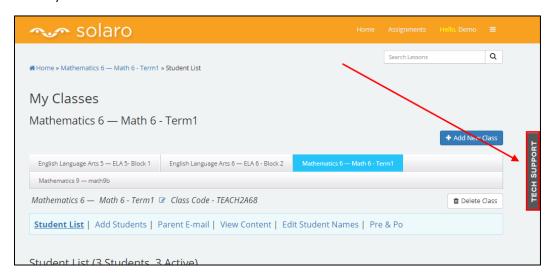


Help & Support

If you have questions, concerns or you need to report an error, you can contact SOLARO Support as follows:

Option 1: Send a message via the Tech Support form

Click on the **Tech Support** tab on the right hand side of the page to access the Support Request/Feedback Form. Please fill out the form and check/uncheck the option to include a screenshot of the page. (The screenshot will only include the current SOLARO page on your screen. We will not see any other personal information or windows from your computer or device.)



If you would like a reply back, please make sure to enter your email address into the E-mail field.

Option 2: Send an email to support@solaro.com

Tips for sending a message to SOLARO support: ✓ If a problem occurred with a specific account please include the username for the student and/or teacher account affected. ✓ Describe any error messages you saw on the screen when the problem occurred ✓ Include as much detail as possible regarding the problem you encountered (e.g. Slow connection, didn't full load the entire page, links stopped working...) ✓ Describe any steps you have already tried to resolve the problem (e.g. tried to reload the page, tried a different computer or device. ✓ Describe any error messages you saw on the screen when the problem occurred ✓ When submitting a support request please make sure to include as many details as possible in your message as it can be very helpful to answer your question or troubleshoot the problem