

FocalPointK12's ContentCloud™

Teacher Guide, Spring/Summer 2018

Access Digital Content Your Way!



KHAN
ACADEMY

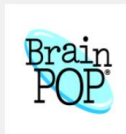


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Welcome to FocalPointK12's Teacher Guide for ContentCloud™

FocalPointK12's ContentCloud™ Platform empowers Personalized Learning as teachers and students have access to standards-aligned open educational resources powered by a recommendations engine that serves up relevant content to students and teachers based upon student learner profile data. Resources are easily managed and shared in folders with other students and teachers allowing opportunities for teachers to facilitate a blended learning experience that promotes self-directed learning and a personalized experience for students.

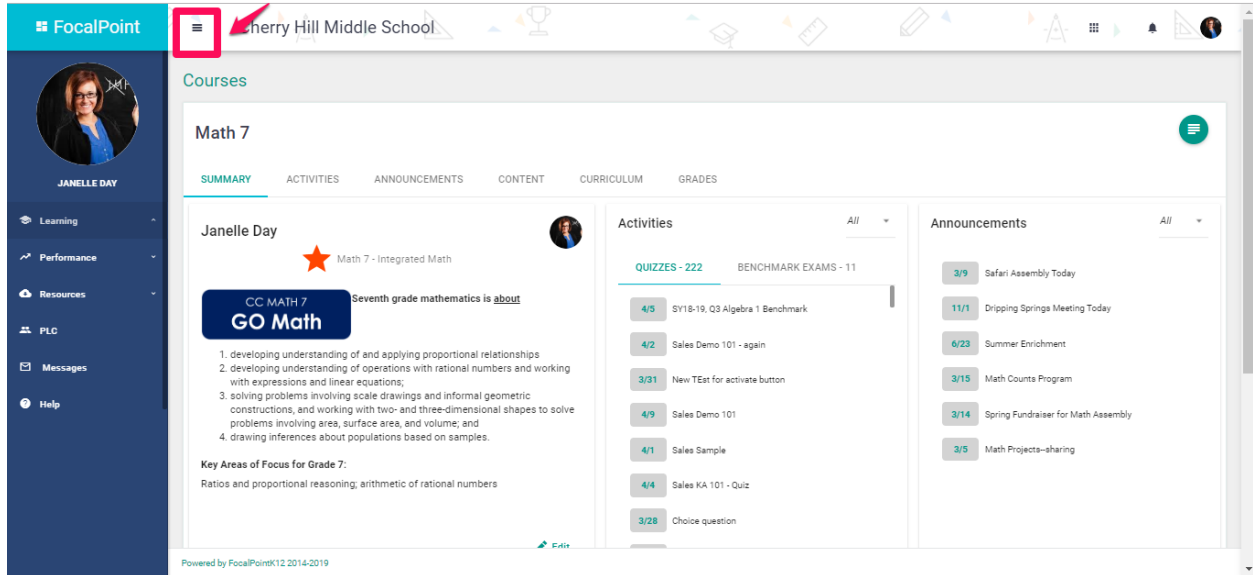
This guide is intended to assist you in your use of the platform in organizing a wide variety of available digital content for your use and the use of your students. By using this guide to set-up folders for each of your assigned courses and to search and add digital content, you attach yourself and your students to aligned resources that support your instructional efforts and student learning. Because of the linkage between ContentCloud™ and our AssessCloud™ solution, powerful algorithms deliver the right content-aligned resources, to the right student, at the right time.

Let's get started!

My Landing Page

How do I access the menu on the left side of the page?

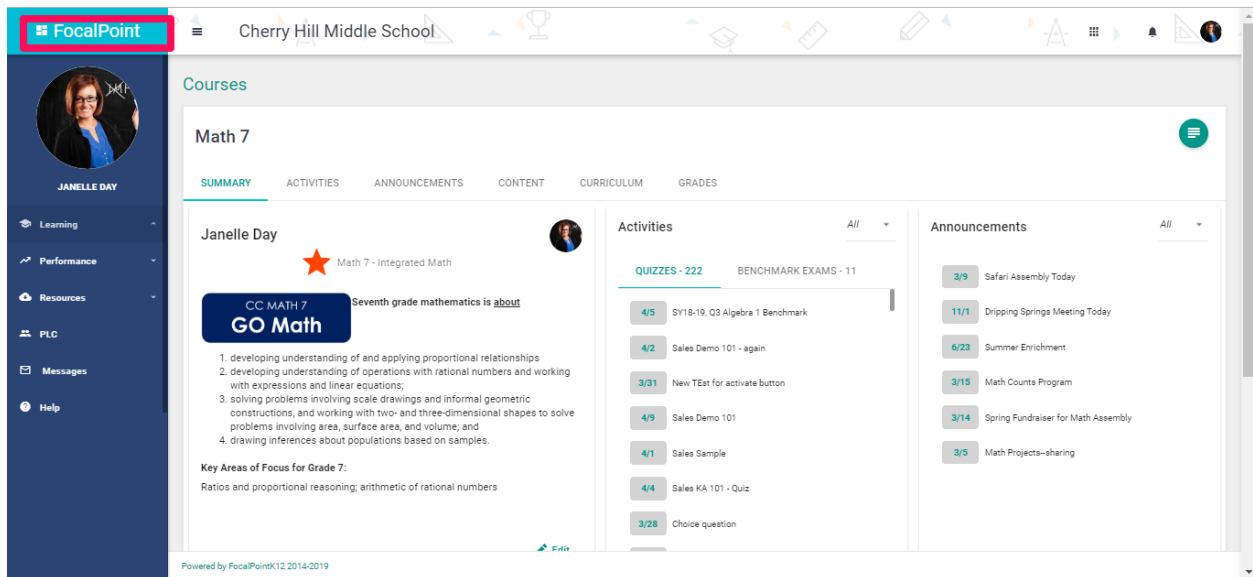
- ❑ Select the 'Menu' icon to expand/collapse various tools/tabs within the ContentCloud™. You can hide these tools when working in FocalPointK12 at any time by clicking the icon again.



The screenshot shows the FocalPointK12 interface for a user named Janelle Day at Cherry Hill Middle School. The left sidebar contains a menu with icons for Learning, Performance, Resources, PLC, Messages, and Help. The main content area is titled 'Math 7' and includes sections for 'GO Math' (with a list of learning objectives), 'Activities' (with a list of quizzes and benchmark exams), and 'Announcements' (with a list of upcoming events). The 'Menu' icon in the top left corner is highlighted with a red box and a red arrow.

How do I get back to the 'homepage' when using FocalPointK12?

- ❑ Select the FocalPointK12 logo OR your district/school logo located above your profile picture on the top left side of the page.

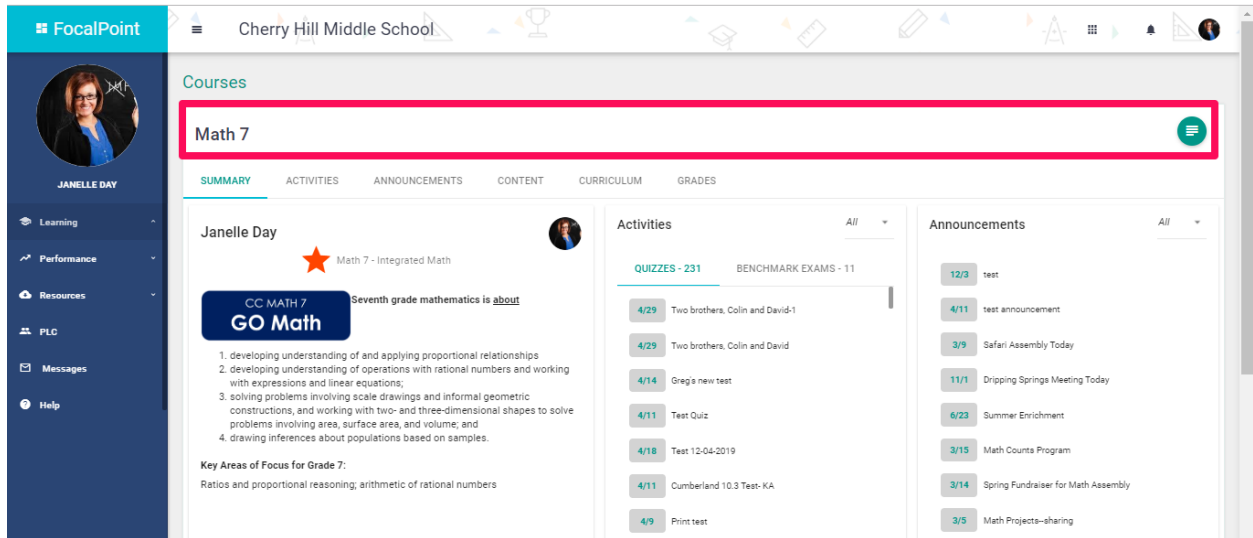


This screenshot is identical to the one above, showing the FocalPointK12 interface for Janelle Day. In this version, the 'FocalPoint' logo in the top left corner is highlighted with a red box, indicating it as a way to return to the homepage.

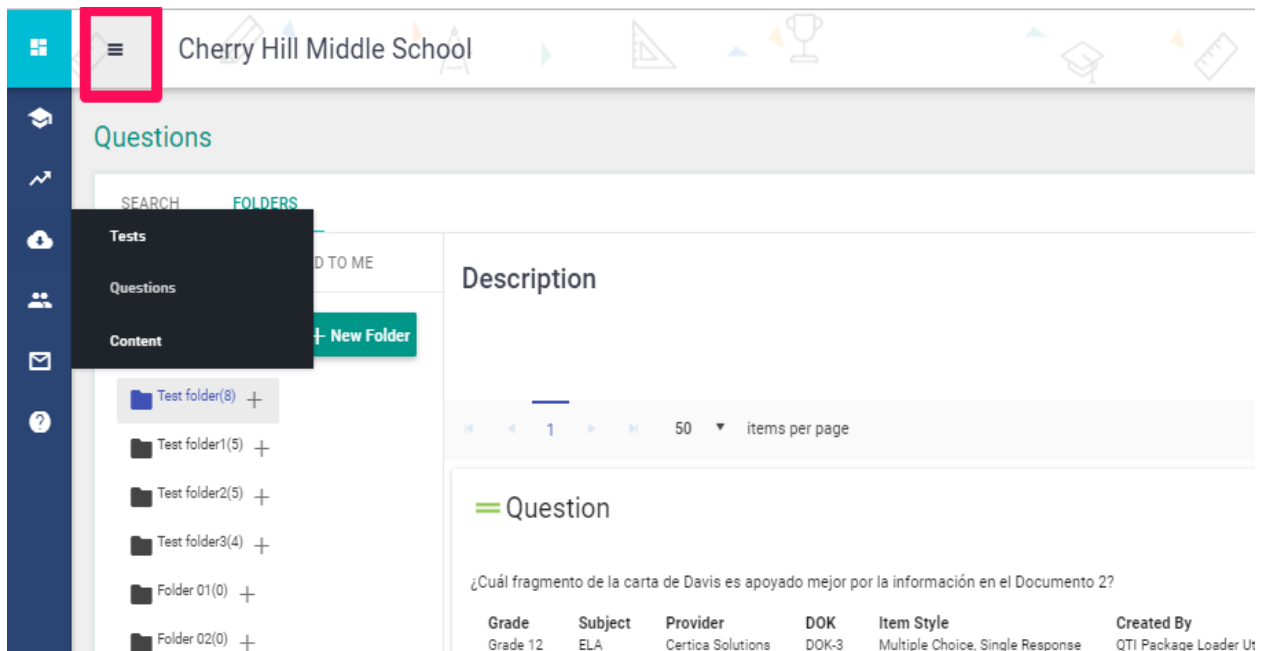
Creating & Sharing Folders

How do I create a folder?

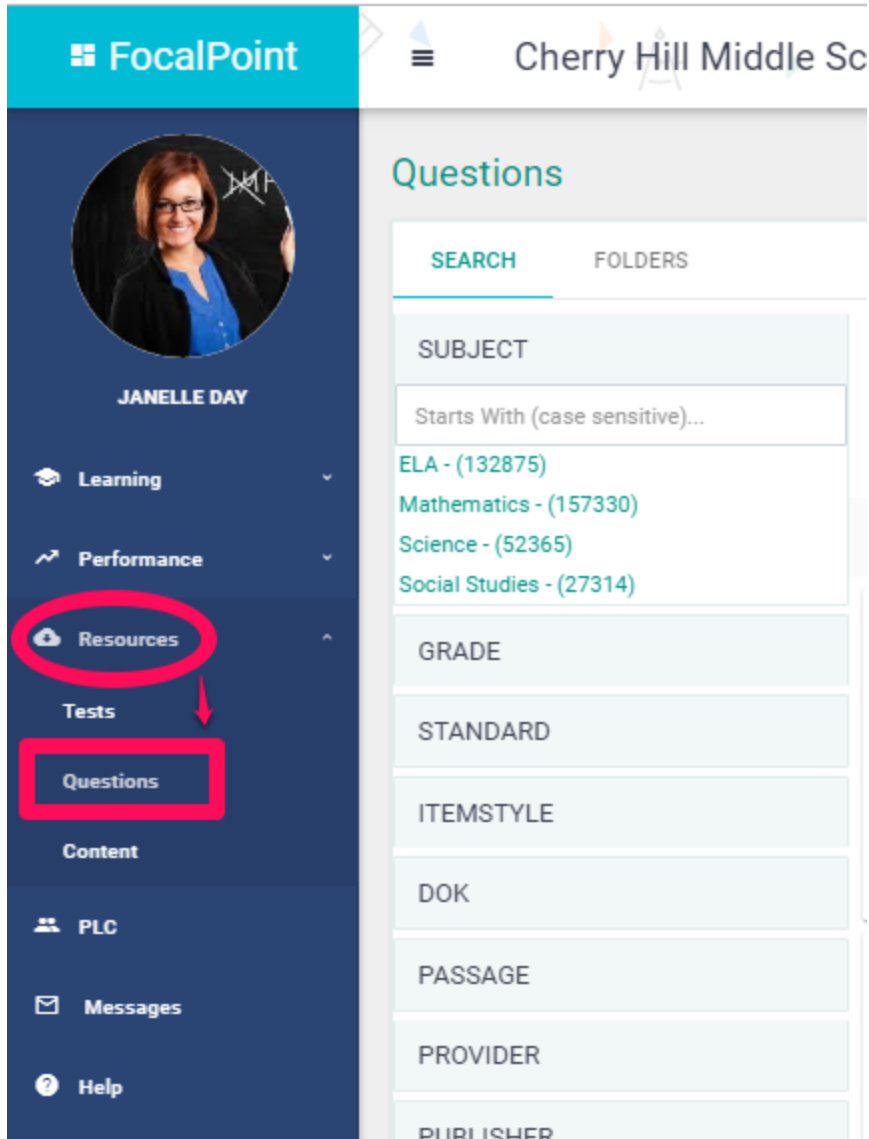
- First, select the Course, for which you wish to create folders, from your drop-down in the green bar at the top of your screen.



- Select the 'Menu' icon to expand/collapse various tools/tabs within the ContentCloud™. You can hide these tools when working in FocalPointK12 at any time by clicking the icon again.



- Folders can be created to serve a variety of purposes for teachers and students. To create a folder, select the 'Folders' tab on the left side of the page.



FocalPoint Cherry Hill Middle Sc

Questions

SEARCH **FOLDERS**

SUBJECT

Starts With (case sensitive)...

ELA - (132875)

Mathematics - (157330)

Science - (52365)

Social Studies - (27314)

GRADE

STANDARD

ITEMSTYLE

DOK

PASSAGE

PROVIDER

PURBISHFR

JANELLE DAY

Learning

Performance

Resources

Tests

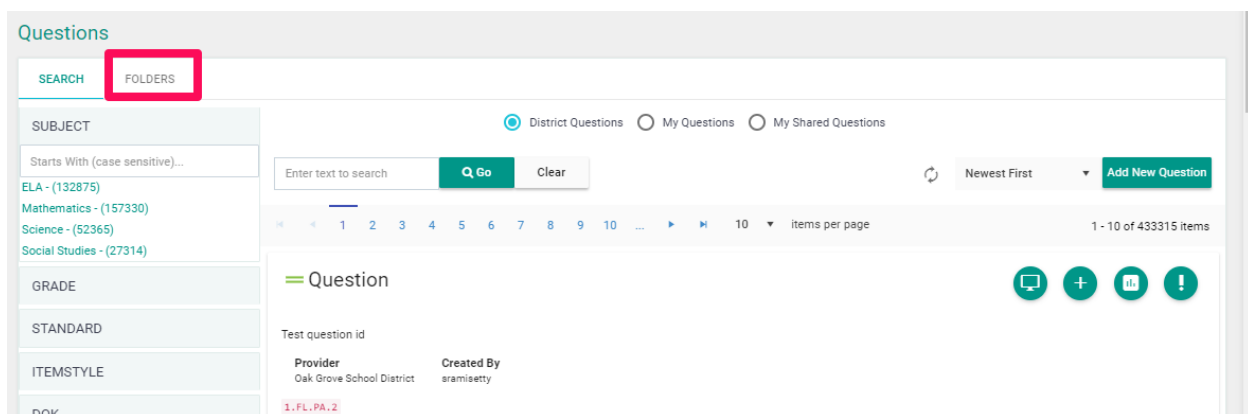
Questions

Content

PLC

Messages

Help



Questions

SEARCH **FOLDERS**

SUBJECT

Starts With (case sensitive)...

ELA - (132875)

Mathematics - (157330)

Science - (52365)

Social Studies - (27314)

GRADE

STANDARD

ITEMSTYLE

DOK

Question

Test question id

Provider: Oak Grove School District

Created By: aramisetty

1.FL.PA.2

Enter text to search **Q Go** **Clear**

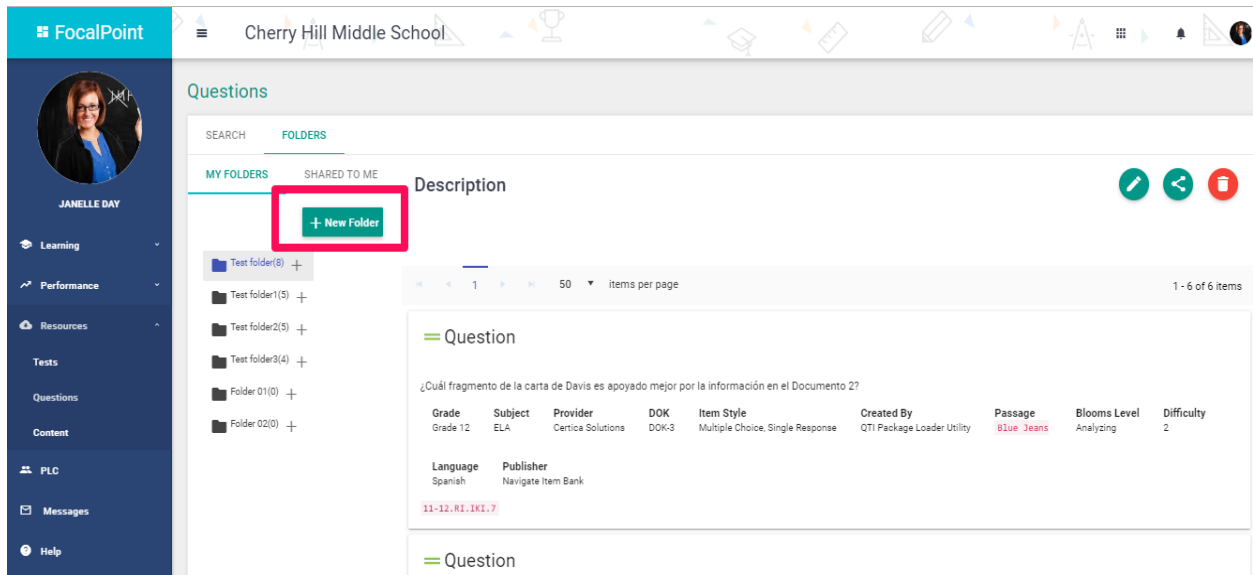
District Questions **My Questions** **My Shared Questions**

Newest First **Add New Question**

1 - 10 of 433315 items

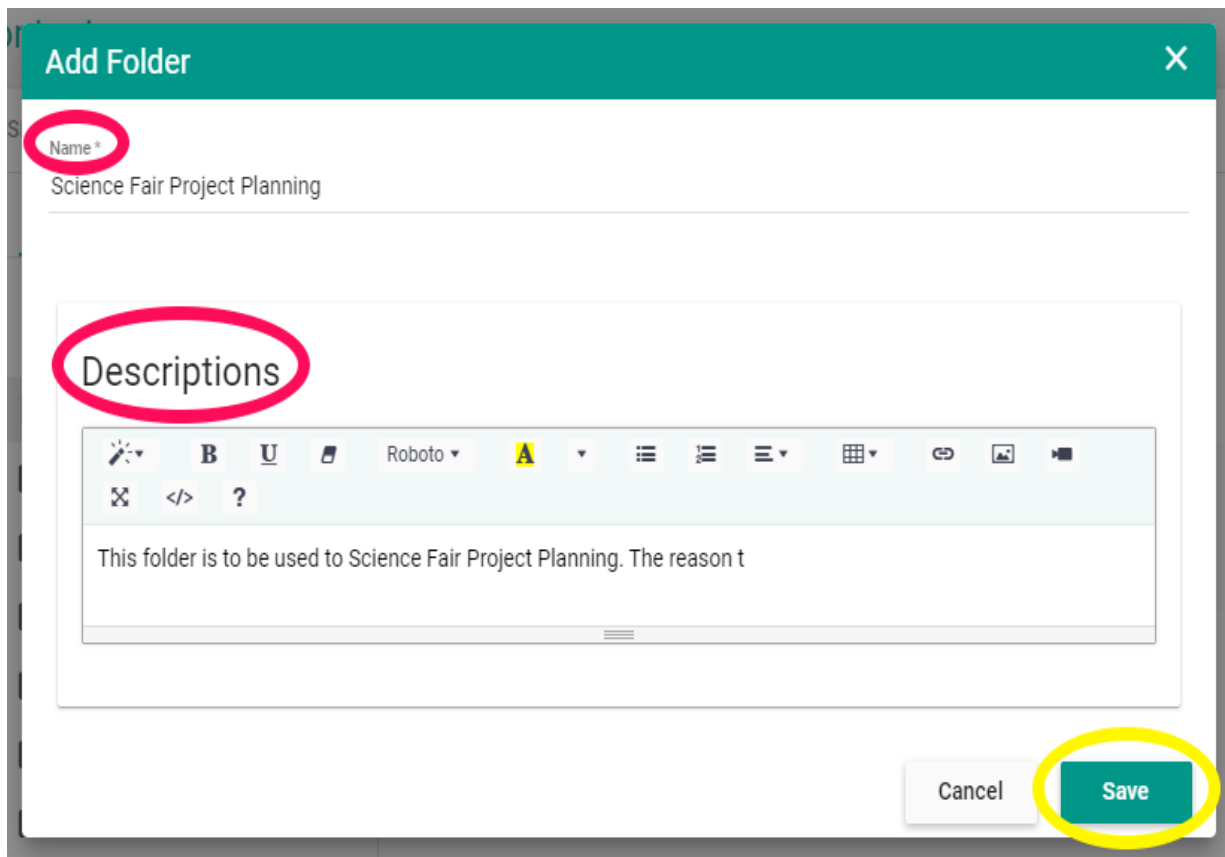
1 2 3 4 5 6 7 8 9 10 ... 10 items per page

- ❑ Select the + tab to 'Add Folder'.



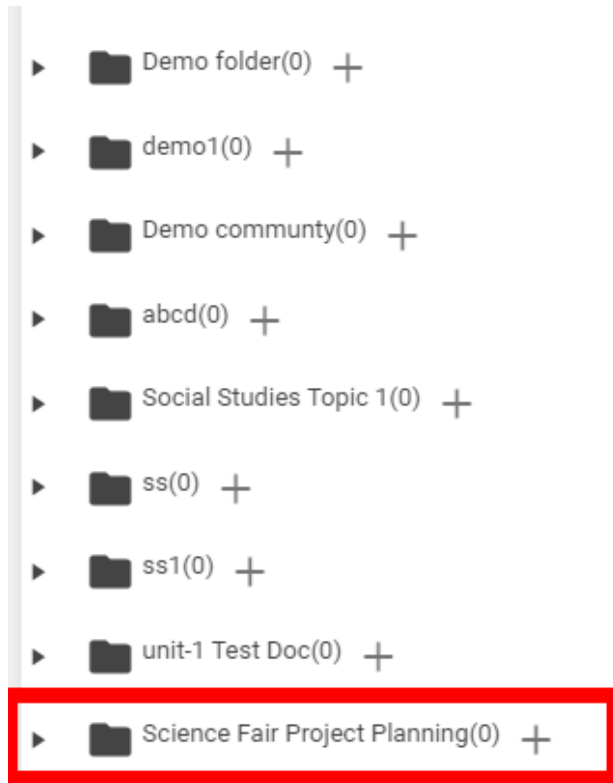
The screenshot shows the FocalPoint interface for Cherry Hill Middle School. On the left is a sidebar with a user profile for Janelle Day and a menu with options like Learning, Performance, Resources, Tests, Questions, Content, PLC, Messages, and Help. The main area is titled 'Questions' and has tabs for 'SEARCH' and 'FOLDERS'. Under 'FOLDERS', there are 'MY FOLDERS' and 'SHARED TO ME' sections. A '+ New Folder' button is highlighted with a red box. Below this, a list of folders is shown, including 'Test folder(8)', 'Test folder1(5)', 'Test folder2(5)', 'Test folder3(4)', 'Folder 01(0)', and 'Folder 02(0)'. To the right, a 'Description' section shows a question about a fragment of the Davis letter, with a table of metadata including Grade, Subject, Provider, DOK, Item Style, Created By, Passage, Blooms Level, and Difficulty.

- ❑ Name the folder, provide a description, & select 'Save Changes' once complete.



The screenshot shows the 'Add Folder' dialog box. The 'Name*' field is highlighted with a red circle and contains the text 'Science Fair Project Planning'. Below it is a 'Descriptions' field, also highlighted with a red circle, which contains the text 'This folder is to be used to Science Fair Project Planning. The reason t'. The 'Save' button is highlighted with a yellow circle. The dialog box has a teal header with the title 'Add Folder' and a close button (X).

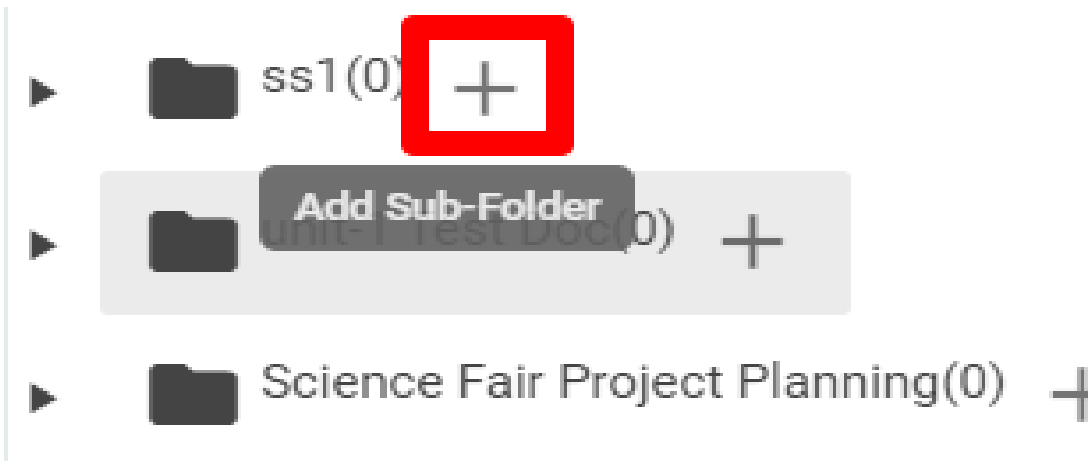
- ❑ The folder is now available for resources to be added. See page 11 to learn how to search and add resources to your new folder.



How do I manage my folders (Create Sub Folders, Edit, Share, Delete)?

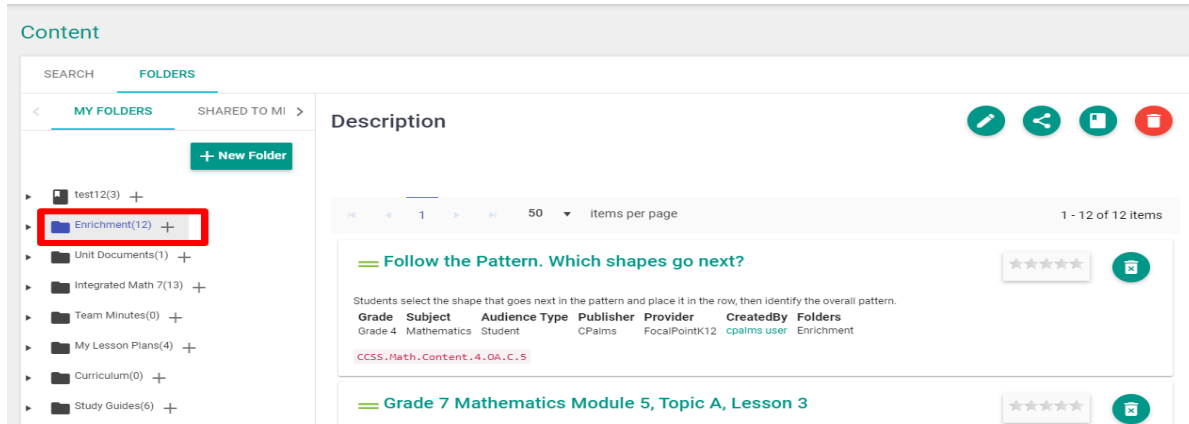
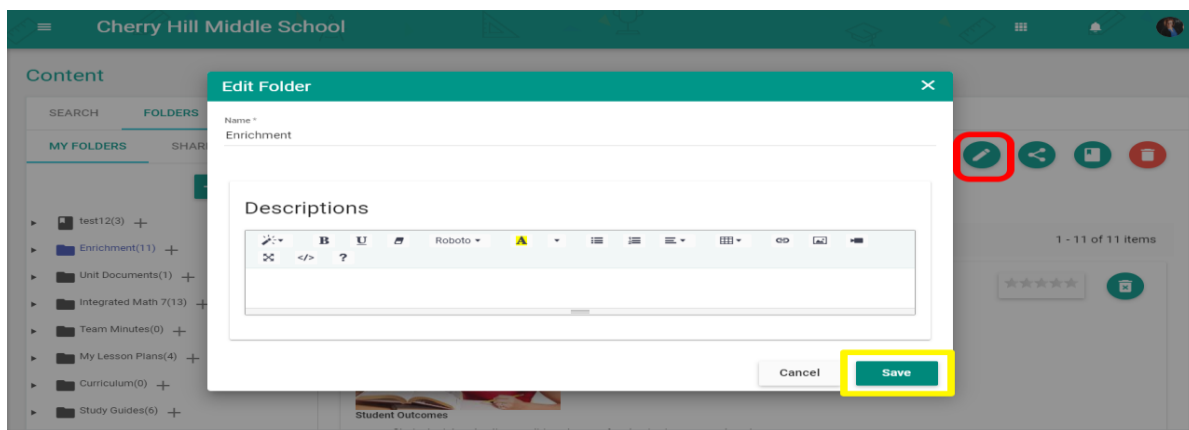
Create Sub Folders

- ❑ Sub folders can be added and placed inside of root folders. To add sub folders, select the + symbol located beside the Root folder, provide the sub folder with a name and a description, and click Save Changes.



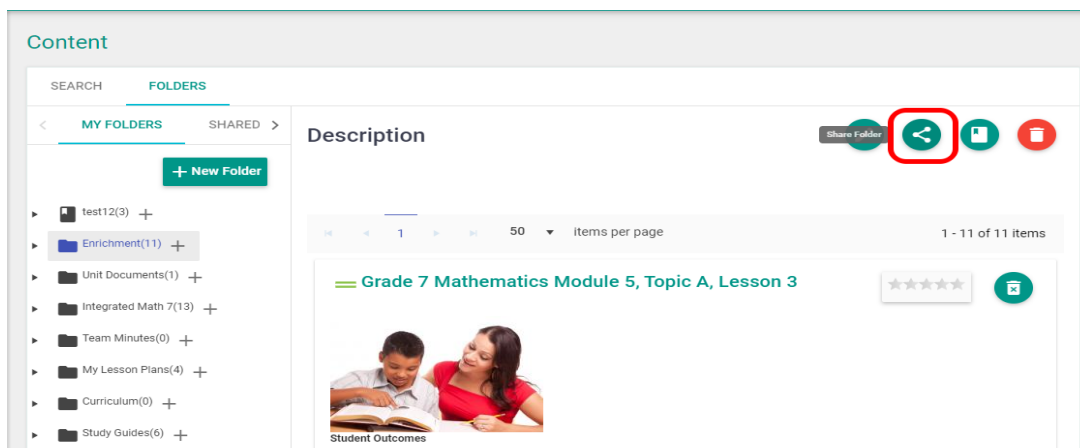
Edit Folders

- To edit a folder, select the pencil icon. Edit the information & click the blue 'Save Changes' Tab.

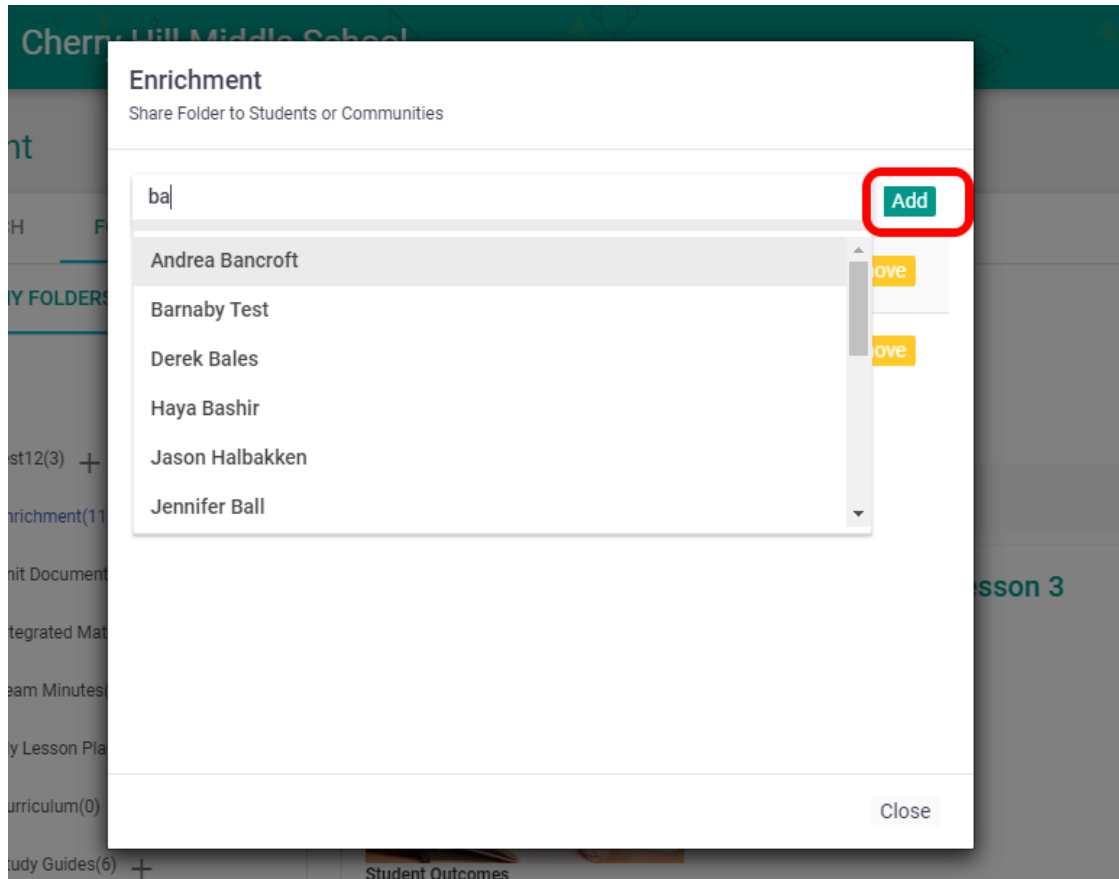



Share Folders

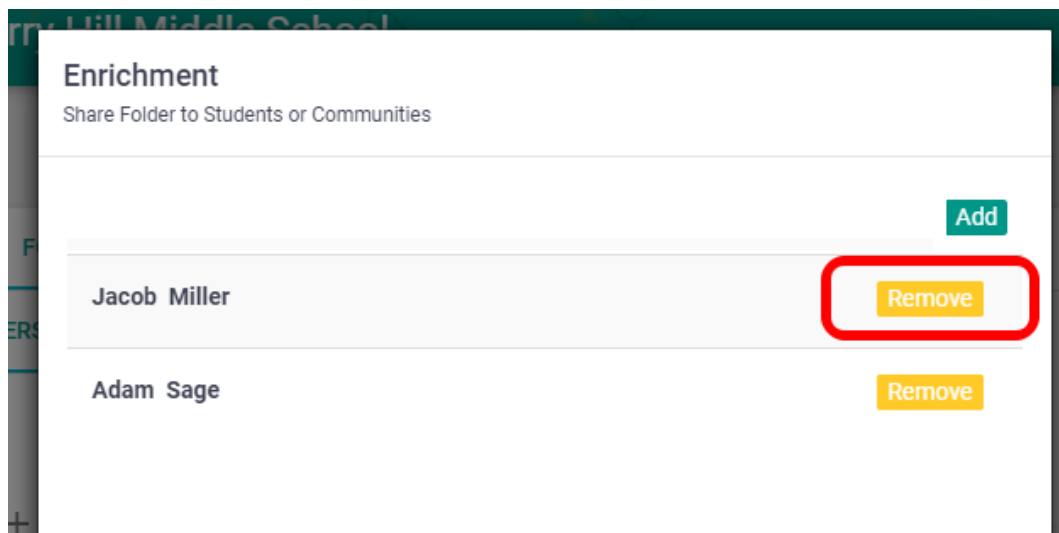
- To share folders with others, select the 'share' icon.



- ❑ Add members to the folder using the search bar. Locate the name of the member you wish to have share the folder then select the blue 'Add' tab on the right side.

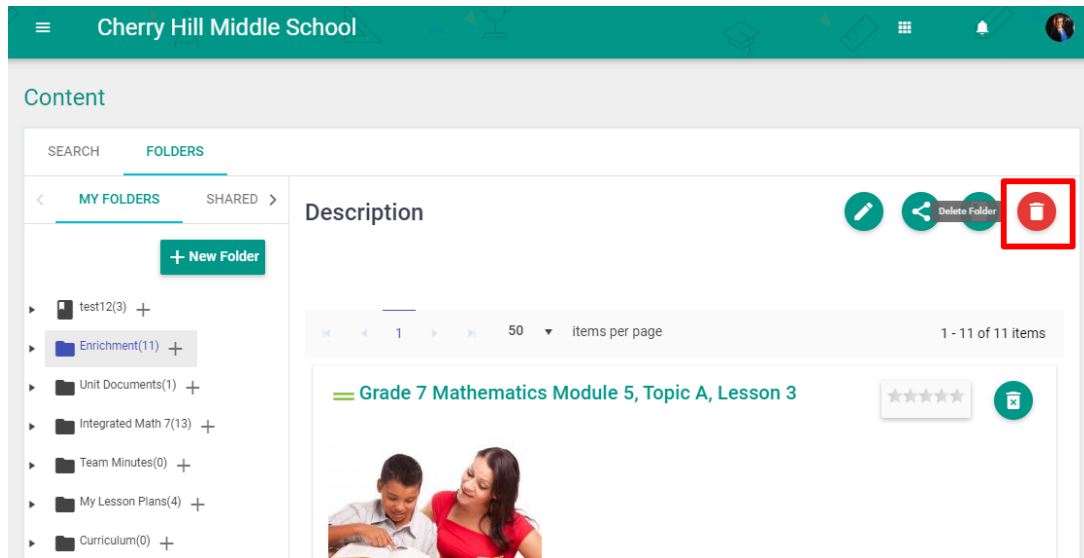


- ❑ Members can be removed from folders at any time by selecting the 'remove' tab in orange.



Delete Folders

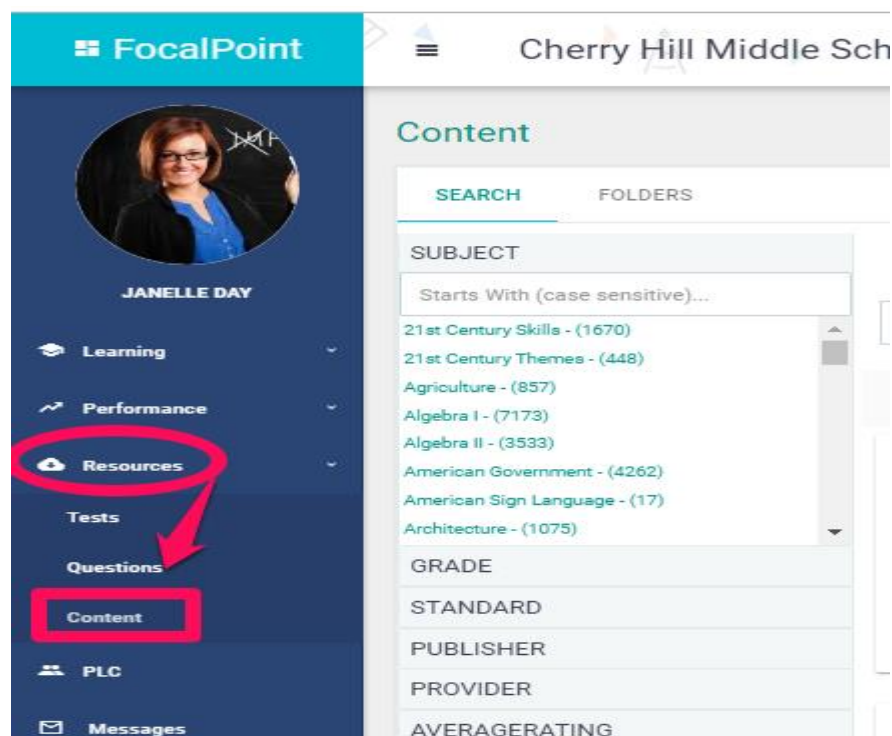
- ❑ Folders can be deleted at any time. To delete a folder, select the 'trash can' icon.



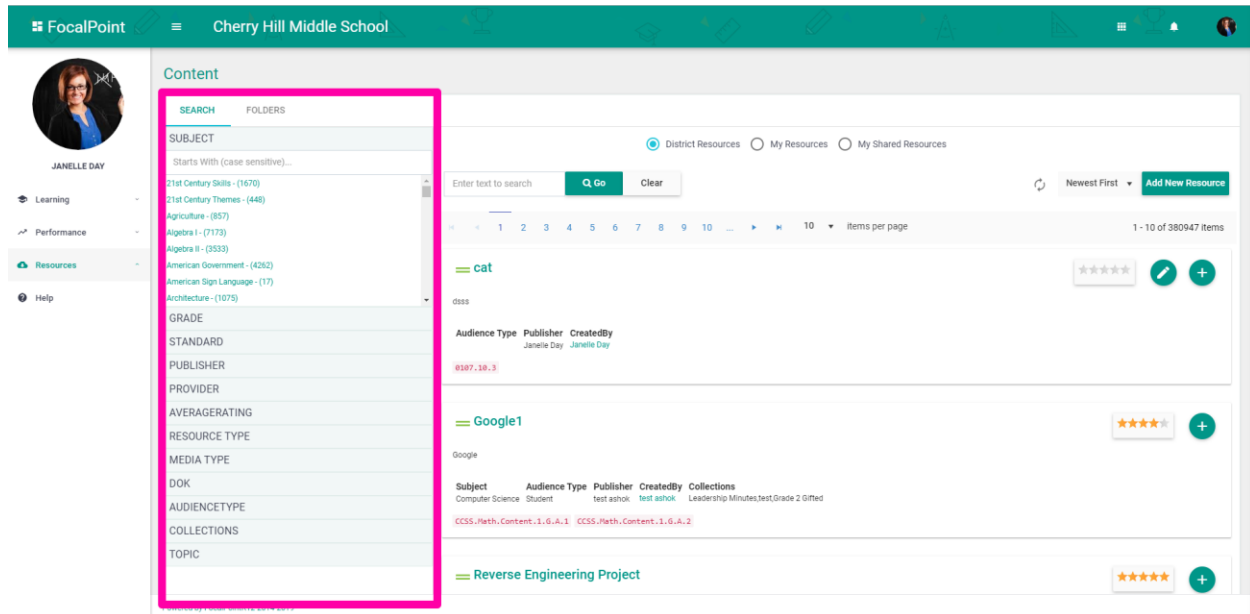
Accessing Digital Content

How do I use the filters to search for relevant content?

- ❑ First, access the ContentCloud™ using the navigation menu on the left side of the page by clicking the 'Content Tab'.

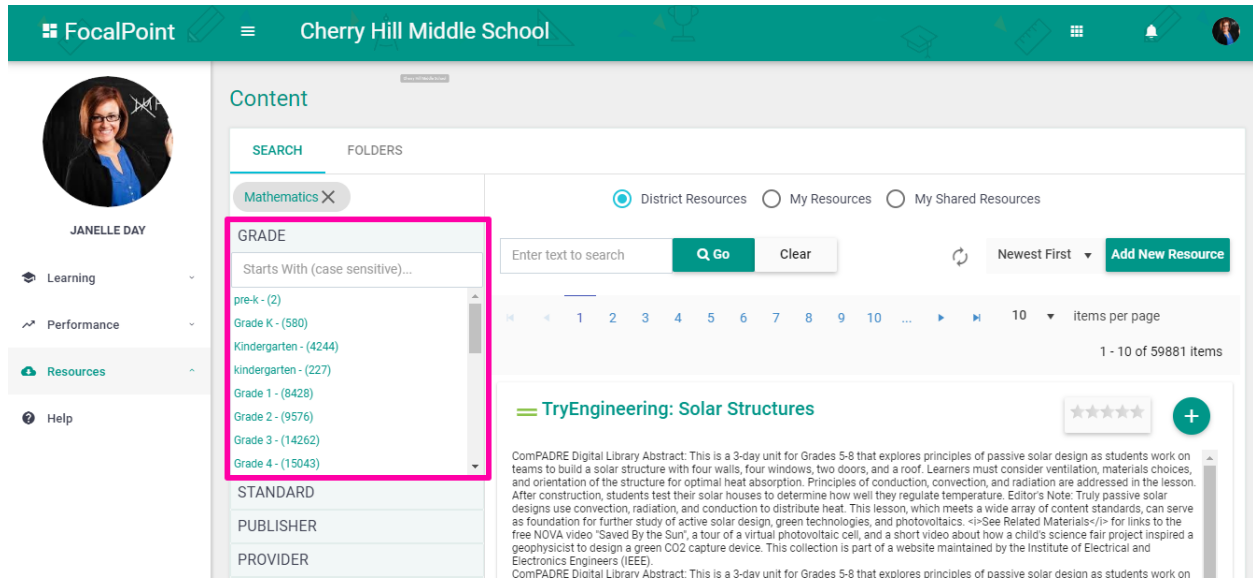


- ❑ You now have access to the Digital Content Library. The library contains approximately 50,000 open education resources from multiple providers. The resources are searchable using the filters located on the left side of the page using the 'Search' menu.



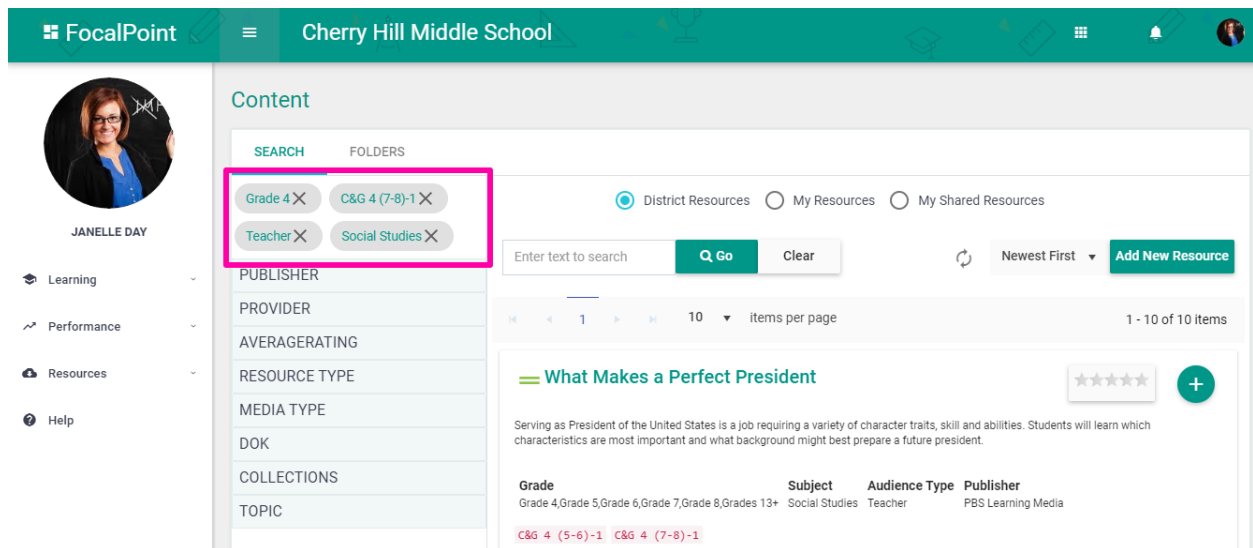
- ❑ To filter, click on the filter category you wish to use and select your desired choice(s). The categories include 'Grade', 'Standard', 'Publisher' and many more. The filters being applied will be displayed at the top left side of the page. The example below illustrates filtering by 'Grade'. Filters can be removed at any time by 'deselecting' the filter by clicking on the 'X' that appears beside the filtered criterion/criteria.

Note: You can close the filter category by clicking again on its name.



The screenshot shows the FocalPoint interface for Cherry Hill Middle School. On the left, a sidebar lists navigation options: Learning, Performance, Resources, and Help. The main content area is titled 'Content' and features a 'SEARCH' section with a 'Mathematics' filter selected. Below this, a 'GRADE' dropdown menu is open, showing a list of grade levels from pre-k to Grade 4. The 'GRADE 4' option is highlighted. To the right of the grade dropdown, there are buttons for 'PUBLISHER', 'PROVIDER', 'AVERAGERATING', 'RESOURCE TYPE', 'MEDIA TYPE', 'DOK', 'COLLECTIONS', and 'TOPIC'. The search results area shows a list of resources, with the first result titled 'TryEngineering: Solar Structures'.

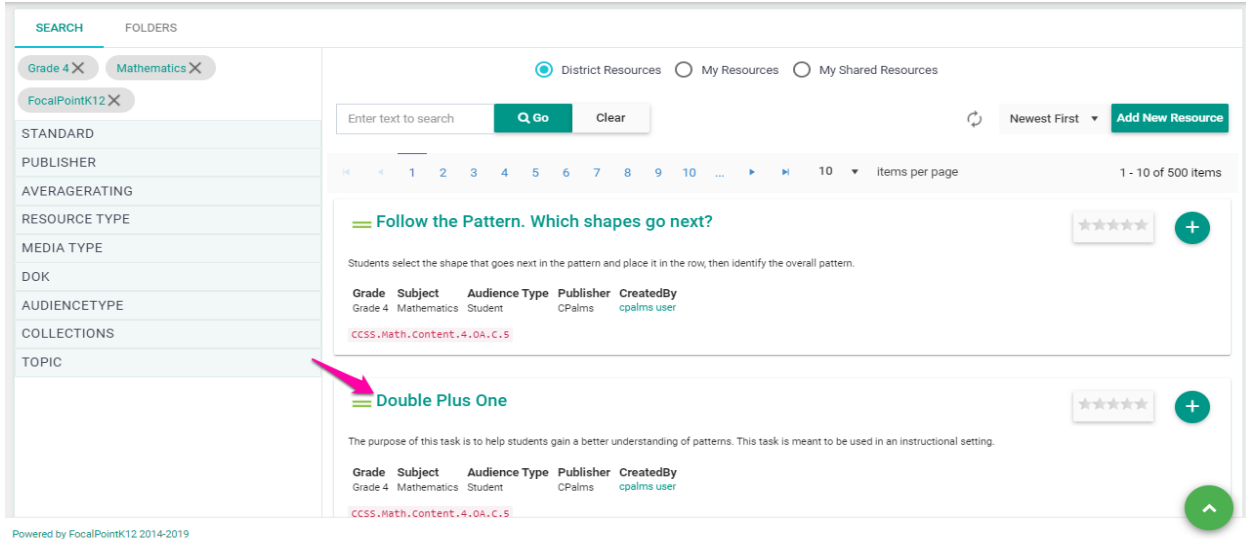
- ❑ The example below illustrates where a user has filtered for multiple categories: Grade (4), Standard (C&G 1 (7-8)-1), Teacher, Subject (Social Studies). Again, filters can be removed at any time by 'deselecting' the filter by clicking on the 'X' that appears beside the filtered criterion/criteria.



The screenshot shows the FocalPoint interface for Cherry Hill Middle School. On the left, a sidebar lists navigation options: Learning, Performance, Resources, and Help. The main content area is titled 'Content' and features a 'SEARCH' section with multiple filters applied: 'Grade 4', 'C&G 4 (7-8)-1', 'Teacher', and 'Social Studies'. Each filter has an 'X' button to remove it. Below the filters, there are buttons for 'PUBLISHER', 'PROVIDER', 'AVERAGERATING', 'RESOURCE TYPE', 'MEDIA TYPE', 'DOK', 'COLLECTIONS', and 'TOPIC'. The search results area shows a list of resources, with the first result titled 'What Makes a Perfect President'.

How do I preview a resource?

- ❑ A high-level overview of the Digital Resource that includes the Title, Grade, Subject, Audience Type, Publisher, Provider, Resource Type, Media Type, Creator, and Folders is displayed on the main page.
- ❑ At any time, a user can preview the resource by clicking on the Resource Title. This will open a new tab in your browser.



SEARCH FOLDERS

Grade 4 X Mathematics X FocalPointK12 X

STANDARD PUBLISHER AVERAGERATING RESOURCE TYPE MEDIA TYPE DOK AUDIENCETYPE COLLECTIONS TOPIC

Enter text to search

☒ District Resources ☐ My Resources ☐ My Shared Resources

1 2 3 4 5 6 7 8 9 10 ... 10 Items per page 1 - 10 of 500 items

Follow the Pattern. Which shapes go next?

Students select the shape that goes next in the pattern and place it in the row, then identify the overall pattern.

Grade	Subject	Audience Type	Publisher	CreatedBy
Grade 4	Mathematics	Student	CPalms	cpalms user

CCSS.Math.Content.4.OA.C.5

Double Plus One


The purpose of this task is to help students gain a better understanding of patterns. This task is meant to be used in an instructional setting.

Grade	Subject	Audience Type	Publisher	CreatedBy
Grade 4	Mathematics	Student	CPalms	cpalms user

CCSS.Math.Content.4.OA.C.5


Powered by FocalPointK12 2014-2019

- ❑ Clicking on the digital resource's title, will expand the resource allowing you to read details about it.
- ❑ Select the 'Launch' Tab, to fully preview the Digital Resource that is available in the ContentCloud™.
- ❑ Full Preview of Digital Resource (Example: NCTM's *Illuminations*)




NCTM ILLUMINATIONS

Lessons Interactives

Pin it    

Stick or Switch?

GRADE: 6-8,9-12 PERIODS: 2

STANDARDS: 

AUTHOR: Unknown Location: Unknown 

This lesson plan presents a classic game-show scenario. A student picks one of three doors in the hopes of winning the prize. The host, who knows the door behind which the prize is hidden, opens one of the two remaining doors. When no prize is revealed, the host asks if the student wishes to "stick or switch." Which choice gives you the best chance to win? The approach in this activity runs from guesses to experiments to computer simulations to theoretical models. This lesson was adapted from an article written by J. Michael Shaughnessy and Thomas Dick, which appeared in the April 1991 issue of the *Mathematics Teacher*.

Instructional Plan Objectives + Standards Materials Assessments + Extensions Questions + Reflection Related Resources Print All

How do I add a resource to a folder?

There are two ways to do this...

#1: Selection from folder list

- ❑ Once you have completed your preview as described above and have found a digital resource you would like to use, it can be placed into a folder, which can be shared with other teachers and/or individual/groups of students(s).
- ❑ To add a resource to a folder, click on the 'Add' tab located in the upper right corner of the resource.

Follow the Pattern. Which shapes go next?

Students select the shape that goes next in the pattern and place it in the row, then identify the overall pattern.

Grade	Subject	Audience Type	Publisher	CreatedBy
Grade 4	Mathematics	Student	CPalms	cpalms user

CCSS.Math.Content.4.OA.C.5

★★★★★

+

- ❑ Your available folders will appear. Choose the folder(s) you would like to add the resource to and click on the box to the left of each folder.

Assign Resource to Folders

My Folders

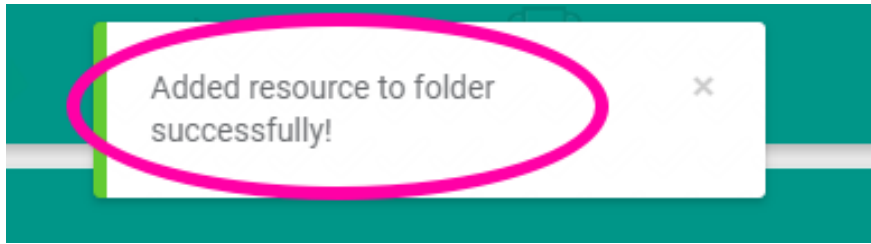
- ☐ test12 +
- ☐ Enrichment +
- ☐ Unit Documents +
- ☒ Integrated Math 7 +
- ☐ Class Syllabus & Procedures +
- ☐ Team Minutes +
- ☒ My Lesson Plans +
- ☐ Week 1 +
- ☐ Curriculum +
- ☒ Study Guides +
- ☐ Unit 1 +

Assign Resource to Folders

My Folders

- ☐ test12 +
- ☒ Enrichment +
- ☐ Unit Documents +
- ☒ Integrated Math 7 +
- ☐ Class Syllabus & Procedures +
- ☐ Team Minutes +
- ☒ My Lesson Plans +
- ☐ Week 1 +
- ☐ Curriculum +
- ☒ Study Guides +
- ☐ Unit 1 +

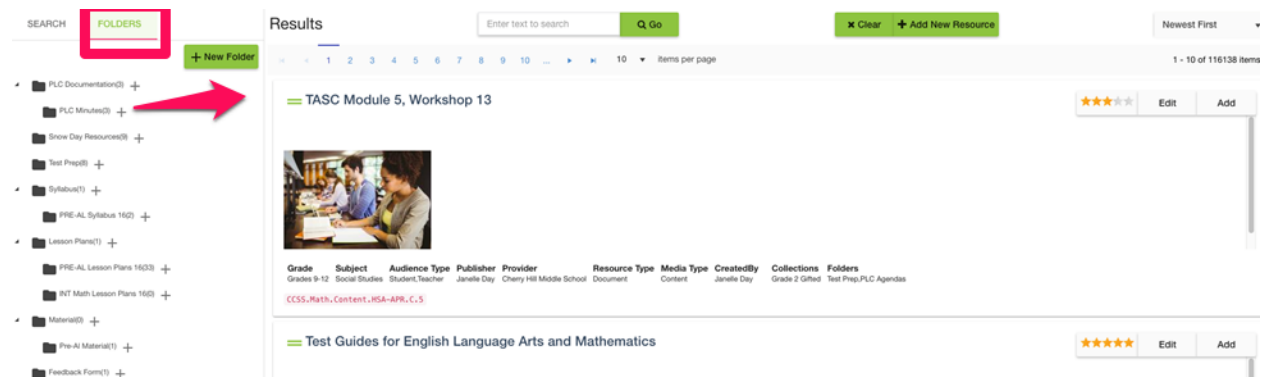
- ❑ Once checked, you will receive a confirmation message noting that the resource has been stored in the designated folder.



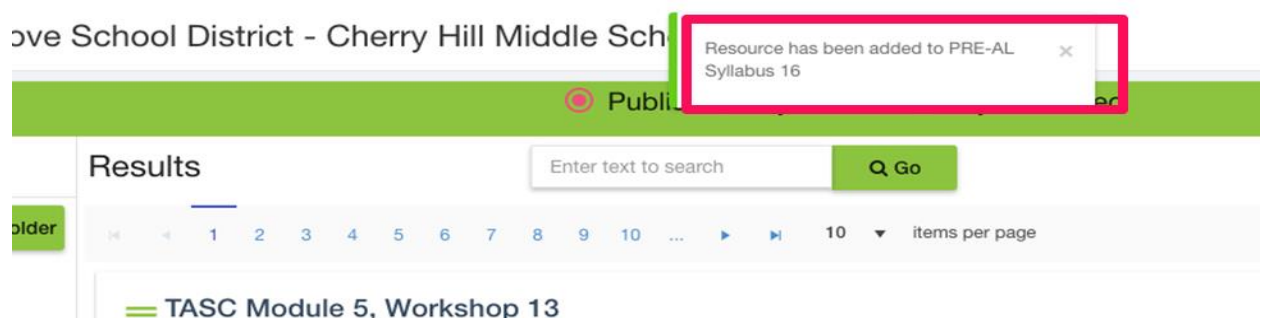
- ❑ You can now return to the page where you began filtering and previewing resources by clicking the left arrow that appears in the upper left corner of the page.

#2: Drag & Drop

- ❑ First, select the 'Folders' Tab located beside the 'Search' Tab at the top left side of the page. This shows all your folders on the left side of the page making it easy for you to drag and drop resources into selected folders.
- ❑ To drag and drop resources into folders, click and hold onto the title then drag the title into the desired folder.



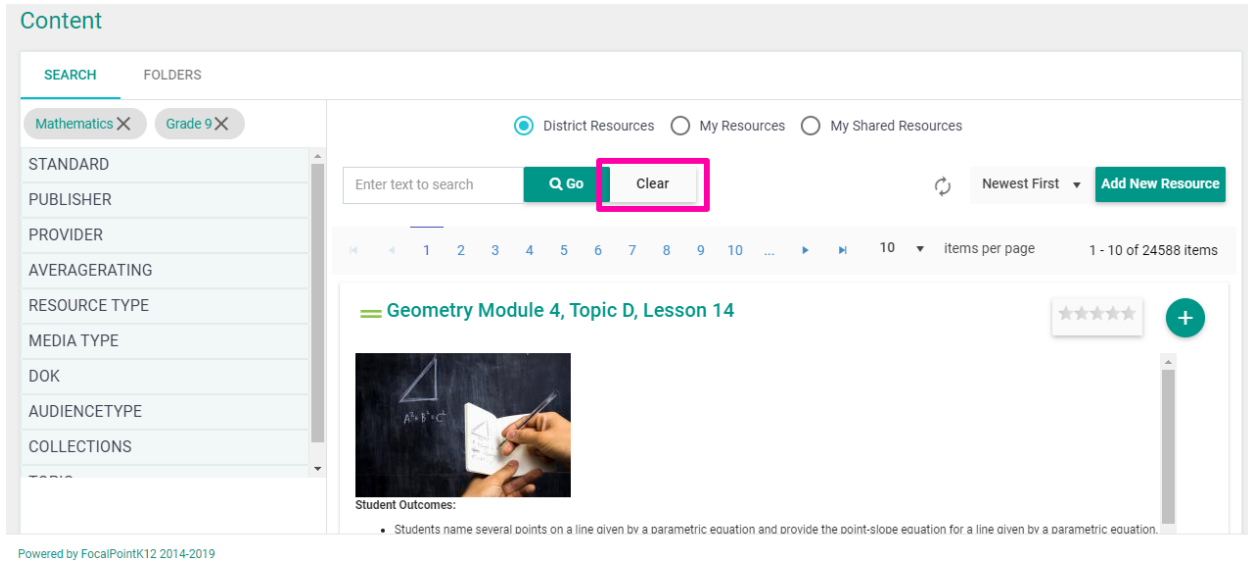
- ❑ Once complete, you will receive a confirmation noting that the resources have been added to the folder.



ContentCloud™ Navigation Tips

How do I clear my search & start over?

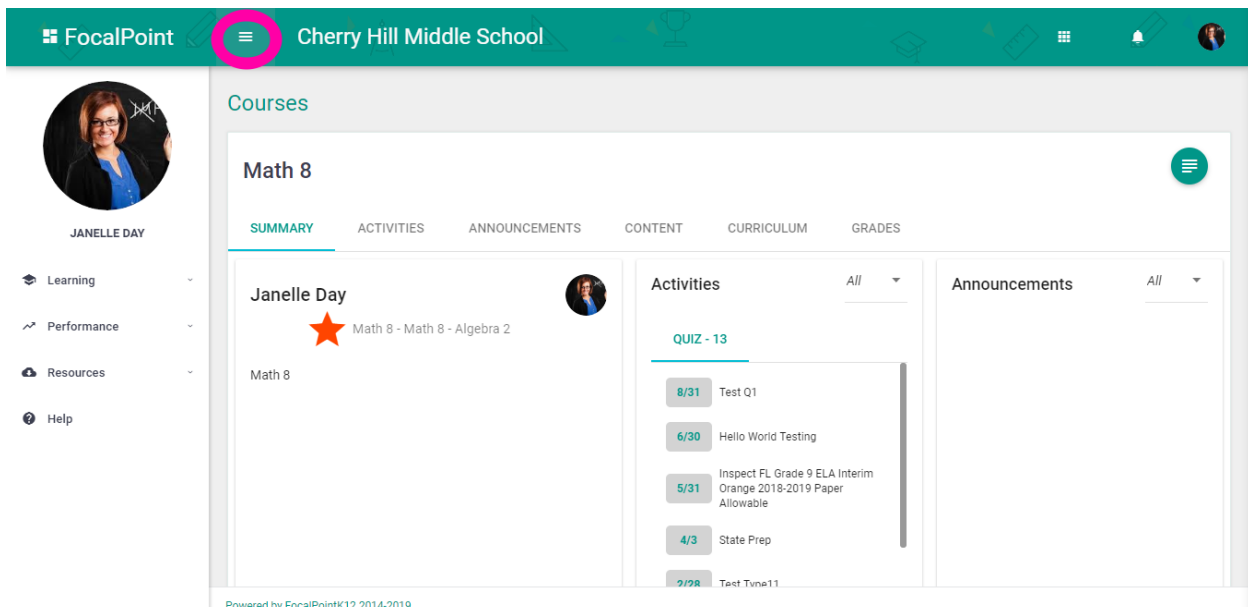
- ❑ To clear your search & start over, select the 'Clear' tab at the top of the page.



The screenshot shows the ContentCloud search interface. On the left is a sidebar with filters like 'Mathematics', 'Grade 9', 'STANDARD', 'PUBLISHER', etc. The main search area has a search bar with 'Enter text to search', a 'Go' button, and a 'Clear' button (highlighted with a red rectangle). Below the search bar are pagination controls and a list of search results. The first result is 'Geometry Module 4, Topic D, Lesson 14' with a thumbnail image of a hand writing on a notepad.

How do I access the menu on the left side of the page?

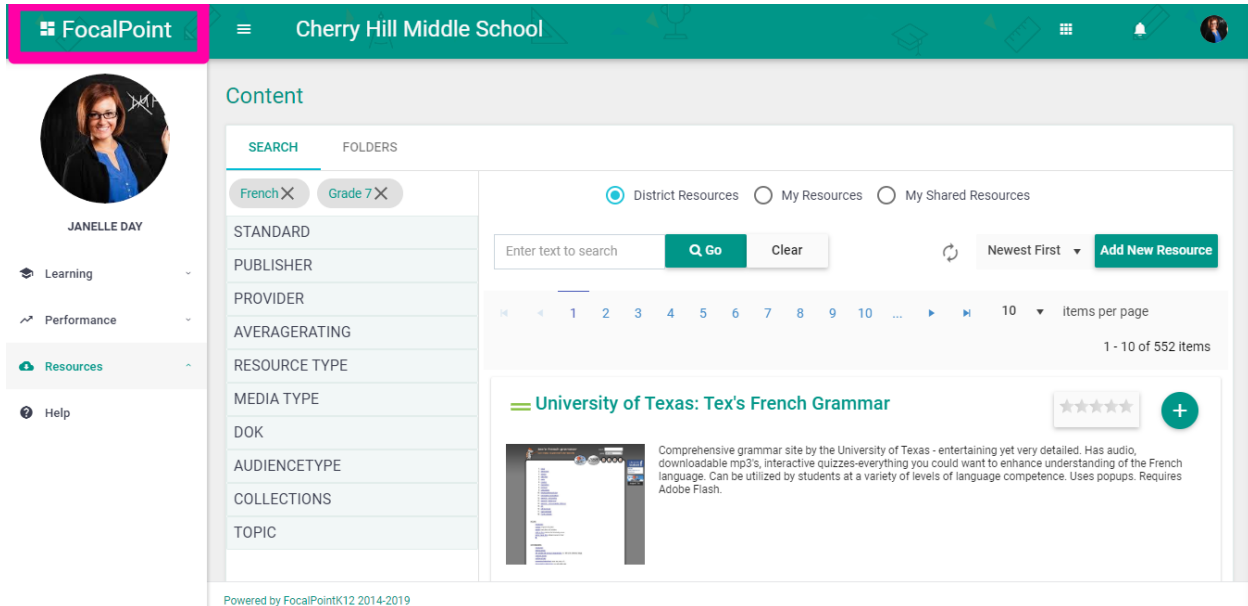
- ❑ Select the 'Menu' icon to expand/collapse various tools/tabs within the ContentCloud™. You can hide these tools when working in FocalPointK12 at any time by clicking the icon again.



The screenshot shows the FocalPoint user interface. At the top is a teal header bar with the 'FocalPoint' logo, a 'Menu' icon (three horizontal lines, highlighted with a red circle), and the user's name 'Cherry Hill Middle School'. Below the header is a sidebar with a user profile for 'Janelle Day' and a list of navigation items: 'Learning', 'Performance', 'Resources', and 'Help'. The main content area is titled 'Courses' and shows a 'Math 8' course. The course page has tabs for 'SUMMARY', 'ACTIVITIES', 'ANNOUNCEMENTS', 'CONTENT', 'CURRICULUM', and 'GRADES'. The 'SUMMARY' tab is active, showing the teacher's name 'Janelle Day', a star rating, and a list of activities including 'QUIZ - 13', 'Test Q1', 'Hello World Testing', 'Inspect FL Grade 9 ELA Interim Orange 2018-2019 Paper Allowable', 'State Prep', and 'Test Tune 11'.

How do I get back to the 'homepage' when using FocalPointK12?

- ❑ Select the FocalPointK12 logo OR your district/school logo located above your profile picture on the top left side of the page.




Rating Digital Content

How do I rate the quality of a Digital Resource?

- ❑ Teachers using the ContentCloud™ to search and preview resources can rate the resources. The ContentCloud™ provides users with an overall average rating on the resources allowing teachers to filter resources according to how it has been rated by other teachers.
- ❑ To 'rate' the quality of a digital resource, click on the 5-star icon, select how many 'stars' you wish to rate the resources, and a confirmation message will note that the resource has been rated.


University of Texas: Tex's French Grammar



Comprehensive grammar site by the University of Texas - entertaining yet very detailed. Has audio, downloadable mp3's, interactive quizzes-everything you could want to enhance understanding of the French language. Can be utilized by students at a variety of levels of language competence. Uses popular. Requires Adobe Flash.

Grade: Grade 6, Grade 7, Grade 8, Grade 9, Grade 10, Grade 11, Grade 12 Subject: World Languages, French Audience Type: Student, Teacher, Administrator Publisher: University of Texas at Austin

Intoduction to French Nouns



This concise overview of French nouns inlcludes a general definition, examples of gender and number, count vs. mass and common vs. proper.

Grade: Grade 3, Grade 4, Grade 5, Grade 6, Grade 7, Grade 8, Grade 9, Grade 10, Grade 11, Grade 12 Subject: World Languages, French Audience Type: Student, Teacher, Administrator Publisher: University of Texas at Austin

Cherry Hill Middle School

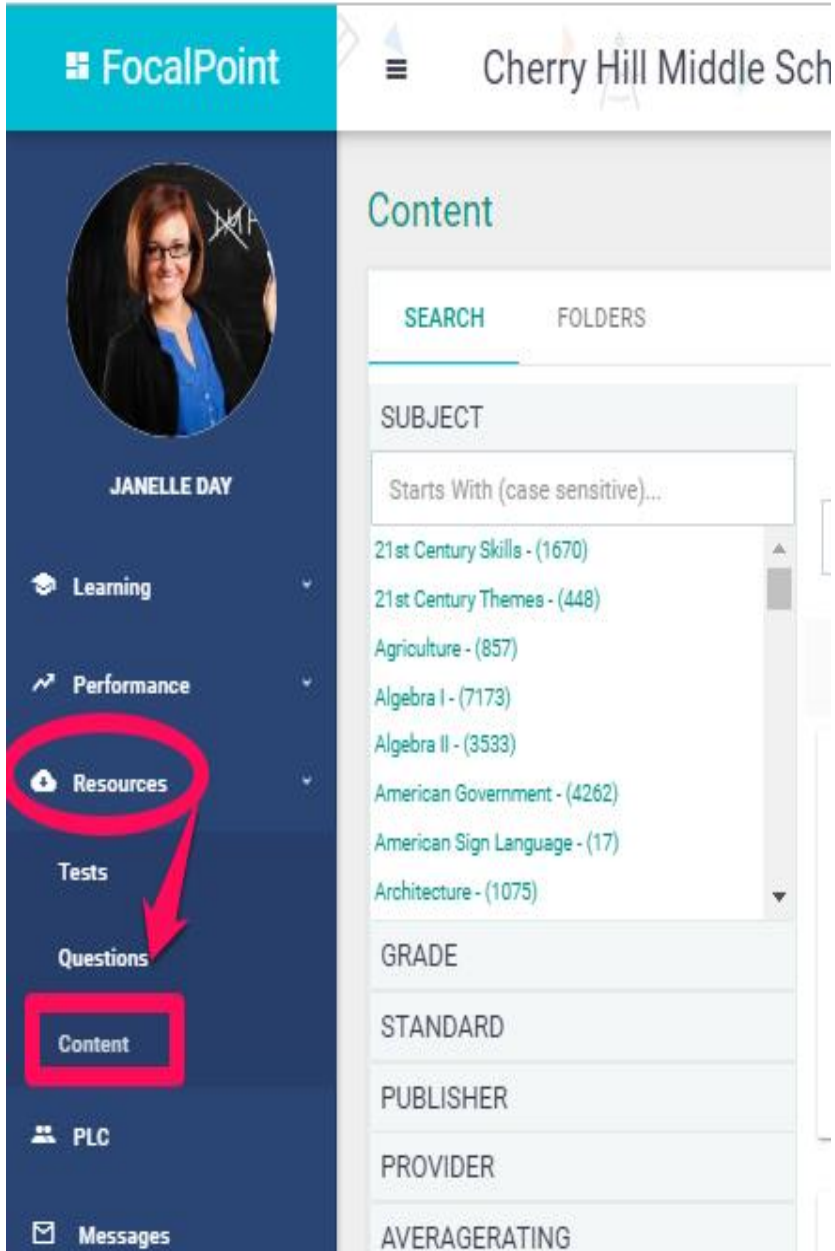
Grade: Grade 6, Grade 7, Grade 8, Grade 9, Grade 10, Grade 11, Grade 12 Subject: World Languages, French Audience Type: Student, Teacher, Administrator Publisher: University of Texas at Austin

Successfully Rated

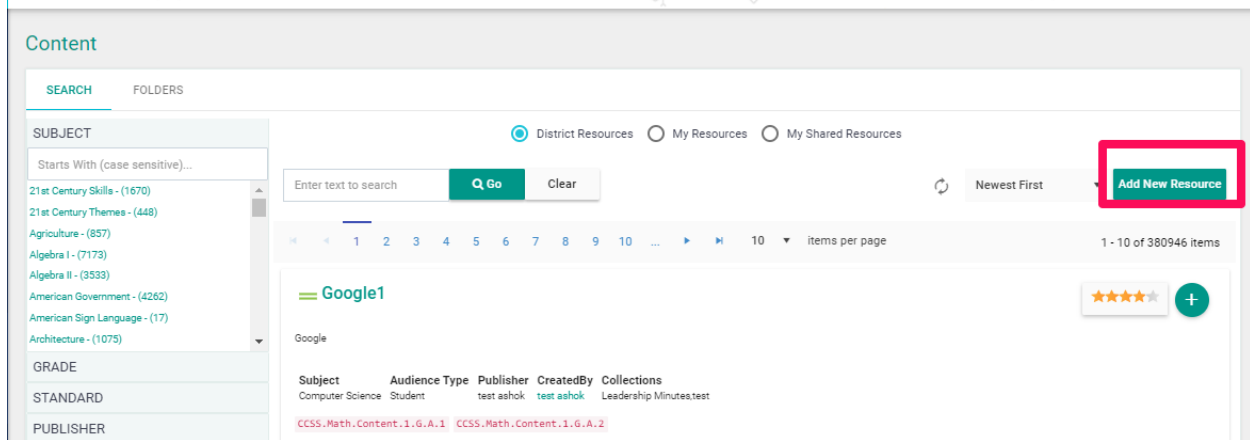
Creating Digital Content

How do I create my own Digital Resource?

- ❑ Teachers can create their own digital resources and add them to the repository for their selected course.
- ❑ Select the course for which you wish to add/create resources from your drop-down in the green bar at the top of your screen.
- ❑ Select the 'Menu' icon to expand/collapse various tools/tabs within the ContentCloudTM. You can hide these tools when working in FocalPointK12 at any time by clicking the icon again.

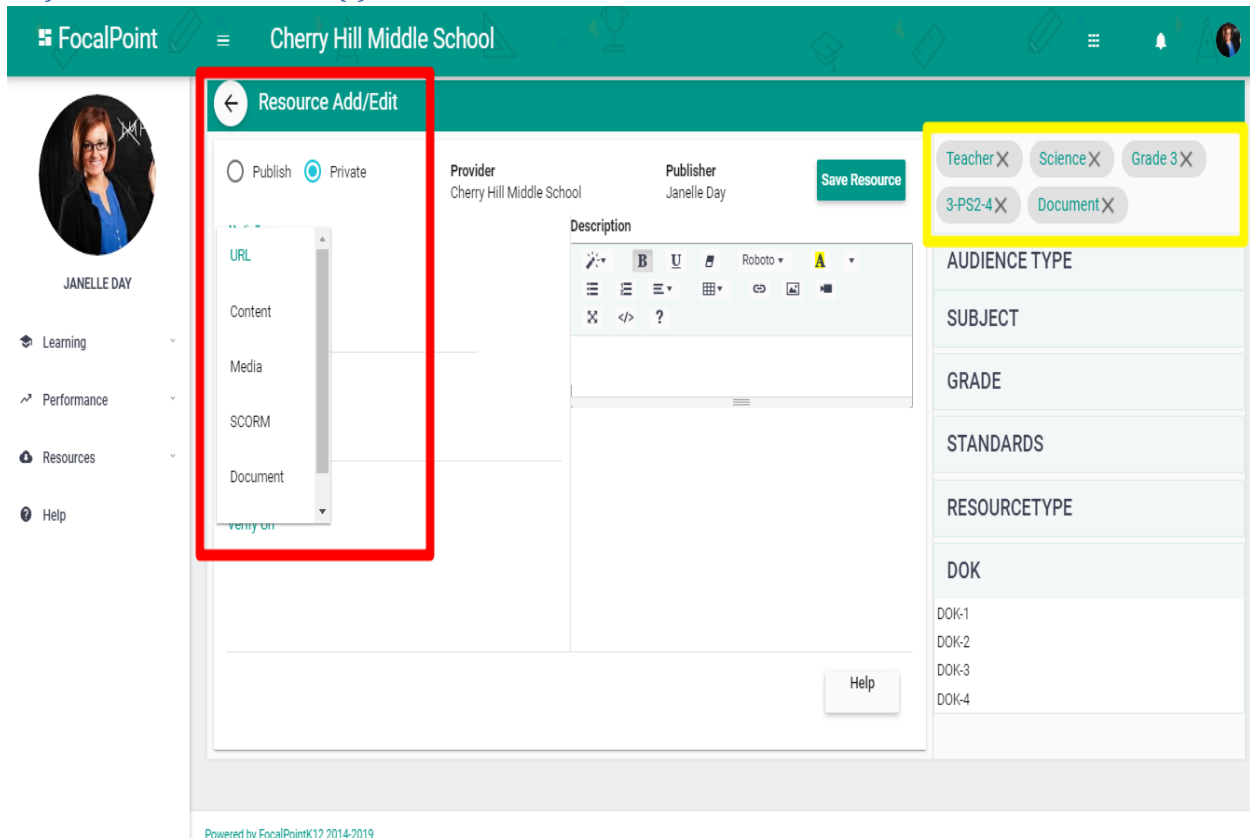


- ❑ Select the 'Folders' tab on the left side of the page.
- ❑ To create a new resource, select the '+Add New Resource Tab' at the top of the page.



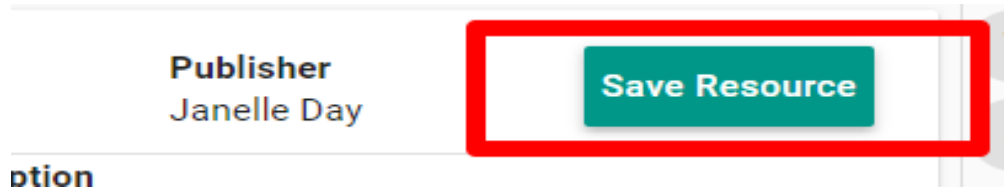
- ❑ Use the drop-down menu for 'Media Type' in the upper left corner of the window to select the type of resource (URL, Document, SCORM, Media).
- ❑ Provide the resource with a Title name and description.

VERY IMPORTANT: *Be sure to use the meta tags on the right to tag the resource according to grade, subject, audience, standard(s), DOK, etc.*



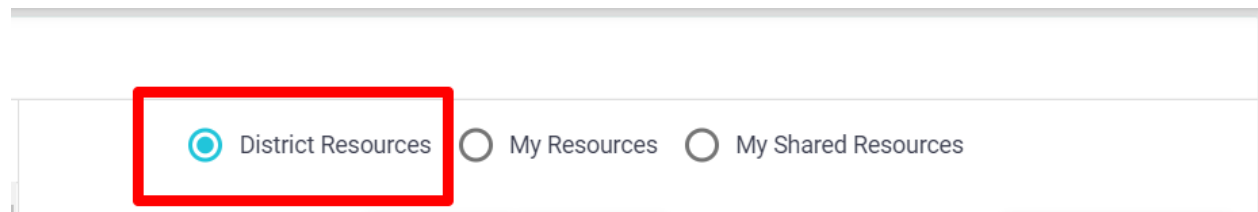
- ❑ If applicable, use the 'Upload' button to upload content to the ContentCloudTM.

- ❑ Once complete, select the 'Save Resource' tab and you will receive confirmation at the top of the page that the resource has been saved and is now available in the ContentCloudTM.



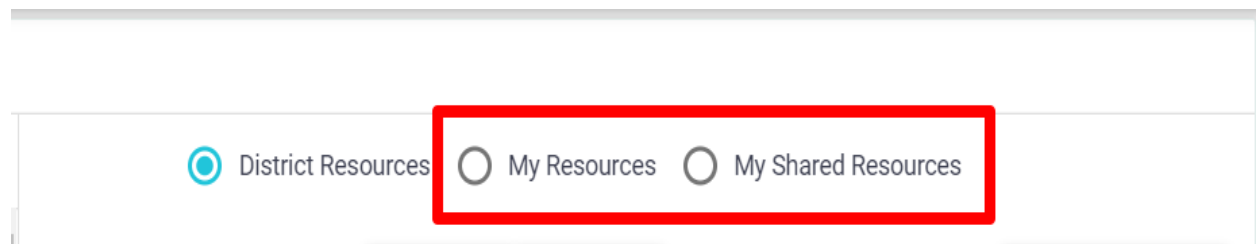
How do I publish my own Digital Resource & make it Public?

- ❑ As a teacher, you have the option to keep your resource private, allowing permission for only you to have access, or you can elect to share the resource with others in your school/school district.
- ❑ To make the resource 'public' and available to other teachers in your district, select the 'Public' option prior to saving the resource. This will then make the resource available to all teachers across the district.
- ❑ *Note:* Districts may have an approval process in place where a designated administrator would review and approve/reject a resource prior to its publication.



How do I view Digital Resources that I have published?

- ❑ To view resources, you have created that are private and accessible only by you, check the 'My Private' tab.
- ❑ To view a list of digital resources that you have published, and that are available to other teachers, check the 'My Published' tab.

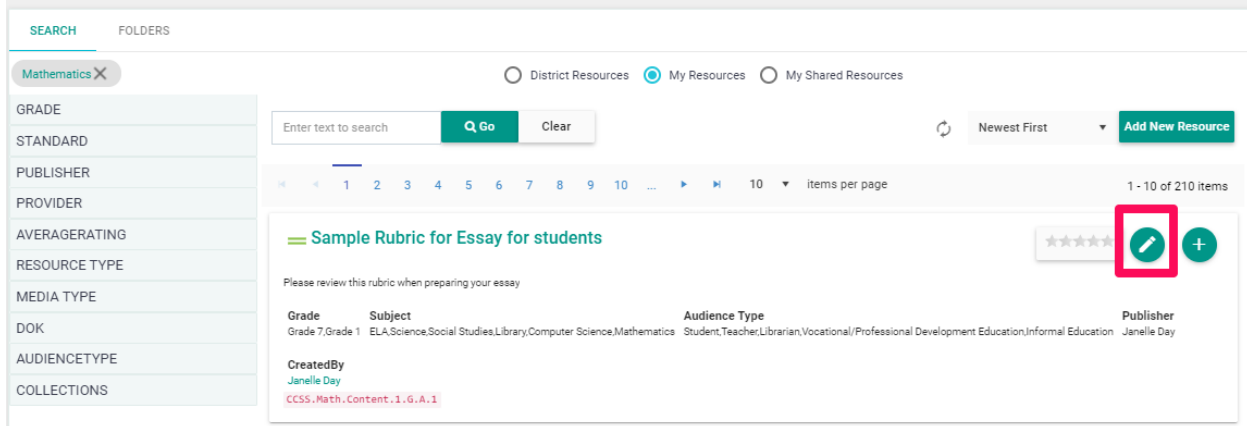


How do I edit my Digital Resource?

- ❑ To edit resource you created, select the 'Edit' tab located on the right side of the resource, make your changes, and select the 'Save changes' tab. Please note that you can only edit resources you created in the system.

Note: If you see the need for an edit to a resource created (and shared) by someone else, please notify the appropriate school/district administrator.

Content



SEARCH FOLDERS

Mathematics X

GRADE STANDARD PUBLISHER PROVIDER AVERAGE RATING RESOURCE TYPE MEDIA TYPE DOK AUDIENCE TYPE COLLECTIONS

Enter text to search

☐ District Resources ☒ My Resources ☐ My Shared Resources

Newest First

1 - 10 of 210 items

Sample Rubric for Essay for students

Please review this rubric when preparing your essay

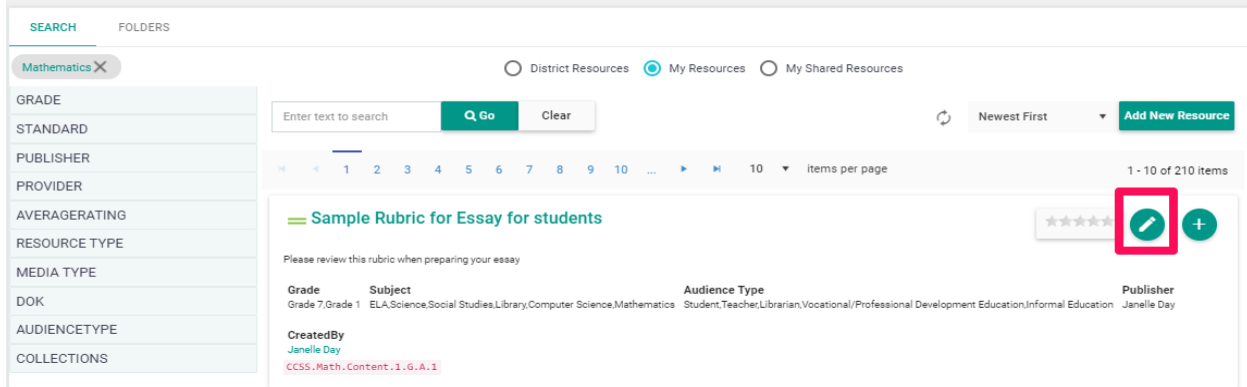
Grade 7, Grade 1 ELA, Science, Social Studies, Library, Computer Science, Mathematics Student, Teacher, Librarian, Vocational/Professional Development Education, Informal Education Janelle Day

Created By Janelle Day CCSS.Math.Content.1.G.A.1

How do I delete/remove my Digital Resource?

- Teachers can delete/remove your own digital resources at any time. To delete/remove a digital resource, select the 'edit' tab then select the 'Delete' tab.

Content



SEARCH FOLDERS

Mathematics X

GRADE STANDARD PUBLISHER PROVIDER AVERAGE RATING RESOURCE TYPE MEDIA TYPE DOK AUDIENCE TYPE COLLECTIONS

Enter text to search

☐ District Resources ☒ My Resources ☐ My Shared Resources

Newest First

1 - 10 of 210 items

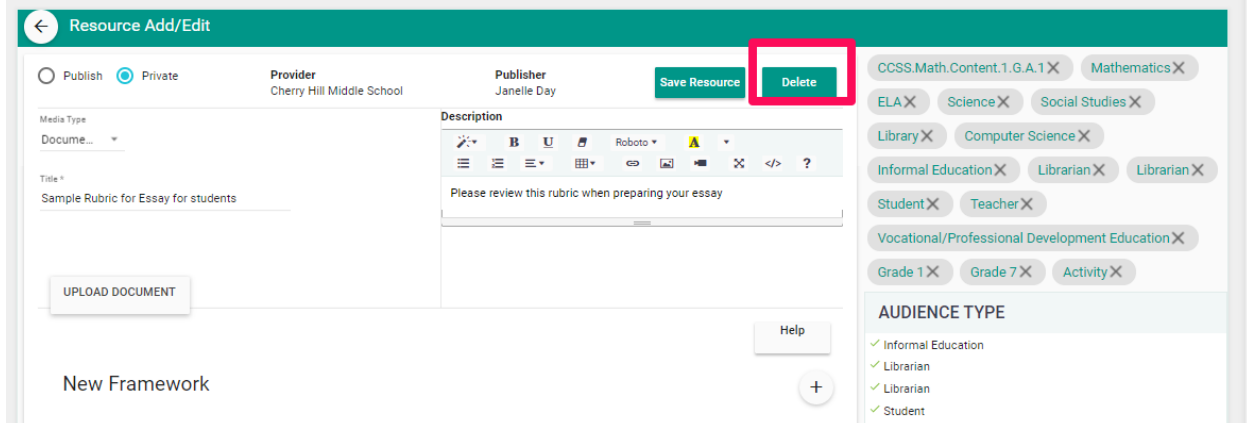
Sample Rubric for Essay for students

Please review this rubric when preparing your essay

Grade 7, Grade 1 ELA, Science, Social Studies, Library, Computer Science, Mathematics Student, Teacher, Librarian, Vocational/Professional Development Education, Informal Education Janelle Day

Created By Janelle Day CCSS.Math.Content.1.G.A.1

Content



Resource Add/Edit

☐ Publish ☒ Private

Provider Cherry Hill Middle School Publisher Janelle Day

Media Type Document

Title * Sample Rubric for Essay for students

UPLOAD DOCUMENT

Description

Please review this rubric when preparing your essay

CCSS.Math.Content.1.G.A.1 X Mathematics X

ELA X Science X Social Studies X

Library X Computer Science X

Informal Education X Librarian X Librarian X

Student X Teacher X

Vocational/Professional Development Education X

Grade 1 X Grade 7 X Activity X

AUDIENCE TYPE

Informal Education

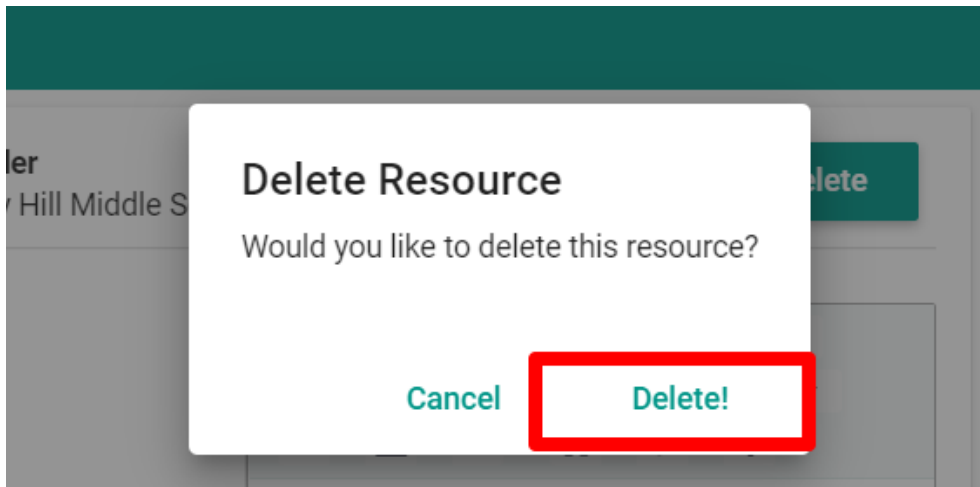
Librarian

Librarian

Student

New Framework

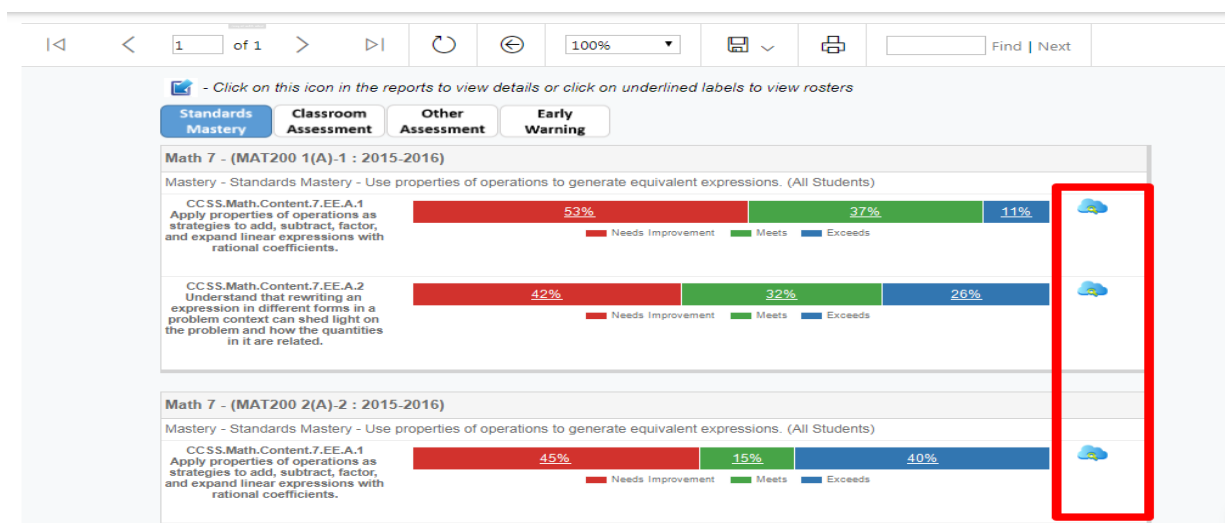
- ❑ You will then receive a prompt to confirm that you wish to delete the resource.

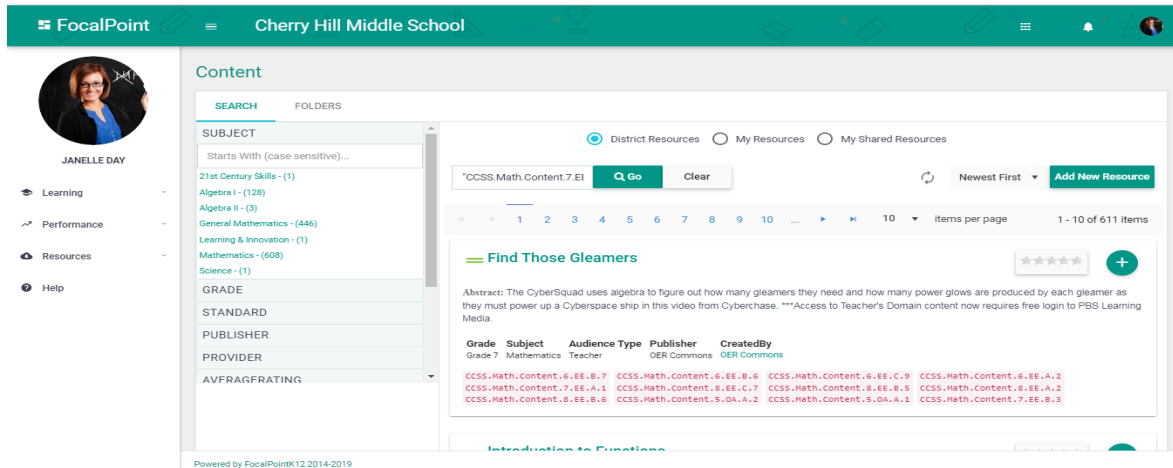


Accessing the ContentCloud™ from Data Dashboards

How do I access the ContentCloud™ when viewing results from Data Dashboards?

- ❑ For schools using the Data Dashboards to view standards-mastery performance reports on classroom and individual student performance, the ContentCloud™ serves up relevant resources to students and teachers based on targeted needs revealed in the data. This helps teachers when planning instruction and supports students as they work on improving in areas identified in the data.
- ❑ To directly the ContentCloud™ while in the dashboards, click the 'Cloud' icon anytime it is available in the dashboards. The software will launch directly into the ContentCloud™ and will serve up digital resources that align to the corresponding standards and recommend the best resources available in the system.





Are the Digital Resources aligned to targeted needs based on the data?

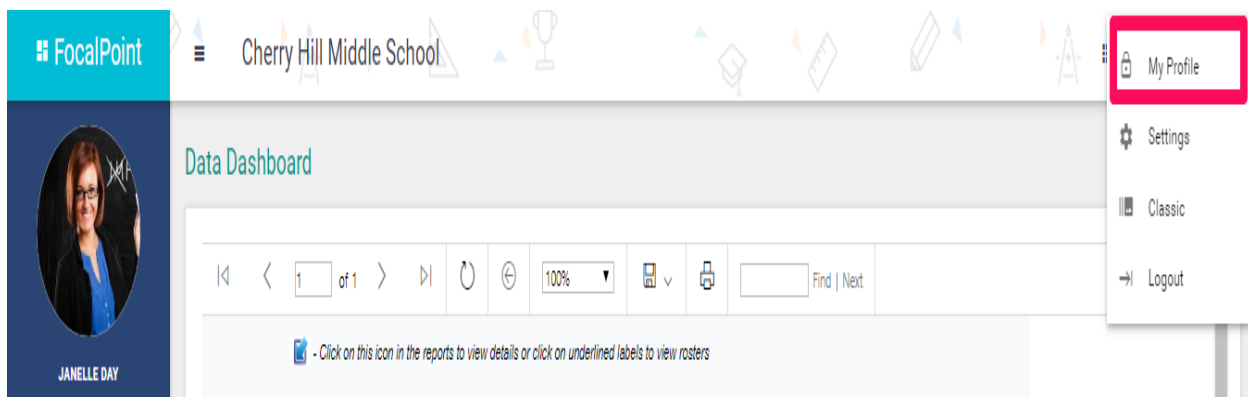
- Yes. Any time you select the 'Cloud' icon in the data dashboards, the software launches directly into the ContentCloud™ and automatically serves up digital content in the system that supports learning based upon identified needs in the data. This is an excellent way to plan instruction and give students opportunities to be more self-directed in their learning.

Note: This is why it is very important (as noted on page 17) to accurately apply the meta tags when adding new digital resources. The proper alignment of resources to the data housed in the dashboards relies upon this information.

Managing your Account Settings & Profile


How do I view/edit my profile?

- To view/edit profile, select the 'My Profile' icon located at the top right side of the page.



How do I post a picture/avatar to personalize my page?

- To post a picture/avatar to personalize your page, select the 'My Profile' icon, and the Upload Photo' icon which is a black cloud with a green arrow.
- Attach picture, preview, and select the 'Save Profile' Icon which is a black disk.






Email *
teacher75@focalpointk12.net

First Name *
Janelle


Last Name *
Day

Token
5F7739






Upload/Edit Profile Picture
Cancel Edit

Image




Preview



How do I edit/change my password?

- To edit/change your password, select the 'My Profile' icon and then the pencil icon. Enter your old password, then enter your new password. Confirm by re-entering your new password. Click the blue 'Change Password' tab to complete.






Email *
teacher75@focalpointk12.net

First Name *
Janelle

Last Name *
Day

Token
5F7739

Change Password

Old

Enter Old Password

New

Enter New Password

Re-Enter New

Re-Enter New Password

Close

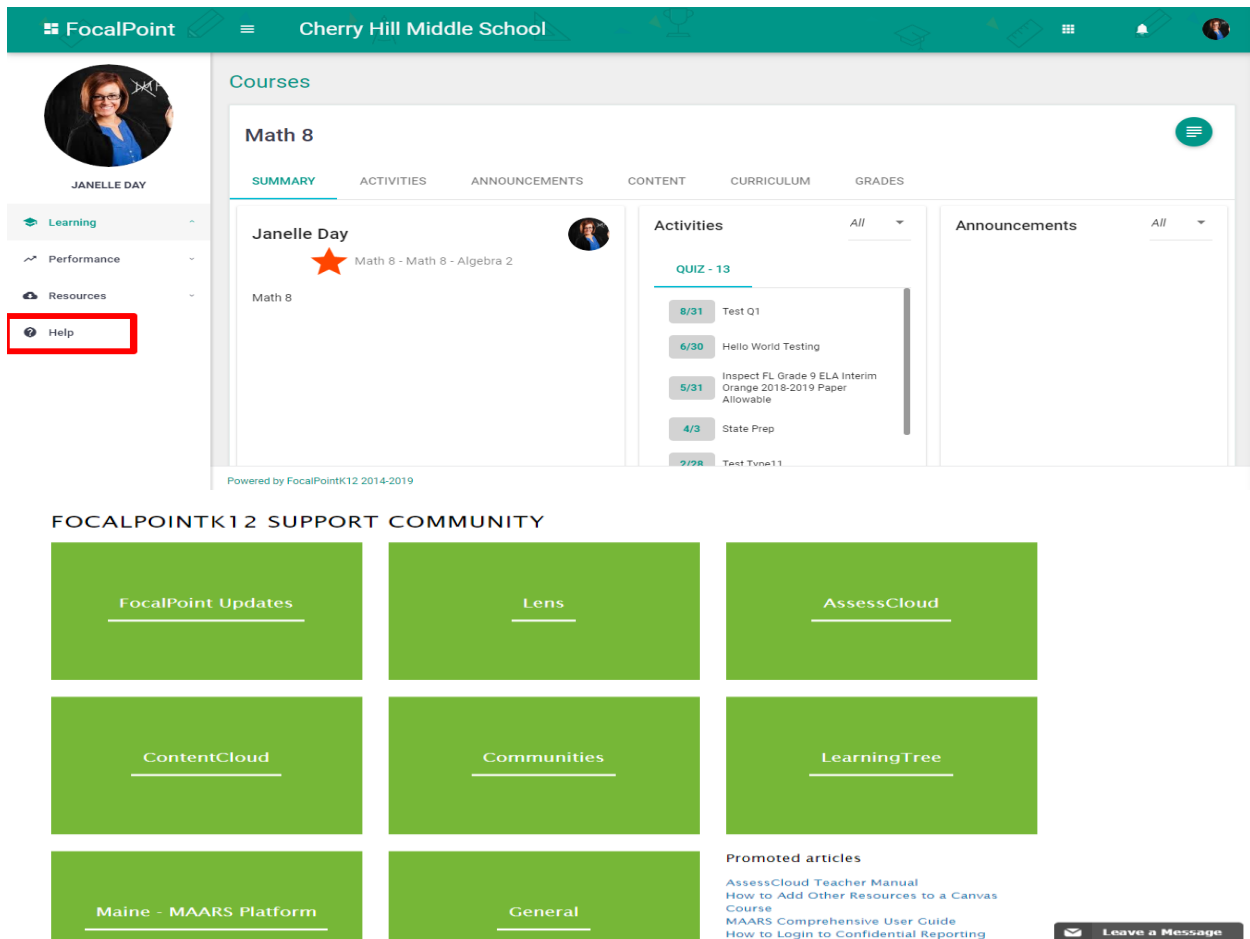
Change Password

Customer Support & Help Desk Contact Information

- ❑ FocalPointK12 is committed to providing the best customer service, support and training for its customers. The key to successful implementation is targeted support and timely professional development.
- ❑ FocalPointK12 provides user support in multiple formats including: on-site, phone, email and online support; providing a flexible model to support district needs.
- ❑ **Live chat** with FocalPointK12 representatives during business hours. 24/7, access to **online support** modules to include all materials used in on- site training, best practices, train-the trainer models, and instructional videos.
- ❑ **Email & phone** support with 24-hour response time on all inquiries.

Video tutorials & technical support documents

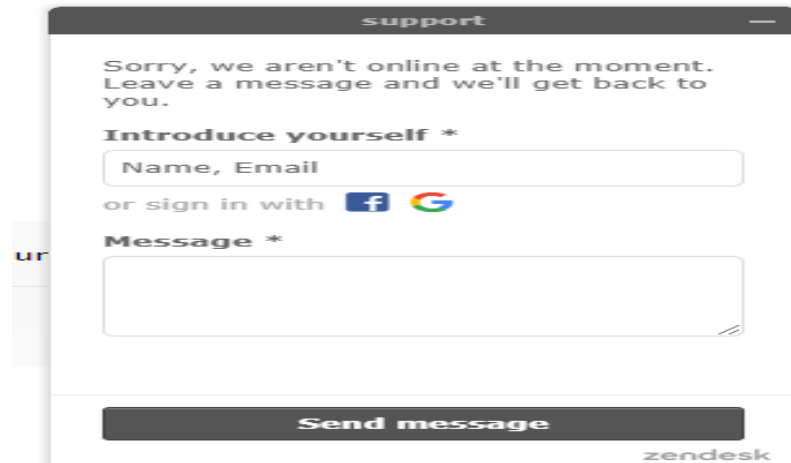
- ❑ To access video tutorials, technical manuals, Recorded Webinars, and other supporting documents as you use the AssessCloud™ Platform, click on the 'Help' Tab located in the toolbar on the left side of the page.



The screenshot displays the FocalPointK12 user interface for a user named Janelle Day. The top navigation bar includes the FocalPoint logo, a hamburger menu, the school name 'Cherry Hill Middle School', and various utility icons. The left sidebar contains a user profile for Janelle Day and a list of navigation tabs: Learning, Performance, Resources, and Help. The 'Help' tab is highlighted with a red rectangle. The main content area is titled 'Courses' and shows the 'Math 8' course page. This page has sub-tabs for SUMMARY, ACTIVITIES, ANNOUNCEMENTS, CONTENT, CURRICULUM, and GRADES. The 'SUMMARY' tab is active, showing a list of activities including 'QUIZ - 13' with dates and descriptions. Below the course page, there is a section titled 'FOCALPOINTK12 SUPPORT COMMUNITY' with a grid of green buttons linking to various resources: FocalPoint Updates, Lens, AssessCloud, ContentCloud, Communities, LearningTree, Maine - MAARS Platform, and General. To the right of this grid is a 'Promoted articles' section with links to 'AssessCloud Teacher Manual', 'How to Add Other Resources to a Canvas Course', 'MAARS Comprehensive User Guide', and 'How to Login to Confidential Reporting'. A 'Leave a Message' button is located at the bottom right of the support community section.

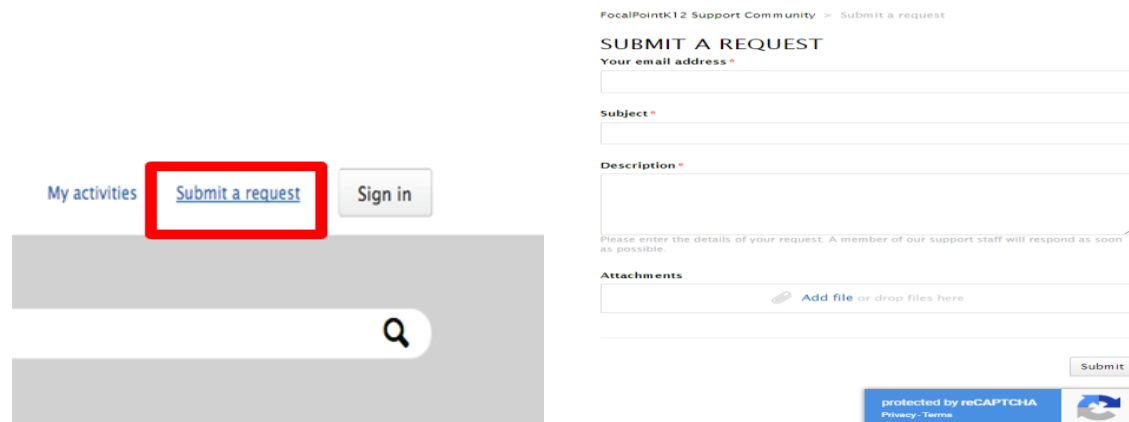
Live Chat & Help Desk Contact Information

- ❑ Live Chat is available for teachers needing support during standard the hours of 8AM-5PM Monday-Friday. Live Chat can be accessed by selecting the 'Help' Tab on the navigation toolbar. The Live Chat window is in the bottom right corner of the page.



A screenshot of a Zendesk Live Chat window. The window has a title bar that says "support". The main content area says "Sorry, we aren't online at the moment. Leave a message and we'll get back to you." Below this is a section titled "Introduce yourself *" with a text input field labeled "Name, Email". Below the input field are social media icons for Facebook and Google+. Below the icons is a section titled "Message *" with a large text area. At the bottom of the window is a dark button labeled "Send message" and the Zendesk logo.

- ❑ Teachers & Staff can submit a request to FocalPointK12 at any time. To submit a request, click the 'Submit a Request' link in the Help section of the platform, complete the form, and FocalPointK12 will respond and address your inquiry.



A screenshot of the FocalPointK12 Submit a Request form. On the left, there is a navigation bar with "My activities", "Submit a request" (highlighted with a red box), and "Sign in". Below the navigation bar is a search bar. The main content area is titled "FocalPointK12 Support Community > Submit a request" and "SUBMIT A REQUEST". It contains a form with the following fields: "Your email address *" (text input), "Subject *" (text input), "Description *" (text area), and "Attachments" (with a button "Add file or drop files here"). Below the form is a "Submit" button. At the bottom right, there is a "protected by reCAPTCHA" badge and a "Privacy - Terms" link.

- ❑ The **FocalPointK12 support site** can also be reached at:
<https://focalpointk12.zendesk.com>
- ❑ To speak with a **Customer Support Representative**, please call:
866.377.4265 ext. 1

- **Customer Support** can be reached via email at:
support@focalpointk12.net

