

Facilitator's Guide

W I T H T A B L E T S P R O V I D E D



Welcome, and thank you for using
ABCMouse.com at your branch!
This simple training guide has been
designed to help you learn more
about our product so you can guide
and support your patrons when
they're using ABCmouse.com in the
library and at home.

Contents

About ABCmouse <i>Bring Learning Home</i>	4
What is ABCmouse.com for Libraries?	
What is ABCmouse.com <i>Bring Learning Home</i> ?	
How is ABCmouse.com <i>Bring Learning Home</i> being made available to library patrons?	
The Onboarding and Login Experience	5
The Assessment Center	12
How Families Find Out About This Program	15
Patron Login from Home	16
Other Accessible ABCmouse Apps	16
After the Initial Checkout Period	16
What happens after the initial checkout period has ended?	
Can a patron check out an ABCmouse account more than once?	

About ABCmouse *Bring Learning Home*

What is ABCmouse.com?

ABCMouse.com Early Learning Academy is the leading and most comprehensive digital learning resource for children ages 2–8+. With more than 8,500 individual Learning Activities and 850+ lessons along our Step-by-Step Learning Path, ABCmouse helps children build a strong foundation for future academic success and encompasses reading and language arts, math, science, health, social studies, art, and music. ABCmouse is available for use on computers, tablets, and smartphones.

There are several qualities that make ABCmouse a uniquely effective resource for your young patrons:

- Developed by experts
- Comprehensive
- Engaging
- Research-validated

What is ABCmouse.com for Libraries?

Through the ABCmouse.com for Libraries program, Age of Learning, Inc., provides ABCmouse to U.S. public libraries at no cost. Currently, more than 6,700 public libraries nationwide provide ABCmouse to patrons for use on-site, including more than 75 percent of the top 50 public libraries.

What is ABCmouse.com *Bring Learning Home*?

The *Bring Learning Home* initiative is a nationwide program that brings together public libraries, funders, and in-kind contributions from Age of Learning to expand access to high-quality early education for families who may not otherwise be able to afford such resources. Through ABCmouse.com *Bring Learning Home*, the initiative enables Age of Learning to make ABCmouse available to library patrons on a checkout basis for use at home, just as they check out e-books and audiobooks. The primary outcome goal is increased academic growth among low-income and other at-risk children, with a focus on gains in language, literacy, and math skills.

How is ABCmouse.com *Bring Learning Home* being made available to library patrons?

Through a joint initiative, Age of Learning, public libraries, and philanthropic funders, are making ABCmouse *Bring Learning Home* available for families. Participating libraries will receive the following:

- Up to 10 patrons per library branch can check out an ABCmouse account to use at home. The standard checkout period of four weeks allows for frequent and consistent access to ABCmouse, which results in increased learning gains.
- Patron accounts include the use of the ABCmouse Assessment Center and a growing set of ABCmouse mobile apps that, once downloaded, do not require Internet connectivity.
- Librarian training and family engagement services and materials are provided.
- Hardcover ABCmouse books are provided.
- There are 10 tablets (with mobile broadband) and backpacks provided to each library for checkout.

The process of checking out an ABCmouse account goes hand in hand with checking out a tablet. The patron can only check out an account with the assistance of a librarian, which allows the librarian to have direct involvement with this program.

The Onboarding and Login Experience

What is the onboarding and login experience like for the parent and child?

Library patrons can check out an ABCmouse account by visiting [ABCMouse.com/BringLearningHome](https://www.abcmouse.com/BringLearningHome). To help you guide your patrons after they access the ABCmouse.com *Bring Learning Home* page, the process is outlined below, and described in further detail on the following pages.

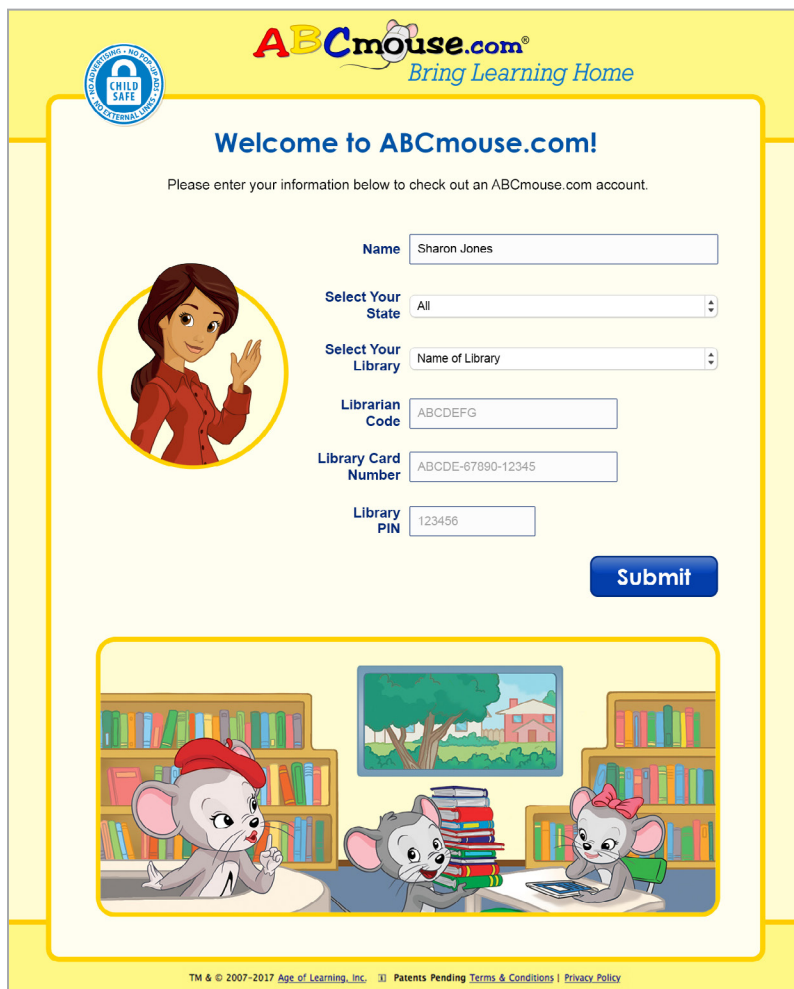
A. Bring Learning Home Page

On the ABCmouse.com *Bring Learning Home* page, the patron enters his or her name and email address, his or her state, and the library name. Other fields include Library Card Number and Library PIN.

Patrons must get the Librarian Code from the branch librarian. This gives the librarian the opportunity to guide each patron.

The Library Card Number and personal Library PIN are required to ensure that patrons are in good standing with the library.

After his or her information has been entered, the patron selects the **Submit** button to submit the information for verification.

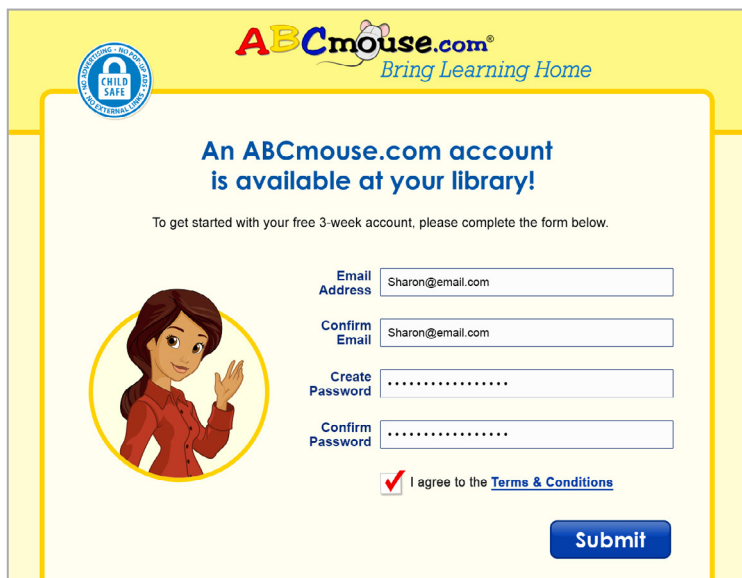


ABCMouse.com *Bring Learning Home* page

The Onboarding and Login Experience (cont.)

B. Create an Account

Once the information is verified, the patron sees a message informing him or her that an account is available for checkout at the library. To create an account, the patron enters his or her email address and creates a password.

The screenshot shows a yellow-bordered form titled "An ABCmouse.com account is available at your library!". It includes a "CHILD SAFE" seal in the top left. The form contains fields for "Email Address" (Sharon@email.com), "Confirm Email" (Sharon@email.com), "Create Password" (masked with dots), and "Confirm Password" (masked with dots). There is a checkbox for "I agree to the Terms & Conditions" and a blue "Submit" button. An illustration of a girl is on the left side of the form.

ABCMouse.com *Bring Learning Home* account availability message

C. Welcome Page/Confirmation

Once the account is created, the patron will see the Welcome page, confirming his or her account. He or she can print or save the page for future reference.

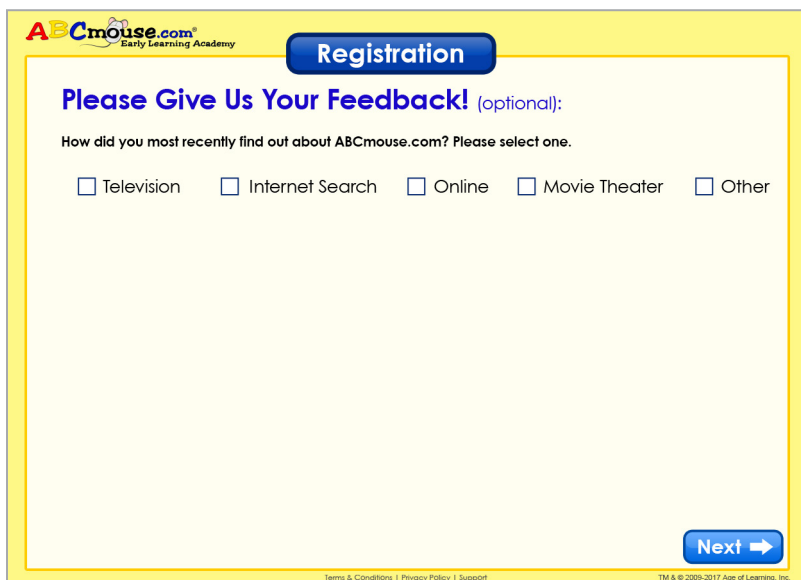
The screenshot shows a yellow-bordered page titled "Welcome to ABCmouse.com!". It features a "CHILD SAFE" seal in the top left. A green arrow points to a blue box containing the text: "We highly recommend that you either save or print this page so that you have a record of your username and password." Below this are "Print this Page" and "Save to Desktop" buttons. A red box titled "Your ABCmouse.com Login Information" displays "Email address: Sharon@email.com" and "Password: Password". At the bottom, there are three bullet points providing instructions on password resets, watching the "Getting Started" video, and finding the Assessment Center.

Welcome page

The Onboarding and Login Experience (cont.)

D. Registration

The patron then continues through the normal customer registration path, with opportunities to give feedback and view the *Getting Started* video.



The screenshot shows a registration page with a yellow border. At the top left is the ABCmouse.com logo with the tagline 'Early Learning Academy'. A blue button labeled 'Registration' is at the top center. Below it, the text 'Please Give Us Your Feedback! (optional):' is displayed. Underneath, a question asks 'How did you most recently find out about ABCmouse.com? Please select one.' followed by five radio button options: 'Television', 'Internet Search', 'Online', 'Movie Theater', and 'Other'. A blue 'Next' button with a right arrow is at the bottom right. At the very bottom, there is small text for 'Terms & Conditions | Privacy Policy | Support' and 'TM & © 2009-2017 Age of Learning, Inc.'

Feedback page



Getting Started video

The Onboarding and Login Experience (cont.)

E. Parent/Guardian Avatar

The patron then completes registration by entering the child's parent or guardian information and creating an Avatar. An Avatar is the character that parents or guardians and children use to represent themselves on ABCmouse.



The registration page for a parent/guardian account is titled "Registration" and "Create Your Parent Account". It consists of two main sections:

- 1. Enter Your Information**: This section contains three input fields: "Parent's Name (as you would like it to appear on the site)" with the value "Sharon", "Family Name" with the value "Jones", and "Gender" with a dropdown menu set to "Female".
- 2. Create Parent Avatar**: This section offers three options for creating an avatar: "Upload Your Own Photo" (with an "Upload" button), "Create Your Own Avatar" (with a "Custom" button), and "Choose an Avatar Picture Below" (with a grid of six animal and nature images). A "Current Selection" label is positioned below the first image. A "Next" button with a right arrow is located at the bottom right.

At the bottom of the page, there are links for "Terms & Conditions", "Privacy Policy", and "Support", along with a copyright notice: "TM & © 2009-2017 Age of Learning, Inc."

Registration page

F. Child Information and Academic Level

The parent or guardian then adds information about this child, selects an Academic Level, and chooses the Teacher that will appear in the child's ABCmouse Classroom.



The registration page for a child's account is titled "Registration" and "Create Your Child's Account". It includes the subtext "You may add up to three children to your family account." and consists of three main sections:

- 1. Add a Child**: This section contains four input fields: "First Name (as it would appear on the site)" with the value "Maya", "Birthday" with a date picker set to "May 10, 2013", "Gender" with a dropdown menu set to "Female", and "Your Relationship to Child" with a dropdown menu set to "Grandmother".
- 2. Select a Teacher**: This section displays five teacher avatars. The first four are labeled with checkboxes, and the fifth is labeled "Random" with a checked checkbox.
- 3. Select an Academic Level**: This section displays six academic level options, each with a checkbox and a corresponding age range: "Age 2+ ToddlerTime", "Age 3+ Preschool", "Age 4+ Pre-K" (which is selected), "Age 5+ Kindergarten", "Age 6+ 1st Grade", and "Age 7+ 2nd Grade".

A "Next" button with a right arrow is located at the bottom right. At the bottom of the page, there are links for "Terms & Conditions", "Privacy Policy", and "Support", along with a copyright notice: "TM & © 2009-2017 Age of Learning, Inc."

Create Child Account page

The Onboarding and Login Experience (cont.)

G. Child's Avatar

The parent or guardian then helps the child choose and customize an Avatar.



Create an Avatar page.

H. Select Pets

The child can also select pets for his or her Aquarium and Hamster Cage.



Choose Your Pets page

The Onboarding and Login Experience (cont.)

I. Review and Confirm Registration

The patron then reviews and confirms his or her account information and adds additional children if desired. Up to three children can be served by one family account. When the patron is satisfied that the information is correct, he or she selects the **Confirm** button.

The screenshot shows the 'Registration' page on ABCmouse.com. The main heading is 'Confirm Information' with a subtext: 'You may add up to three children to your family account.' The page is divided into two main sections: 'Parent's Information' and 'Child's Information'.
Parent's Information: Includes a profile picture of a dog, 'Parent Name' (Sharon), 'Family Name' (Jones), and 'Gender' (Female). There is an 'Edit Information' button.
Child's Information: Includes a profile picture of a girl, 'Child's Name' (Maya), 'Birthday' (May 10, 2013), 'Gender' (Female), 'Level' (Age 4+ Pre-K), and a 'Teacher' field with a placeholder icon. There is an 'Add Another Child' button with a plus sign and a note: '(You can always add a child later.)'. A large 'Confirm' button is at the bottom right.
At the very bottom, there are links for 'Terms & Conditions | Privacy Policy | Support' and a copyright notice: 'TM & © 2008-2017 Age of Learning, Inc.'

Confirm Information page

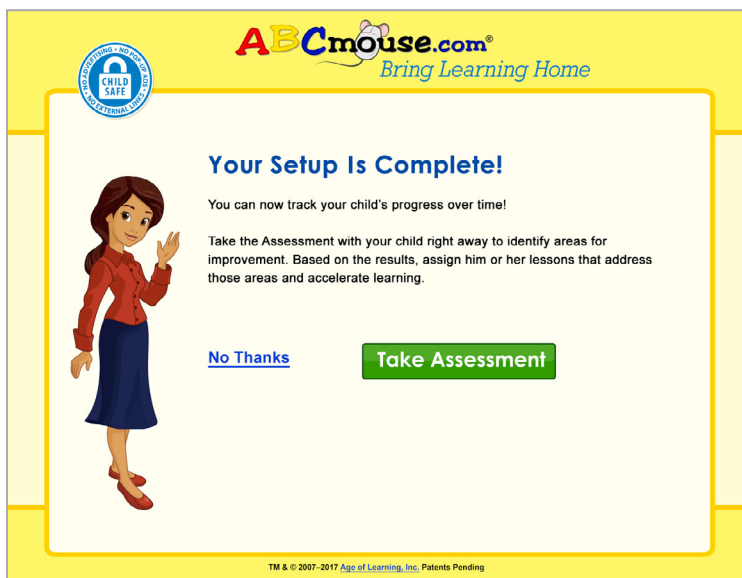
The Onboarding and Login Experience (cont.)

J. Initial Assessment Opportunity

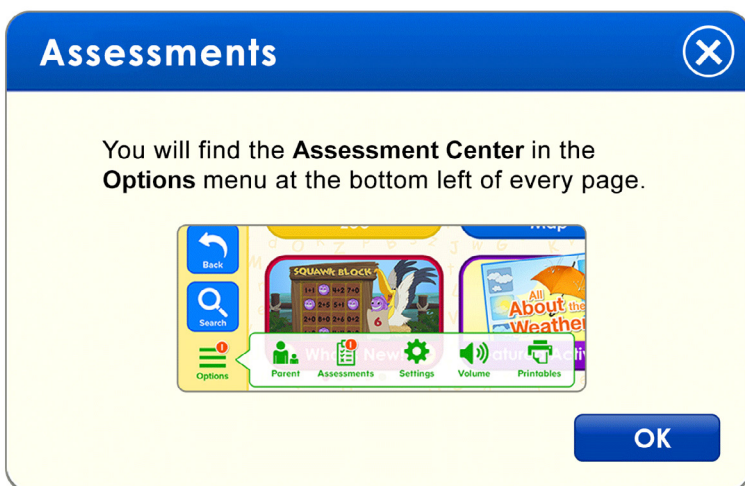
The patron sees a welcome message, informing him or her that his or her account has been successfully set up.

The child can take an Assessment at this time (which measures academic knowledge, skills, and abilities) or choose to take it later.

To complete an Assessment, the child will need assistance from his or her parent or guardian.



Welcome message



Assessment Center pop-up

The Onboarding and Login Experience (cont.)

K. ABCmouse Homepage

The parent or guardian and the child arrive at the Homepage and can get started learning on ABCmouse!



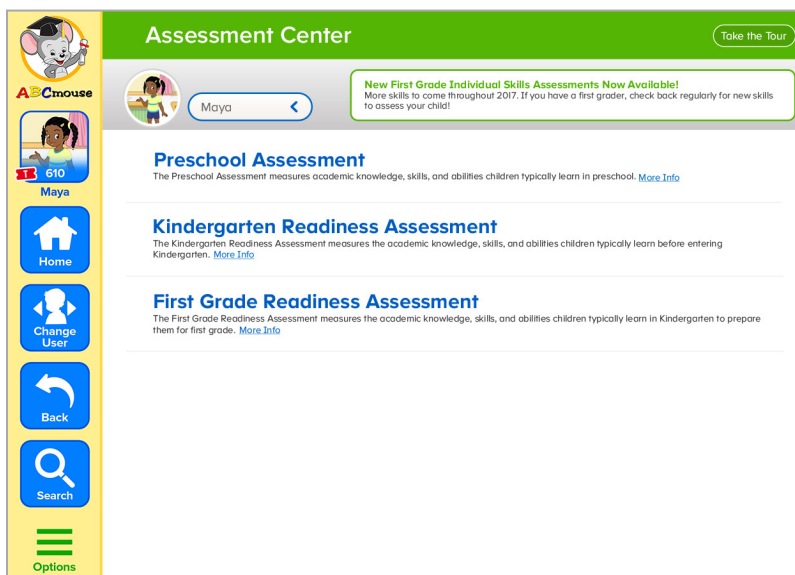
ABCMouse Homepage

The Assessment Center

What is included in the Assessment Center and how does it work?

The Assessment Center empowers parents to track their children's academic growth, identify areas that need improvement, and assign targeted lessons that address the individual needs of each child.

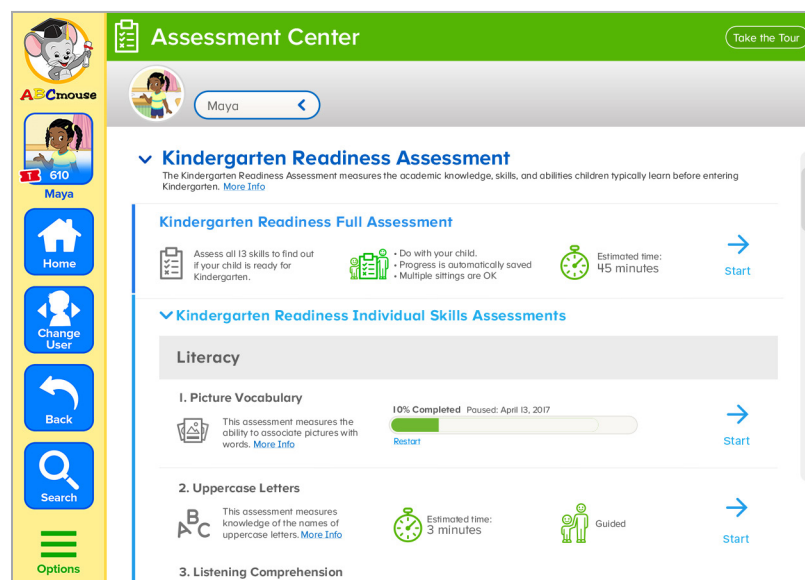
To establish an academic baseline, we recommend that children take an Assessment when they first begin using ABCmouse.



Assessment Center

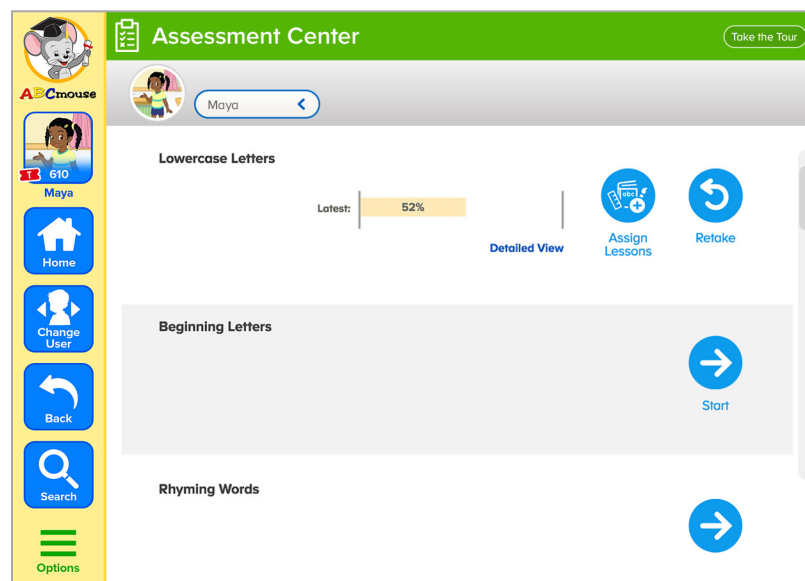
The Assessment Center (cont.)

The parent or guardian should assist each child in completing his or her Assessment.



Assessment Center options

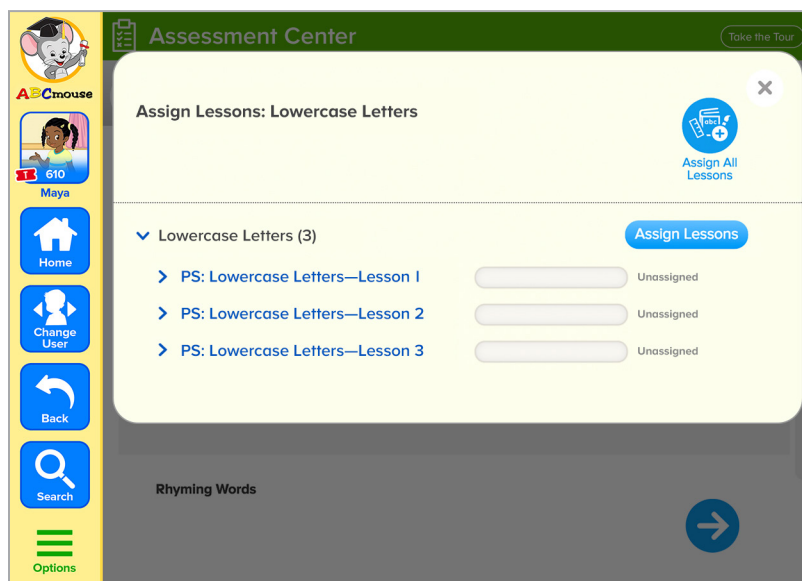
After a child takes an Assessment, the parent or guardian can view the results, as well as recommendations for lessons with specific Learning Activities that are based on those results.



Results & Recommendations page

The Assessment Center (cont.)

The parent or guardian can then choose to assign the recommended lessons.



Assign Lessons pop-up

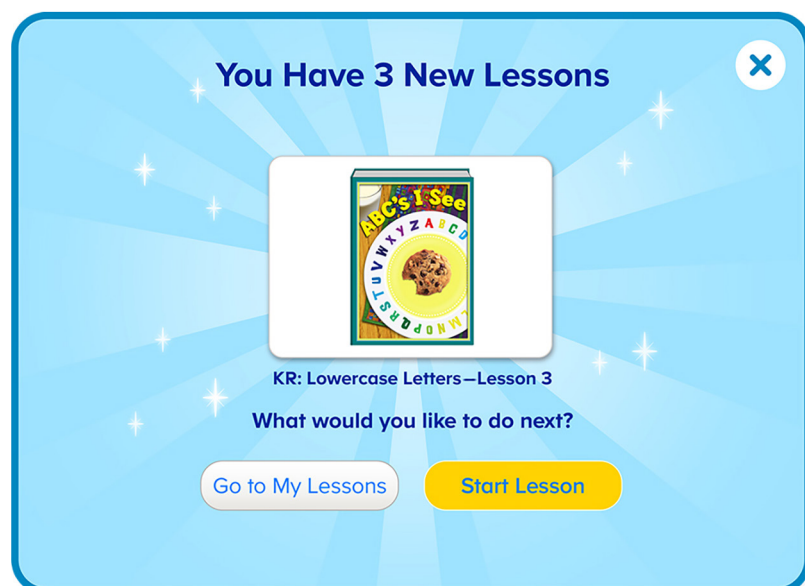
The child can view any assigned lessons by selecting **My Lessons** on his or her About Me page.



About Me page

The child should complete his or her assigned lessons before retaking an Assessment.

The Assessment Center (cont.)



Newly assigned lessons pop-up

The child should then retake an Assessment before the checkout period ends.

How Families Find Out About This Program

The ABCmouse.com *Bring Learning Home* program should be promoted and shared by the library. Libraries can promote the program on their websites, as seen in the example below, or in newsletters.



Participating branches can also promote ABCmouse.com *Bring Learning Home* by displaying the items that are found in the ABCmouse.com *Bring Learning Home* Welcome Kit.

Finally, each library should host ABCmouse tech workshops for up to 10 families at a time. At these workshops, the children's librarian can show parents how to check out an ABCmouse account and allow time for hands-on exploration. After the workshop, parents can take a tablet home with them, which they will return once the checkout period has ended.

Patron Login from Home

Once a patron has completed the onboarding process, how does he or she log in from home?

Once a patron checks out a tablet, he or she can log in using the ABCmouse app that's preinstalled on his or her device. To log in, he or she must enter the username and password that he or she created.

Other Accessible ABCmouse Apps

What other ABCmouse apps can patrons access with ABCmouse.com Bring Learning Home?

ABCMouse offers a collection of engaging educational apps that address specific subjects. These apps are available to ABCmouse.com *Bring Learning Home* users and, once downloaded, can be used on a device without an Internet connection:

- [ABCMouse Language Arts Animations](#)
- [ABCMouse Mathematics Animations](#)
- [ABCMouse Mastering Math](#) (requires Internet connectivity)
- [ABCMouse Music Videos](#)
- [ABCMouse Science Animations](#)
- [ABCMouse Zoo](#)

***Note:** Additional stand-alone apps are released on an ongoing basis, and we will notify you as these releases happen.*

After the Initial Checkout Period

What happens after the initial checkout period has ended?

Once the checkout period has ended, the patron's account expires, and he or she is responsible for returning the tablet and backpack to the library. The library is responsible for tracking all devices.

When a device is returned, the librarian must make sure that the patron is logged out of his or her ABCmouse account. At this point, the librarian can ask the patron to complete an optional survey, rating his or her experience. Please save the survey as a bookmark on the tablet's Internet browser!

- **English Version:** <https://www.surveymonkey.com/r/abcmousehc>
- **Spanish Version:** <https://www.surveymonkey.com/r/abcmousehc-es>

After the Initial Checkout Period (cont.)

Can a patron check out an ABCmouse account more than once?

A patron can check out an ABCmouse account from the library multiple times if another account is available. If an account is available, the patron will see this page:



ABCmouse.com
Bring Learning Home

An ABCmouse.com account is available!

The email address you have entered is already associated with an ABCmouse.com account. To reactivate this account for 3 weeks through your library's home check-out system, enter your password below.

Or, [click here](#) to create a new account.

Email Address Sharon@email.com

Password

Submit

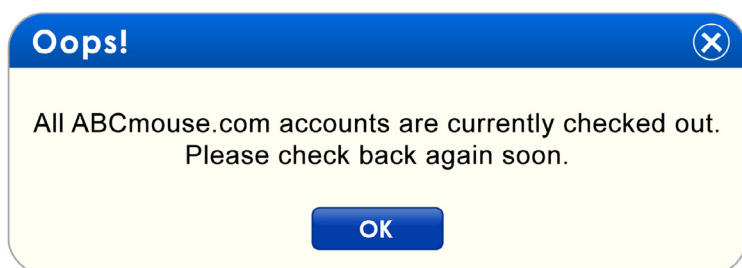
TM & © 2007-2016 Age of Learning, Inc. | Patents Pending Terms & Conditions | Privacy Policy

An ABCmouse.com *Bring Learning Home* account is available

After the Initial Checkout Period (cont.)

After entering his or her email address and password, the patron is then directed to his or her ABCmouse Homepage. There is no need to recreate an Avatar—ABCMouse stores all progress and settings, including the number of tickets the child earned while using ABCmouse!

If an account is not available, the patron will see a pop-up message that prompts him or her to check back again soon, as seen in the example below:



An ABCmouse.com *Bring Learning Home* account is **not** available.

Thank you for your participation in the
ABCMouse.com *Bring Learning Home* program!

If you have any questions, please contact our Customer Support team at
BLHSupport@ABCMouse.com or **866-779-1872**.