



Facilitator's Guide



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.

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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.

The Onboarding and Login Experience

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

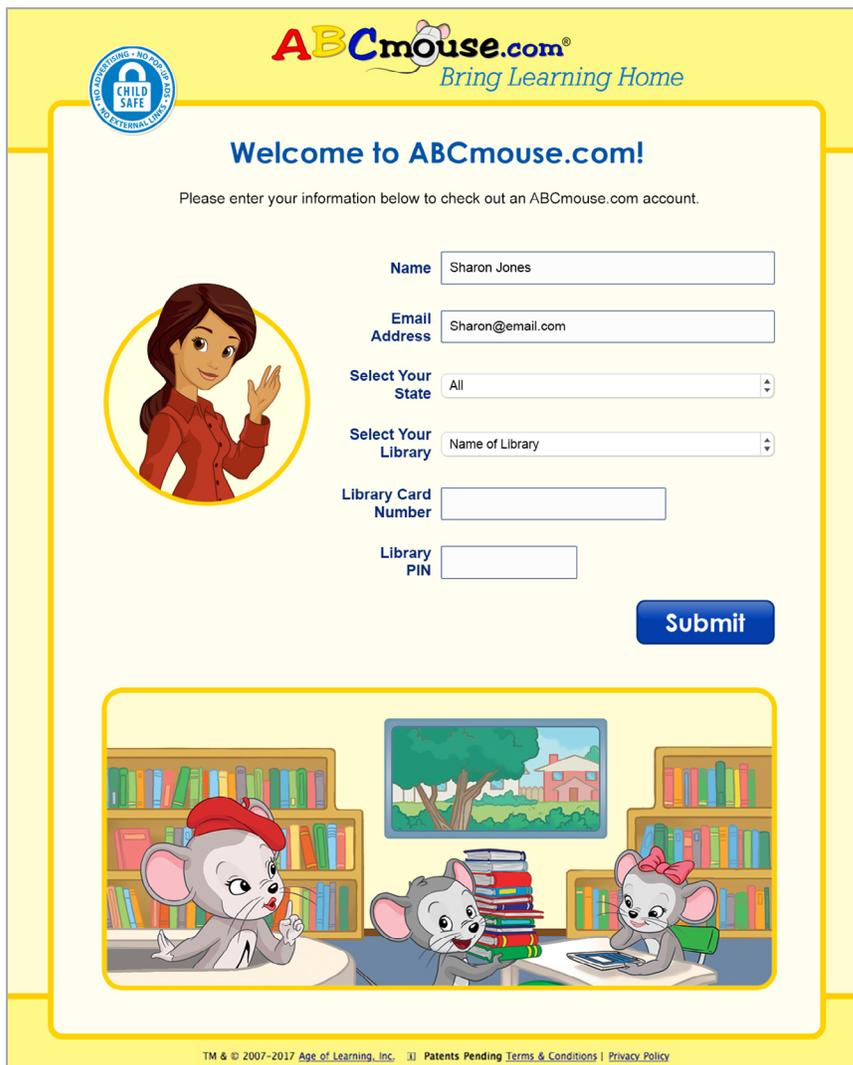
Library patrons can check out an ABCmouse account by visiting [ABCMouse.com/BringLearningHome](https://www.abcmouse.com/BringLearningHome). To help you guide your patrons after they access the ABCmouse.com *Bring Learning Home* page, the process is outlined below, and described in further detail on the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

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.

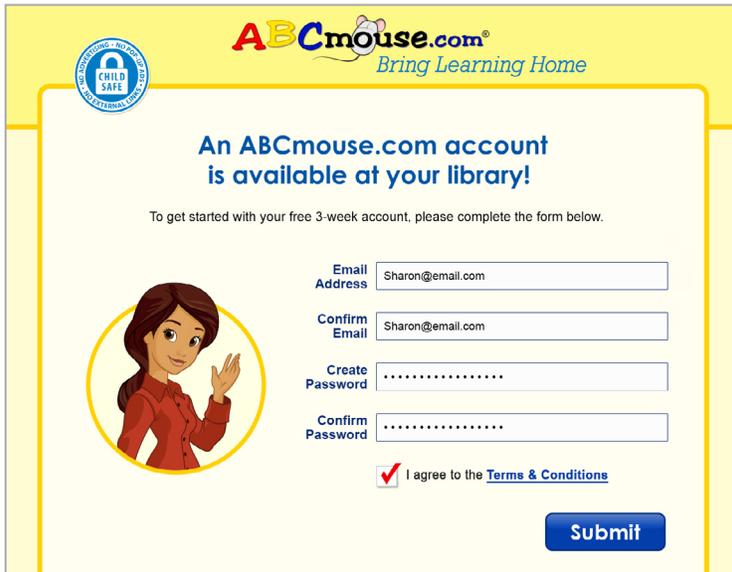


ABCMouse.com *Bring Learning Home* page

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.



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.

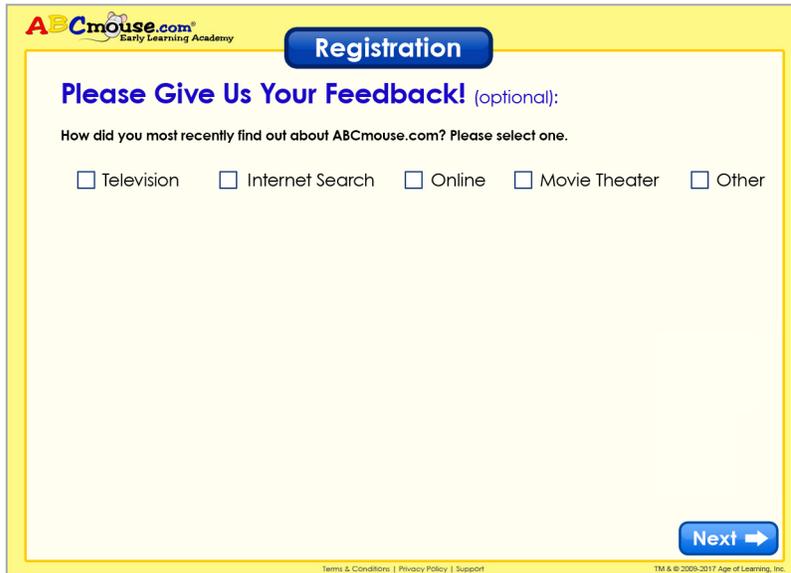


Welcome page

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.



Feedback page



Getting Started video

The Onboarding and Login Experience (cont.)

E. Parent/Guardian Avatar

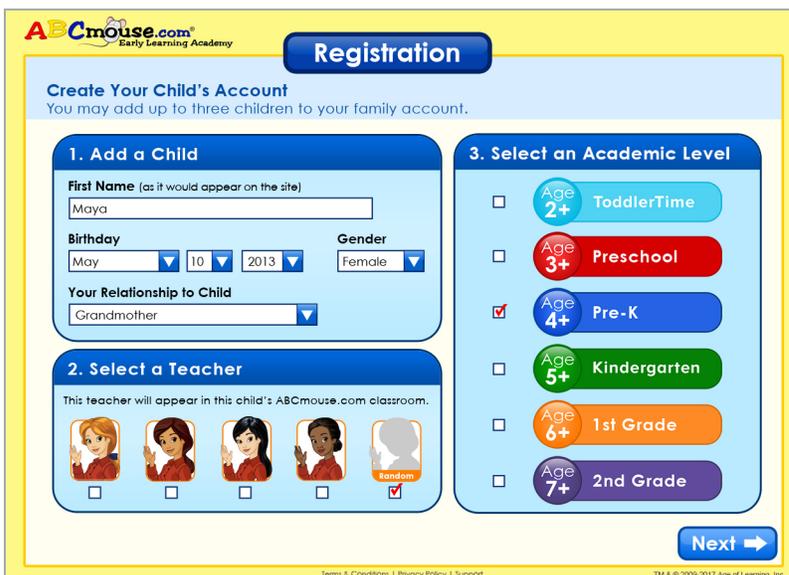
The patron then completes registration by entering the child's parent or guardian information and creating an Avatar. An Avatar is the character that parents or guardians and children use to represent themselves on ABCmouse.



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.



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.

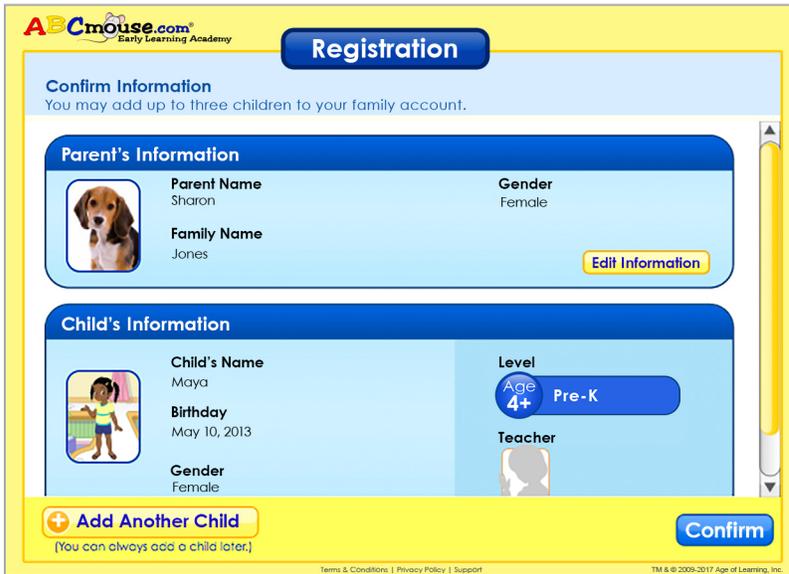


Choose Your Pets page

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.



Confirm Information page

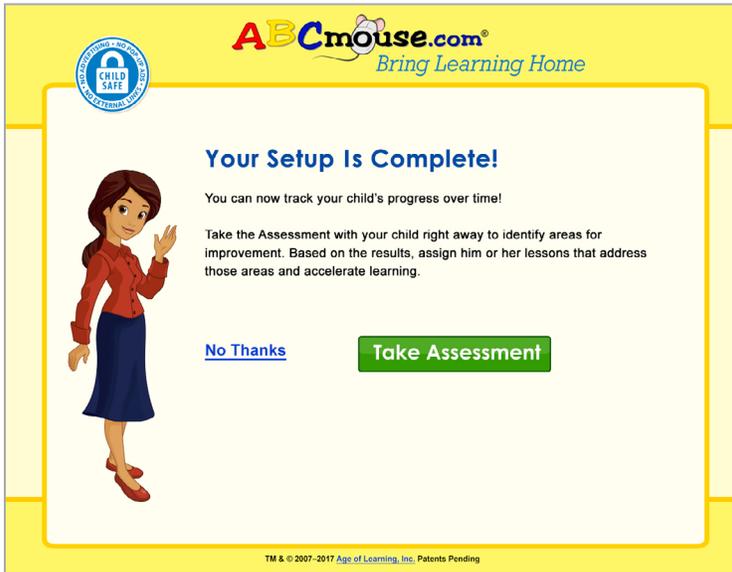
The Onboarding and Login Experience (cont.)

J. Initial Assessment Opportunity

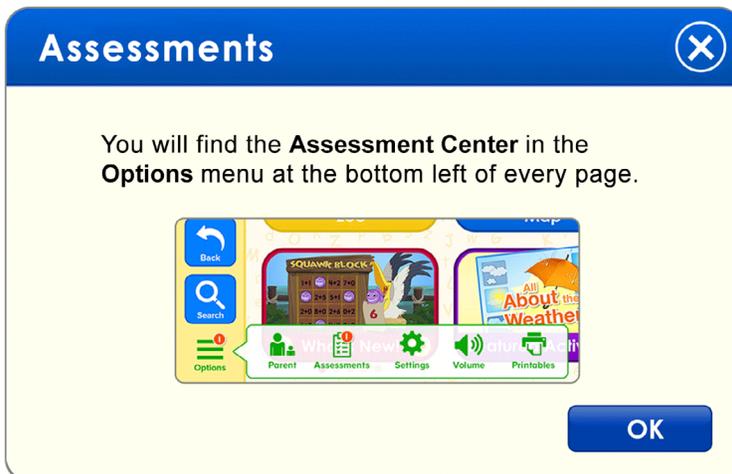
The patron sees a welcome message, informing him or her that his or her account has been successfully set up.

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!



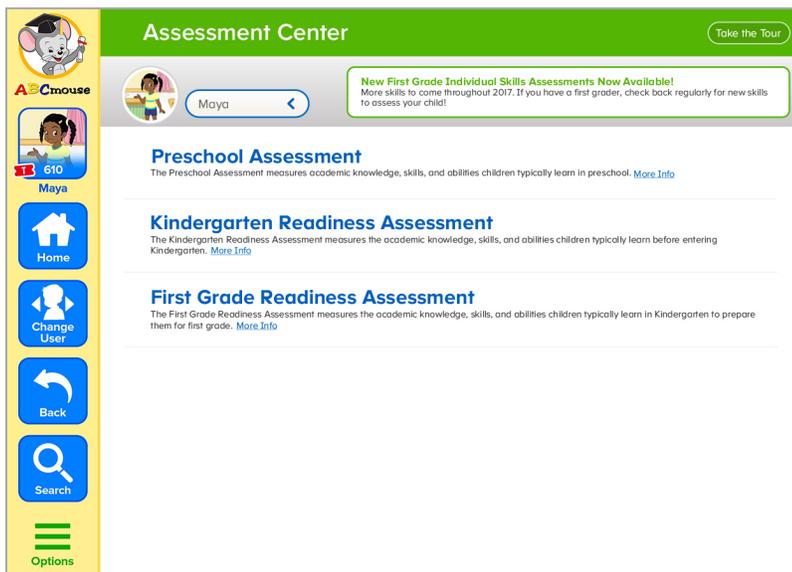
ABCMouse Homepage

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.

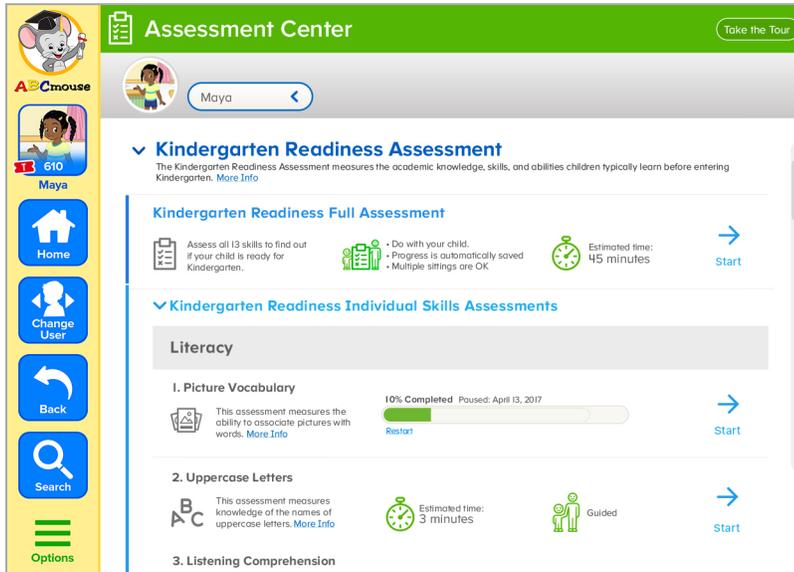
To establish an academic baseline, we recommend that children take an Assessment when they first begin using ABCmouse.



Assessment Center

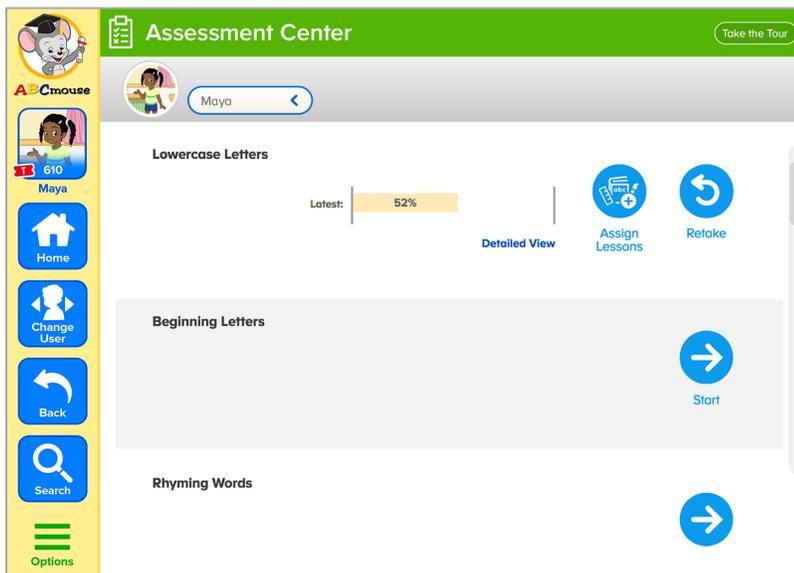
The Assessment Center (cont.)

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



Assessment Center options

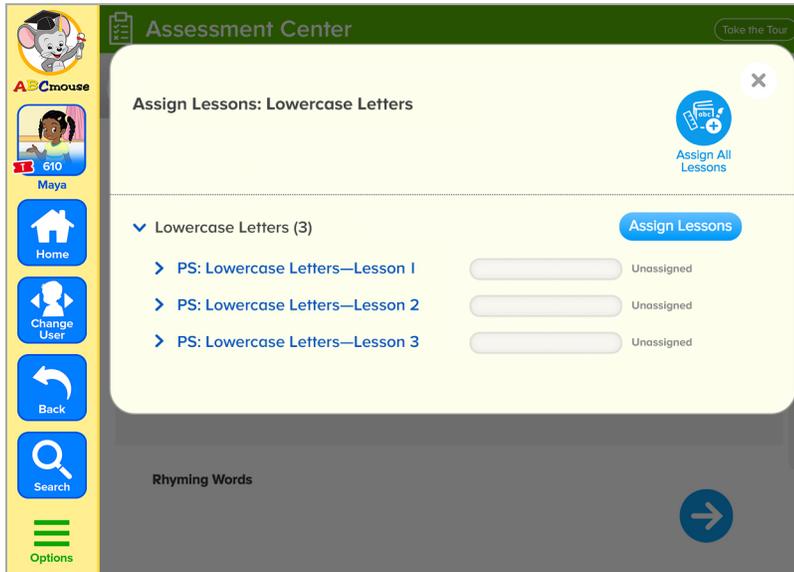
After a child takes an Assessment, the parent or guardian can view the results, as well as recommendations for lessons with specific Learning Activities that are based on those results.



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 Assessment Center (cont.)

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



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.

Patron Login from Home

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

Once an ABCmouse account has been checked out from the library, the patron can log in by visiting www.ABCmouse.com and entering the username and password he or she created during the checkout process. He or she can also download the ABCmouse app from the Apple App Store or Google Play™ store to use ABCmouse on mobile devices.

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.

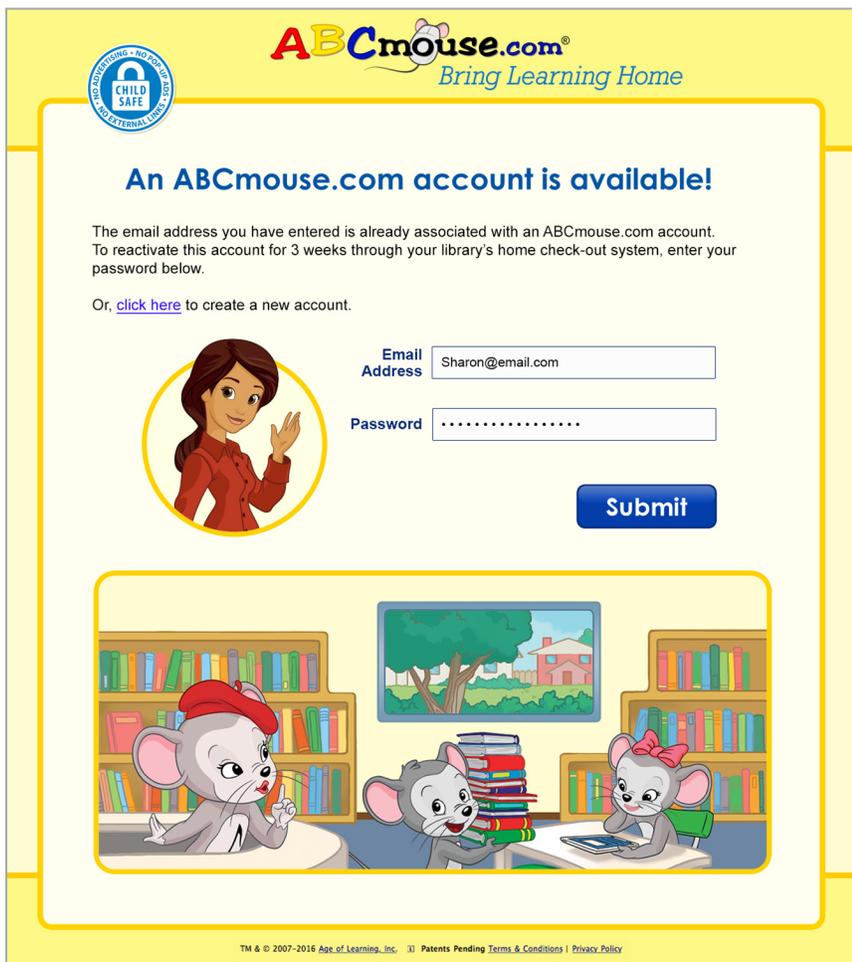
After the Initial Checkout Period

What happens after the initial checkout period has ended?

Please encourage your patrons to complete a brief survey, rating their experience:

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

Once the allotted checkout period has passed, the patron's account will expire, but their email address and login password is stored. The patron can check out an ABCmouse account from the library whenever accounts are available. When an account is available, the patron will see this page:



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

Password

Submit

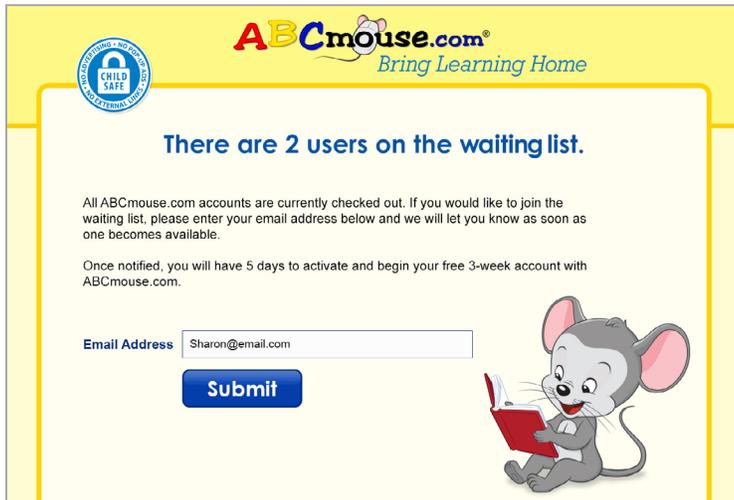
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An ABCmouse.com *Bring Learning Home* account is available

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!

After the Initial Checkout Period (cont.)

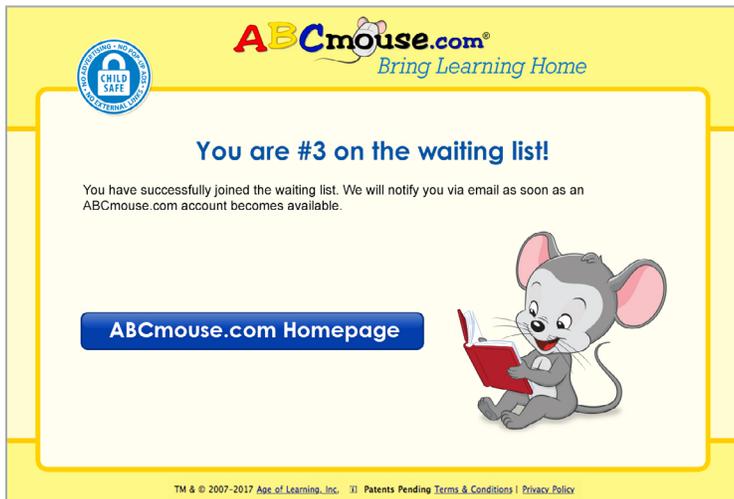
If an account is not available, the patron will see a page that prompts him or her to join the waiting list.



The screenshot shows a yellow background with the ABCmouse.com logo and 'Bring Learning Home' tagline at the top. On the left is a 'CHILD SAFE' seal. The main text reads: 'There are 2 users on the waiting list.' Below this, it states: 'All ABCmouse.com accounts are currently checked out. If you would like to join the waiting list, please enter your email address below and we will let you know as soon as one becomes available.' It then says: 'Once notified, you will have 5 days to activate and begin your free 3-week account with ABCmouse.com.' There is an input field for 'Email Address' containing 'Sharon@email.com' and a blue 'Submit' button. To the right is a cartoon mouse reading a red book.

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

Patrons who join the waiting list will receive an email confirmation and will be directed to the Waiting List page.



The screenshot shows a yellow background with the ABCmouse.com logo and 'Bring Learning Home' tagline at the top. On the left is a 'CHILD SAFE' seal. The main text reads: 'You are #3 on the waiting list!' Below this, it states: 'You have successfully joined the waiting list. We will notify you via email as soon as an ABCmouse.com account becomes available.' There is a blue button labeled 'ABCMouse.com Homepage'. To the right is a cartoon mouse reading a red book. At the bottom, there is small text: 'TM & © 2007-2017 Age of Learning, Inc. | Patents Pending Terms & Conditions | Privacy Policy'.

Waiting List page

As accounts become available, patrons on the waiting list will receive email notifications. Once notified, patrons will have five days to redeem their accounts.

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**.