



## SuccessMaker At Home

### Information and Frequently Asked Questions (FAQ)

#### General Information

Ivy Creek Elementary School is using an educational software product from Pearson Digital Learning. This unique product promotes the development and maintenance of essential concepts, strategies, and skills in reading and mathematics while combining realistic content with state-of-the-art multimedia to create interactive environments for thinking and reasoning.

#### Frequently Asked Questions (FAQ)

- *Has GCPS and Pearson made available a FAQ document specifically for use by the parents of GCPS students?*

Yes. Please review the “GCPS SuccessMaker At Home Parent FAQ 09-10” for GCPS/Pearson-compiled questions and answers for common SuccessMaker At Home issues.

- *How soon can my child and I login to use SuccessMaker At Home once we have received our software?*

Students can log in and use SuccessMaker At Home right away. However, it may take up to two weeks for a parent login to be created so that parents are able to login to run reports.

- *What password does my child use to login to SuccessMaker At Home?*

Along with their student ID number, students are required to enter one of the below passwords (depending on their grade level) when logging into SuccessMaker At Home:

- Kindergarten password: **aaaaa**
- Grades 1-5 password: **learn**

- *Which assignments should my child do once logged in to SuccessMaker At Home?*

Students should only work on assignments with "At Home" in the name (e.g., "At Home Spelling (SPS)")

- *No assignments are available for my child to do after logging in to SuccessMaker At Home. How do I correct this problem?*

Make sure that your child is logging in to SuccessMaker At Home using their student ID number and password, **not** your parent login. Assignments are only available when logged in as a student. Parent logins, on the other hand, can only run reports (no assignments are available).

- *Can I help my child when they are using SuccessMaker At Home?*

Yes. Parents can provide assistance to their children when working on "At Home" assignments.

- *Does SuccessMaker At Home work with Windows Vista or a Mac?*

Yes. The new version (1.7.1) of SuccessMaker At Home is now compatible with Windows Vista as well as a Mac running Mac OS X. Please see our "SuccessMaker At Home 1.7.1 System Requirements" document for further details on what requirements your computer must meet in order to be able to use SuccessMaker At Home software.

**If you need additional technical assistance,  
please register with [Pearson online](#).**

If you have more questions or need general help,  
please contact us at 678-714-3655 or via email at  
[SuccessMakerAtHome@ivycreekes.com](mailto:SuccessMakerAtHome@ivycreekes.com)