SOS 2012 User Manual

Installation & Setup Basics

Alpha Omega Publications

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Switched-On Schoolhouse® 2012

Welcome

Welcome to Switched-On Schoolhouse® Home Edition 2012!

How to Use This Guide

This electronic reference guide was designed to help you quickly and easily find what you need as you help students succeed in Switched-On Schoolhouse®. As you move from topic to topic, you see graphics and buttons accompanied by quick explanations and handy tips. You can also walk through step-by-step instructions that show you how to accomplish different tasks.

There are two major sections in this online help guide:

SOS TEACHER—A tour through SOS Teacher

SOS ASSIGNMENTS—Learn about your student's assignments and how you can help them when they need assistance

Additional Help

SOS has a number of on-line tutorials that walk you through many of the functions that maximize SOS performance. A list of the available tutorials can be found on page 30 in this guide. You can access them using any of several methods:

• They were installed on your computer with SOS 2012. Simply double-click the icon to open the tutorials.

- They are also available at http://www.sostutorials.com/.
- Finally, you can access them on your computer by following these steps:
 - 1. Click **Start** on the task bar of your computer.
 - 2. Next, click All Programs.
 - 3. Select AOP.
 - 4. Select Switched-On Schoolhouse 2012.
 - Select Tutorials.

AOP offers an overview of how to use the application. You can watch the SOS Overview by clicking **SOS Overview** in the **Help Center** widget on your **Home Page**. There is also a list of helpful resources on page 28 of this guide.

If you need additional help, you can contact Alpha Omega Publications:

Visit www.aophomeschooling.com/support/ to view our extensive database of solutions to problems you might encounter with SOS or other AOP products. The database is updated regularly as new issues and solutions are identified. You can also locate software patches and revisions as well at this site.

Call toll-free 1-866-444-4498 for Technical Support.

Call toll-free 1-800-622-3070 for Customer Service.



If you need to speak to a Technical Support team member, determine the following information before calling:

The version of Windows you are currently using:

Windows XP users: Click Start on your computer taskbar, right-click My Computer, and select Properties.

Vista and Windows 7 users: Click **Start** on your computer taskbar, double-click **Computer**, and right-click your hard drive.

The version of Switched-On Schoolhouse® you are using:

Click the **About** link in the upper right corner of your MiSOS **Home Page** or click the **SOS logo** below the buttons on your "Classic" theme **Home Page**.

Adobe Reader

SOS uses Adobe Reader. If you do not already have Adobe Reader, you can download this product free at http://get.adobe.com/reader/ or it is available on you SOS application disc. You can copy it to your computer hard drive by:

- 1. Put the SOS installation disc into the CD-ROM or DVD drive of your pc.
- 2. If the **Install** window opens, click **Close**.
- 3. Click Start on your computer taskbar, and select My Computer (Computer if using Vista or Windows 7).
- 4. Right-click the drive containing the SOS installation disc, and click **Open**.
- 5. Double-click the **Adobe** folder or right-click you mouse and select **Open**.
- 6. Double-click the file inside that folder to install the Reader.

Getting Started

Switched-On Schoolhouse® (SOS) is easy to install on your home computer. Before putting in the application disc, double-check to make sure your computer meets the recommended minimum system requirements. This ensures the program is able to run at its best.

Note: The requirements in the first column of the table on the following page are *minimal*. Depending on the configuration of your computer, you may find that you need to run SOS on a computer that exceeds these requirements, giving you more memory and a faster processing speed.



Recommended Minimum System Requirements

Note: Only English language versions of Microsoft® XP, Vista, and Windows 7 are supported.

Note: The appropriate service pack <u>MUST</u> be installed PRIOR to installing Switched-On Schoolhouse 2012.

The recommended minimum system requirements for running SOS on your computer are:

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Note: The requirements in the first column of the table above are *minimal*. Depending on the configuration of your computer, you may find that you need to run SOS on a computer that exceeds these requirements, giving you more memory and a faster processing speed.

Vista Aero and Windows 7 Users: We strongly recommend that you use a computer meeting the requirements for optimal performance.



Installing Switched-On Schoolhouse®

SOS is easy to install because:

- · There are only three major steps to getting started; installation, registration, and setup
- · Most of the components install themselves!

Before you begin, there are a few things you should do to ensure that the program will run at its best:

- 1. Your computer operating system needs to be either Microsoft XP Service Pack 3 (or higher), any version of Microsoft Windows Vista Service Pack 1, or Windows 7.
- 2. Check to make sure your computer meets the recommended minimum system requirements. Your computer *must* meet or exceed the minimum requirements to receive technical support. (See the requirements table on the previous page.

Note: A check is performed during SOS installation to verify that all requirements are met. If they are not, a list of checked items is displayed alerting you to the items that do not meet specification for effective operation of SOS.

Before You Install

If you are installing SOS for the first time on your computer, continue with the Types of Installs section immediately below.

If you already have a version of SOS installed on your computer, please go to <u>Upgrading to SOS 2012 Home Edition</u> beginning on page 15 of this guide BEFORE continuing.

SOS installs the database server, database, application, and tutorials in separate steps, so it may seem as if you are repeating the same steps. In a way you are, but each step is installing a different piece of the total package.

XP USERS: If you have or had Internet Explorer version 6 (IE 6) loaded on a computer where you plan to install SOS, please go to www.update.microsoft.com to upgrade IE.

Types of Installs

SOS Home Edition offers two different installs; a full install and a client install. If this is the first time you are installing SOS 2012, you *must* do a full install on the main computer before you can do a client install.

- **Full Install** SOS Teacher, SOS Student and the database all reside on the same computer. Teacher uses the same computer as the student to grade and monitor. <u>A Full Install takes on average around 25-30 minutes.</u>
- Client Install This type of install requires a home network. It allows you to do a Full Install (SOS Student, SOS Teacher and
 the database reside on one computer, which is part of a home network and can then be linked to other computers with SOS
 loaded. For SOS to function properly, the client computer requires a constant connection to the main computer with the full
 install. A Client Install takes around 10 minutes.

If you choose this type of install, you MUST first perform a Full Install on the main computer, then do the Client Install on any additional computers on the home network. (Client Install, see page 12.)

Note: If you currently have an earlier version of SOS installed on your computer, see the Upgrade section (starting on page 15) of this guide before proceeding.



SOS Home Edition - Full Install

To perform a full install:

 Insert the SOS 2012 installation disc into your CD-ROM or DVD drive. The SOS 2012 Setup window displays. Select SOS 2012 Home Edition (top button).

Windows Vista and Windows 7 users, you may need to click Run Setup.exe on the AutoPlay window before the SOS 2012 Setup window will open.

 A Configuration Check window appears. This is to verify that your hardware and operating system meet the SOS minimum requirements.
 Anything with a checkmark next to it meets minimum standards. An X indicates an item NOT meeting minimum standards. Click Next to continue.

NOTE: You may continue with the installation process, even if not all items meet minimum standards. You may need to upgrade your hardware or operating system for SOS to work effectively.

WARNING.

If you have items listed in the **Windows System** section of this screen, you must fix them prior to continuing or your installation will very likely fail. A new window opens with a list of the applications SOS must install. Programs with a checkmark are already installed on your computer. Any unchecked applications will be installed automatically when you click **Install**.

A new window opens with a list of the applications SOS must install. Programs with a checkmark are already installed on your computer. Any unchecked applications will be installed automatically when you click **Install**.

The installation of applications not already on your computer begins when you click **OK**.

NOTE: This process may take some time depending on the applications that must be installed.

The applications installed with SOS include:

- Adobe Flash™
- Crystal Reports
- SOS 2012 SQL 2005 Express Server

Microsoft Internet Explorer (IE) is required but not included in the SOS install. It should have been installed when you purchased your computer. You can download IE free at www.microsoft.com. Please contact the seller if you have difficulty with this.

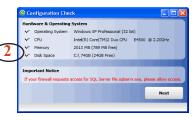
Depending on your operating system, Microsoft®.NET Framework 3.0 maybe installed along with Microsoft®.NET Framework 4.0, if it's not already on your computer.

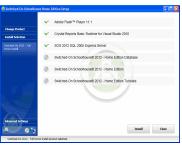
NOTE: This process may take some time depending on the applications to be installed.

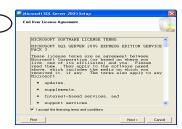
- The server and database are installed first. The End User License agreement for Microsoft SQL Server 2005 displays, Click the checkbox next to the "I accept..." statement to continue.
- 4. The required SQL Server Components begin installing. This takes a few minutes.

If you have a firewall installed on your computer, you may be prompted to allow access to an SQL Server file "sqlservr,exe" during this step of the SQL Server install. Please **allow** access for this file.









SQL Server Component Update will install the following componer required for SQL Server Setup:

Microsoft SQL Native Client Microsoft SQL Server 2005 Setup Support File



- When SQL Server 2005 and all of the necessary components are installed, click Next to continue.
- 6. To complete the installation of your Microsoft SQL Server 2005, click Finish.

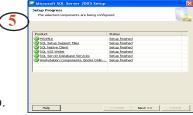
The **Switched-On Schoolhouse 2012 - Home Edition Database - AOP Setup** window displays again to walk you through the database installation process step-by-step.

- 7. Click **Next** on the **Welcome** screen when it displays.
- 8. On the Customer Information screen, enter:
 - **User Name:** (Only letters and numbers are allowed. Punctuation marks and other special characters are not permitted.)
 - Organization: (This might be your last name or something like "Home".)
 - **Serial Number:** (The 16 digit serial number is on the inside front cover of this guide.) Enter it exactly as it appears.
- 9. The **Destination Folder & Desktop Icons** screen (for the database) displays. To retain the location where the database is automatically placed, click **Next**.

If you must change this default location, click **Change**, enter the path to the folder you want to use. Click **OK** when finished.

We HIGHLY recommend you leave the SOS database in the default location.

- 10. The **Setup Information** screen displays. Enter the following information:
 - **Teacher username** (Must be no longer than 20 characters. Only letters and numbers are permitted)
 - **Teacher password –** Type in your password.
 - ➤ Passwords maybe 1-12 characters long. They are case sensitive and may not contain blank spaces or special characters.
 - Be sure to write down your password.
 You need it to access SOS Teacher after your installation is complete.
 - > See page 40 of this guide for instructions on how to change your teacher password if necessary.
 - Teacher password confirm Enter your password again.
 - **Teacher first name** This is what displays on your **Home Page**. It cannot be changed after SOS is installed.
 - **Initial term description** (i.e. the name of your school year) the current school year is the default, you may change it.
- 11. Click **Next** when you are ready to continue.
- 12. Click **Install** to continue. This may take several minutes. After it is finished installing a completion screen displays.











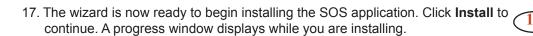




- 13. On the **Setup Wizard Completed** window, click **Finish**. The SOS Database is now finished installing.
- 14. The wizard is now ready to install the SOS application. Click **Next** to continue.
- 15. The SOS **End User License Agreement** (EULA) displays. Read this agreement carefully. If you agree to the terms of the agreement, click the checkbox next to the "I accept..." statement and then click **Next**.

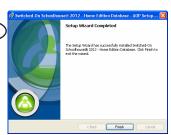


To remove the shortcut icons on your desktop, remove the check beside **Add application icons to desktop**, then click **Next**.



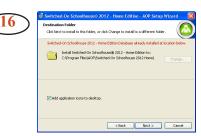
18. Click **Next** on the **Welcome** screen to continue.

















- 19. The Destination Folder (for the Tutorials) screen displays. Click Next.
- 20. Click **Install** to begin installation of the tutorials.
- 21. The **Setup Wizard Completed** screen appears. Click **Finish**.
- 22. You should now see the list of all programs needed by SOS. Each should have a checkmark next to it indicating that all were successfully installed. At the bottom of the list, you see a message inside a box with instructions on how to access SOS.
- 23. Click **Close** after reading the message.

You can remove the disc from your CD-ROM or DVD drive. Your full installation of SOS is now complete.

If you are using a home network and want to perform a client install on one or more networked computers, continue on the next page.

If you are installing SOS on only this one computer, you are ready to to go page 19 and continue with the registration and setup setps.

SOS Home Edition – Client Install

If you want to run SOS on multiple computers and have them networked, the client install allows you to do that. The Full Install (which MUST be done first) allows you to have your database and SOS Teacher installed on one computer while installing SOS Student on other computers in the home.

Be aware, there is a limitation to the client install:

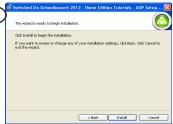
The client install <u>requires</u> a connection to the network at all times to function. This can be a wireless network. Since the client version does not have its own copy of the database; it depends on the computer with the full installation to provide the database. If your home network is down or either computer is removed from the network, SOS Student or SOS Teacher cannot open.

We recommend you do the full install on a computer where you can access both SOS Teacher and SOS Student and do the client install on a computer where only SOS Student or SOS Teacher needs to be accessed.

If you are using a 3rd party firewall, follow manufacturer's instructions to add exception rules for SQL Express 2005.







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Attention **Windows Firewall users:** If you have Windows Firewall turned on for your computers you must first create exceptions to allow the client computers access to the computer with the Full Installation:

- 1. Insert the SOS application disc into the CD-ROM drive on the computer with the Full Installation. When the installation program opens, close it.
- 2. Click start on your computer's task bar and select My Computer (or Computer).
- 3. Right-click the green SOS logo or your CD-ROM drive and select Open.
- 4. Double-click the Tools folder to open it.
- 4. Double-click to open the FirewallUtility folder.
- 5. Open the **FWConf_ReadMe.pdf** for further instructions.

If you do NOT have Windows Firewall turned on for your computer, continue with the Client Install below.

Once you have completed the Full Install, you can do a Client Install.

To begin:

 Insert the SOS application disc into the CD-ROM drive. The SOS Setup window displays. Click SOS 2012 Home Edition – Client.

A **Configuration Check** window appears. This is to verify that your hardware and operating system meet the SOS minimum requirements. Anything with a checkmark next to it meets minimum standards. An **X** indicates an item NOT meeting minimum standards.

NOTE: You may continue with the installation process, even if not all items meet minimum standards. You may need to upgrade your hardware or operating system for SOS to work effectively.



WARNING:

If you have items listed in the **Windows System** section of this screen, you must fix them prior to continuing or installation will likely fail. If there is not a "Click to fix..." link beside an entry, the file must be decrypted. If you need assistance in doing this, please click the **Start** button in the lower left corner of your task bar, and then select **Help and Support**. This process differs depending on your operating system.

2. A new window opens with a list of the applications SOS needs to install. Programs with a checkmark are already installed on your computer. All unchecked applications will be installed automatically when you click **Install**.

NOTE: This process may take some time depending on the applications that must be installed.

The applications needed to run SOS include:

- Adobe Flash™
- Crystal Reports

Microsoft Internet Explorer (IE) is not included in the SOS install. It should have been installed when you purchased your computer. Please contact the seller if you do not have IE. You can download IE free by going to www.microsoft.com. Please contact the seller if you have difficulty with this.

NOTE: It is important that you have IE 7 or higher installed before continuing. SOS 2010 Home Ediition Install and Setup Basics Guide



Microsoft®.NET Framework 3.0 is installed during the initialization process on computers running Microsoft XP operating systems, if it is not already on your computer.

As some components are successfully installed, you may be prompted to restart your computer. If you are, click **OK** to restart.

The **SOS 2012 Setup** window displays again, showing that the last application to be installed is Switched-On Schoolhouse®. While it does not install automatically, it does walk you through the installation process step-by-step.

- 3. Click Install on the Setup window to begin. The Welcome screen displays. Click Next.
- 4. The **End User License Agreement** (EULA) displays. Read this agreement carefully. If you agree to the terms of the agreement click the circle beside the "**I accept...**" statement and then click **Next**.
- 5. The **Custom Setup Screen** displays. If you want only the SOS Student features installed:
 - Select **Teacher** and highlight: **X this feature will not be available**

If you want only SOS Teacher features installed:

- Select Student and highlight: X this feature will not be available
- 6. The **Destination Folder & Desktop Icons** screen displays. If you do not want to change the location where the application is automatically placed and you want the shortcut icons for SOS Teacher and SOS Student on your desktop, click **Next**.

We STRONGLY recommend you leave SOS in the default location.

If you must change the default location of the application, click **Change** and enter the pathname to the folder to be used, and then click **OK**.

To remove the shortcut icons on your desktop, remove the check beside **Add** application icons to desktop, then click **Next**.

7. On the **Database Selection** window, locate the computer where your full install resides, either by using the dropdown menu or typing in the computer name followed by: **\SOSHOME309** in the blank textbox. Click **Next** when location has been selected.

When you click **Next**, the application tries to connect to the database on the computer with the full install. If one is found, continue with Step 11. If a connection cannot be made, a message displays that it could not connect to a valid database. Repeat Step 7 until you have a valid connection.

NOTE: Locate the procedure "Client Installation Troubleshooting" at www.aophomeschooling.com/support/ for further assistance.

- 8. Once you have successfully located the database connection, the **Wizard is ready to begin Installation** screen displays. Click **Install**.
- 9. After all of your new files are copied, you see the **Setup Wizard Complete** screen. Click **Finish**.





Student
Teacher





- 10. You see the **Welcome** screen again. This time the Switched-On Schoolhouse 2012 Home Edittion Tutorials are ready to be installed. Click **Next** to continue.
- 11. The **Destination Folder** (for the Tutorials) screen displays. Click **Next**.
- 12. Click **Install** to begin installation of the tutorials.
- 13. The Setup Wizard Completed screen appears. Click Finish.
- 14. You should now see the list of all programs needed by SOS. Each should have a checkmark next to it indicating that all were successfully installed. At the bottom of the list you see a message inside a box with instructions on accessing SOS. Click **Close** after reading this message.

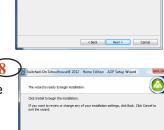
Your Client installation process is complete. If you have no additional computers where you plan to install SOS Client, you are ready to move onto Registration and Setup. Go to page 19 to continue.

If you have additional computers where you want to install SOS Client, return to Step 1 on page 12.

An updated list of the installed applications displays with all of the application names checked. Click Close.

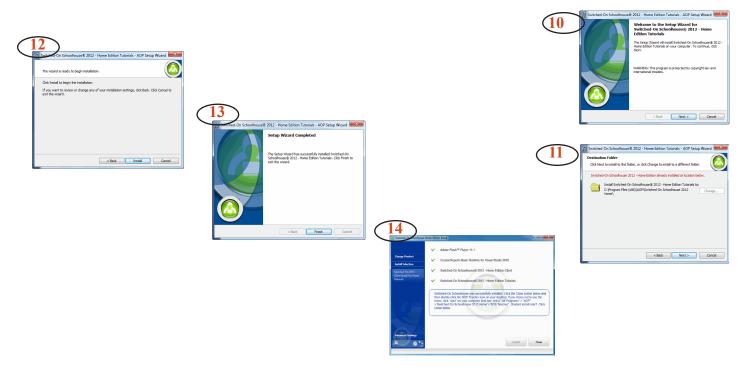
Don't forget to remove the application disc from your CD-ROM or DVD drive!

Your Client version of SOS is now ready to use.





< Back Install Cancel





Upgrading to SOS 2012 Home Edition

If you have an older version of SOS (prior to the 2010 version) that you need to remove:

- Go to the Start button on your computer's taskbar.
- · Select Control Panel.
- Select Add/Remove Programs.
- Select the program to be removed. (If you need to remove SOS 2010, see the section beginning on page 17 for instructions *before* proceeding.)
- · Click Remove.

Upgrading from 2011 to 2012

If you are currently running the 2011 version of SOS, you can upgrade directly to the SOS 2012 edition. Your upgrade makes your 2010 data available in the new program, letting you take full advantage of SOS 2012.

If you have the client version installed, you need to upgrade the Full Install BEFORE doing anything with the client installation. After the Full Install has been upgraded, you need to uninstall the 2010 client, and then install the 2012 client application.

If you plan to use 2012 curriculum, you *must* upgrade your application.

The 2011 to 2012 upgrade process automatically backs up your database and restores it for use with the 2012 version of SOS. As a precaution, you should always perform a backup from your existing installation before you install the new version.

Need help doing a backup? Open your existing installation of SOS Teacher, click **Help?** > select **SOS Teacher** > **Application** > **Backing Up Files**.

If you are upgrading from 2011 to 2012, do NOT uninstall your 2011 version of SOS. The upgrade process automatically migrates your data and uninstalls the old version for you. You may notice there are duplicate icons for both SOS Teacher and SOS Student for a very brief time during the upgrade process; this is expected. There will only be one set when the upgrade is done.

To complete your upgrade from 2010:

Go to page 8 of this guide and follow the instructions in the SOS Home Edition - Full install section. If you also need to perform a Client Install (page 12), do this after you finish the Full Install on your primary computer.

Upgrading from 2010 to 2012

Upgrading is necessary if you plan to use either SOS 2012 or the 2012 curriculum. If you have the client version of SOS 2010 installed, you need to upgrade the full install of 2012 BEFORE you perform any upgrade activity on the client. After the full version install has been upgraded, you need to uninstall the 20010 client, and then reinstall the client using the 2012 installation disc.

The upgrade process automatically backs up your database and restores it for use with the 2012 version of SOS. As a precaution, you should always create a backup of your existing database before you install the new version.

For help creating a backup, open your existing installation of SOS Teacher, click **Help** > select **User Manual** > select **SOS Teacher** > **Application** > **Backing Up Files**.



 When you put the SOS 2012 application disc in your CD-ROM drive, the first screen you see advises you that a backup of your database has been created and that you must manually uninstall SOS 2010. Click OK and remove the application disc.



If you have completed your full install and are now installing the Client, you see a message (see below) alerting you if you have not already removed SOS 2010.



- 2. To uninstall SOS 2010, click the **Start** button on your computer's taskbar, then select the **Control Panel**.
- 3. Open Add or Remove Programs. (Vista or Windows 7 users, click Programs > Programs and Features.)
- 4. Remove Switched-On Schoolhouse® 2010.
- 5. Remove Switched-On Schoolhouse® 2010 Home Edition Database.
- 6. Return the SOS 2012 application disc into your CD-ROM drive. Follow the instructions in the SOS Home Edition Full install section beginning on page 8.

When you reach **Step 17** (of the Full Install), return to this page and continue with **Step 7** below for instructions on migrating your 2010 database to your 2012 application.

7. Click Next on the Migrate SOS Home 2010 Data screen and then return to Step 17 of the Full Install on page 10. If you do NOT want to migrate your database to SOS 2012, click the circle next to "Do NOT migrate Home 2010 data...", click Next to enter database setup information, click Next again, and

then return to **Step 17** on page 10 to finish your upgrade.

NOTE: If you do not migrate your database, the information it contains will not be available to you or your students in SOS 2012.



Upgrading from Earlier (than 2010) Versions

If you have a version of SOS older than 2010 installed, you need to uninstall it. SOS 2012 cannot be installed over those older versions. Again, please create a backup of your database.

NOTE: You will not be able to migrate a 2008 or earlier database to SOS 2012.

For help doing this, open your existing installation of SOS Teacher, click **Help?** > select **SOS Teacher** > **Application** > **Backing Up Files**.

To uninstall:

- 1. To uninstall your old version of SOS, click **Start** on your computer's taskbar, then select the **Control Panel**.
- 2. Open Add or Remove Programs. (Vista or Windows 7 users, click Programs > Programs and Features.)
- 3. Remove Switched-On Schoolhouse® 200X. (X being the year of your presently installed version.)
- 4. Remove Microsoft® SQL Desktop Engine (SOSHOME22).

Removing (Uninstalling) Switched-On Schoolhouse® 2012

- 1. Open Add/Remove Programs in the Control Panel.
- 2. Remove Switched-On Schoolhouse 2012 Home Edition.
- 3. Remove Switched-On Schoolhouse 2012 Home Edition Database.
- 4. Remove Switched-On Schoolhouse 2012 Home Edition Tutorials

All the steps below are optional. It is not necessary (nor recommended) to remove Microsoft SQL Server and it's components. If you reinstall SOS, this application and all of the components WILL be installed again.

If you choose to remove Microsoft SQL and have more than one instance of SQL installed on your computer, do not remove any SQL items except SOSHome22 or SOSHOME 309.

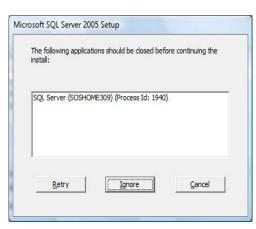
- Remove Microsoft SQL Server 2005.
- 6. On the **Uninstall** dialog window, select the instance of **SOSHOME309** and **Workstation Components**, and then click **Next**.

XP Users: Continue to Step 7 below.

Attention Vista Users:

At this point in the uninstall process, you will see a dialog box similar to the one ro the right. When you do, click the **Ignore** button to proceed with your uninstall. Do not click **Retry** or press your **Enter** key. You will just continue to loop back to this dialog box.

- 7. Click **Finish** to proceed with the uninstall process.
- 8. Once the **SQL Server 2005** uninstall is finished, four SQL components remain in your installed programs list. Remove **Microsoft SQL Server Native Client** next.
- 9. Remove Microsoft SQL Server Setup Support Files.
- 10.Click **Yes** on the confirm removal box.
- 11. When the warning appears telling you "This action is only valid for products that are currently installed", click **OK**.
- 12. Repeat Steps 9-10 for Microsoft SQL Server VSS Writer.





NOTE: If you choose remove Microsoft SQL Server 2005, it MUST be removed before any of its components are removed or it will not be properly uninstalled and any subsequent installation attempts will fail. If you try to uninstall one of the components first, you will see a warning that the server should be removed first.

Setting Up Switched-On Schoolhouse® 2012

Before You Begin

The rest of this guide walks you through the basic school level setup you need to get yourself and your students working in SOS as well as a few suggestions to help you make the most of your Switched-On Schoolhouse experience.

Before your students can begin working in SOS, you need to establish your school, students and curriculum. To simplify this process, SOS offers a **Setup Wizard** to walk you through the steps to establish your basic school level setup. The information on the next couple of pages is offered to help you make the best choices for your students. The registration process and the teacher login process are described here, along with some explanation about how the SOS features interact with one another and the impact your choices might have on your students.

Making the Most of Your SOS Setup Screens

SOS lets you decide how your students:

- Process new information
- Are graded for their work
- Progress through the curriculum

So, you need to understand what the options do and how they connect with one another.

SOS is designed so that you set up options for assignments, grades, terms; and quizzes and tests at the *School* level first, the *Student* level second, and the *Subject* level third. Each level gets more specific, enabling you to customize the learning experience for your students according to their needs. For example, if you want all students in your school to be able to play the **Spelling Bee**, leave the checkmark in the checkbox beside **Spelling Bee** in the **Games Access** section of the **School Setup** screen.

Removing the checkmark prevents the students from accessing the game.

Consider this scenario for example. One of your students, Andrew, tends to play **Spelling Bee** repetitively. You want him to spend more time studying his lessons. You go to Andrew's **Student Setup** screen (specific to him only). You remove the checkmark beside **Spelling Bee** in the **Games Access** section of that screen. Finally, you decide that Andrew needs the repetition of the words in **Spelling Bee** in *Science* and you want him to practice as much as possible. To give him access to **Spelling Bee** in *Science*, you put a checkmark in the box beside **Spelling Bee** on Andrew's *Science* **Subject** screen. You have now set up your school so that:

- At the School level all students have access to Spelling Bee
- At the Student level, Andrew does not have access to Spelling Bee
- At the Subject level, Andrew does have access to Spelling Bee

Every time you go to a more specific level of setup you override the setting on the levels above. Keep in mind: it is very important to know the options you chose at the most specific levels of setup. That way you know what options apply.

When you are deciding between options during the setup process, remember that you can choose to set up options at the *School* level and leave it at that. Setup need be only as specific as you decide.

The information in this guide is for *School* level setup only. You can find instruction on *Student* and *Subject* level setup in the **Help** files in SOS Teacher by pressing the **F1** key.



Logging In

As a teacher, you use a single account to perform all your administrative functions, including grading student work. You are asked to login with a teacher password each time you start work in SOS Teacher. This protects your account, blocking others from answer keys, student grades, and teacher controls.



- 1. Enter your **password** (the one you created during installation see page 9) in the password field. (Check your caps lock key if you get an error message, it is case sensitive.)
- 2. Click the Login button.

Registration

Switched-On Schoolhouse® requires you to register your software installation. You have 30 days from the time you install the software to complete the registration process. You have the option of registering electronically or by calling AOP Customer Service toll-free at 1-800-622-3070.

When you login initially, you see a message similar to this, click Yes to register now.



Register By Telephone

SOS automatically tries to connect you to the internet registration website. If no connection is made, a screen similar to the one to the right appears. The toll-free number and your installation serial number are displayed. You will need to provide this number (in **Step 2**) to the customer service representative (CSR). The CSR also asks you for the following information:

- First and Last Name
- · Address, City, State
- Zip/Postal Code
- Country
- Email address
- Phone number

AOP has several optional products / services available that the CSR may offer you. For example, if you want to receive the **Daily Focus**, a daily devotional or the **Homeschool View**, an electronic newsletter, you will also be asked to provide your e-mail address.





The CSR will give you a **registration code** when the process is complete. You must enter it into the four boxes in **Item 4** on the screen exactly as given. We recommend that you write it down and keep it in a secure place, possibly on the sticker with your serial number in the front of this guide. Click **OK** when you are finished. Remain on the line with the CSR until you have a message confirming your successful registration.

Registering On-line

If an internet connection is detected, an account login screen similar to the **SOS Online Registration** screen to the right is displayed.

An **SOS Online Registration** screen like the one to the right appears. Notice your serial nunber is already popluated. Please complete the form by entering:

- · First and Last Name
- · Address, City, State
- Zip/Postal Code
- Country
- E-mail Address
- Phone Number

Next, you see a list of optional products and services AOP offers, for example the **Daily Focus**, a daily inspirational devotion for homeschool families or the **Homeschool View**, an electronic newsletter for homeschool familes. Leave the checkmark beside the ones you want to receive.



Click **SUBMIT** to finish your registration. A new window opens with a message confirming the successful registration of your SOS software installation. This message includes your *registration code*. Please, write this number down and keep it in a secure location (like the front cover of this guide) or print the page and put it in a safe place. Click **OK** on this message screen after noting the registration number.

Should you misplace either your serial number or registration number, you can find them on the **About** page of your SOS application. Click the **SOS logo** on your **Home Page** for access.

Register Later

If you choose not to register your product immediately, you can access the application for up to 30 days after installation. Each time you open your *Teacher* application you see a registration reminder with the number of days you have to register before your software is disabled.

Click Yes anytime you see this message to register.

If you do not register by the end of the 30 day grace period, a message appears on day 30 advising you that SOS will be disabled if you do not register today.

Click **Yes** to register now and follow the procedures on pages 19 - 20.

If you have not registered by day 31, a message appears when you open SOS Teacher advising you that SOS has been disabled and cannot be opened until the product has been registered.

Click **OK** to register the product at this time. On day 31, your student also sees a message advising them that they cannot open SOS Student until the product has been registered.

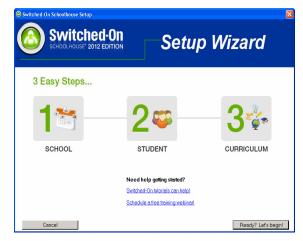


SOS Setup Wizard

The first time you login to SOS Teacher, the **Setup Wizard** appears. It walks you through the necessary setup steps for your school. There are only three basic steps to set up your schoolwork:

- · Setup your school term and calendar options
- · Add your students
- · Install curriculum and assign subjects

When you click the **Finish** button at the end of the **Setup Wizard**, the basic setup for SOS is complete. You and your students can immediately begin working. To customize assignment or grade options for your school or change options for a specific student or subject, please see the electronic Help file (press **F1**) for step-



by-step instructions. You can also access the Help file by clicking **User Manual** in the **Help Center** widget on your **Home Page**. There are also a number of tutorials to walk you through many of these functions. You can access them from the **Help Center** widget on your **Home Page** or by clicking the 2012 SOS Tutorials icon on your desktop.

Note: One of the tutorials Switched-On Schoolhouse includes is, "How to Use the Setup Wizard".

It walks you through a basic school setup. There are three ways to access the tutorials:

- 1. Click **Start** on your computer's taskbar, and then select **All Programs > AOP > Switched-On Schoolhouse > Tutorials**
- 2. Double-click the **Tutorials** shortcut icon on your desktop
- 3. Click Tutorials in the **Help Center** widget on your **Home Page**.

The **Setup Wizard** may also be viewed online at www.sostutorials.com. Click the tutorials tab to access them. See a complete listing of available tutorials on page 30 of this booklet.

Ready to Begin?

Click **Next** to begin your setup process or click **Cancel** to exit the **Setup Wizard**.

1 - School

School terms are important because you cannot assign schoolwork to your students without them. There are a couple of points to keep in mind as you work with terms:

A student can only work in ONE term at a time. If you assign work
to a student in more than one term, <u>you</u> must switch their active
term each time they need to work on an assignment from the nonactive term. Though there is a **View Other Term** button in SOS
Student on the **Schoolwork** screen, it does not allow students to
work in other terms. This button only allows them to see what work



is assigned to them in any other school term. They cannot perform any work on assignments in other terms until you change their active term using the SOS Teacher program.

Terms help you keep SOS School records organized. You should create a new term for each new school year.

You already created a term when you installed Switched-On Schoolhouse® 2012. If you want to use that term, click **Next** at the bottom of the **School Term** screen and continue creating a calendar on the following page.



If you do need to create a new term:

- 1. Click Add a Term on the School Term screen.
- 2. Type in the name you want to assign to the school term.
- Click Save Term.
- 4. Click **Next** to see the **Calendar** screen appear.

Creating a Calendar

Creating a calendar allows you to assign due dates to student assignments. Due dates help students know how much work must be done each day so they can complete their assigned work by the end of the school year. When due dates are turned off, students must pace their own schoolwork.

- 1. Determine if you want to assign due dates:
 - Select Yes if you want to assign due dates to student assignments.
 - Select No if you do not want to assign due dates to student assignments. (After you click Next to continue, go to Add Students on page 24.)
- 2. Click Next to continue.

Click the circle next to the type of calendar you want to use:

- I want to use a Traditional calendar this calendar begins the day after Labor Day and lasts 180 school days, excluding time taken off for holidays. You can change the pre-set holidays, school days, or school end date for your school.
- I want to use a Custom calendar this calendar allows you to choose the start and end days of the term as well as assigning any holidays to be included. It is useful if you need to start a term at a time not usually associated with the start of the school year or if you want to compress a school year.
- 3. Click Next to continue.
- 4. If you chose a traditional calendar, select the school year using the up and down arrows, and then click **Next** to continue.

If you chose a custom calendar, you can select start and end dates for your calendar. SOS defaults the **Start Date** to today and the **End Date** to 180 weekedays from today. You can leave this or change it. To change the dates:

- Select the End Date for your school year, and then select the Start Date for the school year.
- Click Next to continue.









Customizing Your Calendar

After you have determined the type of calendar you want to use, you can customize the calendar. You can change school days to non-school days and vice-versa. You can change individual days or a series of days. You may do this now or at any time during the school term. Just press **F1** to access the electronic **HeIp** file for step-by-step instructions or watch the tutorial for a video demonstation.

1. Click **No** if you do not want to customize your calendar now. Click **Next** to continue. Skip to the *Viewing the Calendar* section on the next page.

Click Yes to customize your calendar now, and then click Next to continue.

- 2. Set each date or range of dates individually. To choose specific dates for things like holidays and vacation:
 - Select the **Start Date** and **End Date** of the period you want to customize.
 - Enter the **Description** for the date range, for example, "Family Reunion" or "Weather Catch-up Days".
 - Select Yes to designate these days as school days or select No if these days are not to be considered school days.
- 3. Click **Customize more days** if you want to add more custom dates and return to Step 2.
- Click Finished when you have entered the last date you want to customize. A
 confirmation box appears asking you to select Yes if you are finished customizing
 calendar dates.

Viewing the Calendar

1. Click View Calendar to see your selected school term.

After you view the calendar, click **Save** to retain the changes you made to the calendar or **Cancel Changes** to not retain the changes.

2. Click Next to continue or

Click **Back** to return to **Customized Calendar** to make additional changes.

2 - Add Students

Before students can get started in SOS Student, you need to "enroll" them in your school. SOS allows you to have up to five students working in SOS at once. If you want students to use a password to login, you need to set this up after you complete the **Setup Wizard**. You can press the **F1** key to access the electronic Help file for instructions on setting up a student password. The Student Setup function allows you to add students, edit student profiles or remove students from SOS. For now we are going to add students.

- 1. To add students, click **Next** on the first **Student Setup** screen to begin.
- 2. If your student's name is not already displayed on the screen, click **Add** to open a small window where you can enter the student name and username.











- Enter the Username. (This is the name SOS uses for the student, just like your teacher name. Use only letters and/or numbers. No periods or other special characters are accepted.)
- 4. Enter the student's **First name** and then **Last name**.
- 5. Click **OK** to see the student information appear in the large white box at the bottom of the **Student Setup** screen.
- Click Add to add any additional students, Edit to make changes to a selected student, Remove to delete a selected student, or Next if you are done and ready to continue.

Installing Subjects

Before students can begin work in SOS Student, you need to install curriculum and assign it to them. Make sure you have your curriculum disc(s) handy before you begin.

- 1. Click **Next** on the **Curriculum Setup** screen to begin.
- Put the disc for one of your subjects in the the CD-ROM or DVD drive and click Install.
- Select Leave on CD-ROM if you want your student(s) to access the subject using the disc(s)

or

Select **Copy to Drive** if you want to install the subject onto your computer hard drive.

- 4. Click OK.
- 5. If you chose Leave on CD-ROM, go to Step 6. If you chose Copy to Drive, a window opens allowing you to copy to the default folder. Click OK. (You may choose another location provided there is enough free space on your drive, but we HIGHLY recommend leaving the curriculum in the default folder.)
- 6. SOS begins copying the subject to the selected drive. If the subject has more than one disc, SOS prompts you when to put in the next disc.
 - Perform Steps 2-6 until you have installed all of the subjects you intend to assign, and then click **Next**.

Remember: If you do NOT load the subject onto your hard drive, the student must have the disc in the CD-ROM or DVD drive when working on the subject.

Note: Please see the **Setup Wizard** tutorial "How to Install a Subject" for additional assistance.















Assigning Subjects

Now that you have installed your subjects, they can be assigned to your students. The first thing you see when you click **Next** moving to the **Assign Subjects** step is the **Curriculum Update** window. This is an automatic process. Just click **Ok** and the application automatically checks to see if there are any revisions or updates to the curriculum you have installed. If there are any updates, they are automatically applied to your database.

Note: If you do not have internet access, you need to contact Customer Service periodically to see if there are any updates to your curriculum.



Click **OK** when the **Update complete** message

displays, advising you of the number of assignments that were revised.

Assign each subject to the students who will be taking the course <u>before</u> you click **Next**. SOS allows you to assign multiple subjects to every student before you move on to the next screen.

- 1. On the bottom half of the **Curriculum Setup** window, you see a list of your students, click the checkbox next to to a student name. A list with all of the subjects you installed appears below each student's name.
- 2. Below each student's name, click the checkbox beside each subject you want to assign to the student.
 - Repeat Steps 1 2 to assign subjects to additional students.
- 3. Click **Next** when you are finished.
- 4. Click **OK** when the **Assignment Complete Confirmation** box appears.

Note: Coursework may be assigned to students by day of the week.. When you are finished with the Setup Wizard, click Lesson Plan in the Lesson Book widget on your Teacher Home Page. Select the student (one at a time) and click the Regenerate button.

Assigning a Sample Lesson

SOS includes a sample lesson to allow both you and your students to walk through a practice lesson. It should help both of you to learn about each feature and how to use it. The sample lesson also offers the opportunity to "try out" or practice the various problem types without concern for the impact to grades.









There are two sample lesson; one for students in grades 3-5, and one for students in grades 6-12. Each covers the same explanation and features. They are just presented in more age appropriate context.

- If you do not want to assign a sample lesson or assigned it in the previous step, click the circle beside No, I am finished. I want to exit the Setup Wizard; and click Next at the bottom of the screen to exit the Setup Wizard.
 - To assign the sample lesson to a student now, click the circle beside **Yes**, **I** want to assign a sample lesson and continue with Step 2.
- 2. Click the checkbox beside the **Sample Lesson** you want to assign under each student's name (just as you did to assign the regular subjects).
- 3. Click **Finish** on the **Assignment Complete Confirmation** box when you have selected the sample lesson(s) for each student.

You can assign the sample lesson at a later time using the **Curriculum Setup** tab in SOS Teacher.

Click **Close**. Setup is complete. Your students can login and being working in Switched-On Schoolhouse any time now!

Click **OK** when the **How to Run the Setup Wizard** box appears. (You only see this the first time the **Setup Wizard** runs.) Going forward, the Setup Wizard closes automatically when you click **No** to assigning the Sample lesson or click to confirm this lesson was assigned to your student.



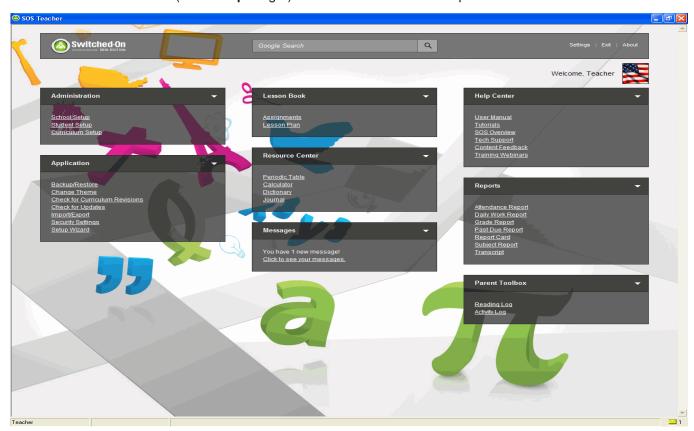




SOS Setup Completion / Home Page

Click **OK** when the **How to Run the Setup Wizard** box appears. (You only see this the first time the **Setup Wizard** runs.)

You now see your **Teacher Home Page**. You can use any of the functions of SOS Teacher from this location. Press **F1** or click the **User Manual** link (in the **Help** widget) to access the electronic Help files for additional assistance.



A couple of terms you may not be familiar with:

Avatar. the small picture to the right of your name in the upper right corner of your Home Page.

Widget: these are the boxes on the **Home Page** containing the sections of SOS plus the new options available to you. For example, all of your administration, application, and report functions are in separate boxes (widgets). You can also

choose to have a Daily Bible Verse widget and RSS Feeds, each in a separate widget.

Please visit the **Help** file (F1), select **User Manual**, and open **Teacher Home Page** and **MiSOS Custom Theme** under **Getting Started** for information about how to use these items.

NOTE: If your **Home Page** looks like the picture to the right and you cannot access the other themes, you must upgrade your version of Internet Explorer to IE 7 or higher.





Help Resources

The **Help** function/button provides access to several Switched-On Schoolhouse's (SOS) products and services. You can use it for any of the following:

User Manual—immediately opens the SOS **Help** files. You can still press **F1** from anywhere in the application to access **Help** also. If you press **F1** on many of the forms and pages within SOS, the application takes you directly to the information for that form or page.

SOS Tutorials—enables you to open the SOS tutorials from within the application for a quick example of how to perform many functions within SOS.

SOS Overview—offers you a high level presentation of the many features available in SOS.

Content Feedback—provides a quick and easy access method to send AOP feedback about curriculum concerns.

Tech Support—lets you access the SOS Tech Support website directly.

User Manual

The first option opens the online (electronic) **Help** file. Basically, it includes most of the SOS printable user manuals, such as this one. Installation information is not included, however. It does include instructions on how to use the three views available in the **Help** file, *Contents*, using the *Search* capability, and the *Index*.

Tutorials

The next option is the tutorials that show you a demonstration how to perform some of the functions you use in SOS. A list of them and your options for locating them are detailed on page 30 of this guide.

SOS Overview

Next, is a presentation series of videos providing an overview of the functions available in SOS and an opportunity to view sample pages of the SOS curriculum. See page 31 of this guide for an alternative means of locating them.

Content Feedback

Click **Content Feedback** to open the Tech Support page of the AOP Homeschool website. There you find a link to open a form to let the SOS team know you have comments or an issue with something in the curriculum.

Tech Support

Select this option to open the Tech Support page of the AOP Homeschool website where you will find a number of options to assist you as you use Switched-On Schoolhouse[®].

Exiting SOS Teacher

Ready to close SOS? From your **Home** screen, you have three options for exiting SOS:

Click the **Close** button (in the upper right-hand corner.

Click the **SOS icon** () in the upper left-hand corner and select **Close** from the small menu that appears.

Press Alt+F4 on your keyboard.



Activities Away from the Computer

Looking to add a bit of variety to your student's day? Switched-On Schoolhouse® also offers student activities that encourage learning away from the computer. Below are suggestions for off-computer tasks:

Special Projects

Each unit contains an assignment called "Special Project." This is a blank assignment available to teachers who want to create their own assignments and incorporate them into the grading system. Teachers can encourage artwork, model-building, map work, etc.

Experiments

Although science experiments are demonstrated for students through video clips, there's nothing like hands-on learning. Students will find a listing of the materials and procedures required for various experiments, enabling them to actually do the experiments at home.

Novels

Language Arts 900-1200 come with paperback novels. Students can find unit lessons in Switched-On Schoolhouse® to guide them as they read the novels.

Research

Students often need to go on field trips or make visits to a library or museum. They may also need to access other reference sources outside of Switched-On Schoolhouse® for their research. Teachers can use the adjustable calendar and lesson planning to schedule time for students to do research away from the computer.

Lesson Printouts

Printing out Switched-On Schoolhouse® assignments can be useful if there are several students sharing only one computer, or if students want to work where there's no access to a computer. Students can go through lessons on paper or even use the printed sheets to review for quizzes or tests. Printing vocabulary or spelling list words also allows students to study definitions and practice spelling away from the computer.

Handwritten Notes

To keep their skills up for non-computer-based courses, students, especially high school students, should regularly practice taking notes by hand while completing assignments on the computer. They can also use their notes to study from while they are away from the computer.

Hands-On Experience

Teachers can take advantage of opportunities to make practical application of what students are studying. If students are studying about measurement, for example, teachers can move the "classroom" into the kitchen and teach students how to bake cookies. If students are studying plants, growing an indoor or outdoor garden can help them to tangibly see the scientific principles. Teachers who are creative and involved in what their students are learning can come up with almost anything to effectively supplement learning on Switched-on Schoolhouse®.



Tutorials

Before you get too far along in using SOS, you might want to spend a little time reviewing the tutorials. They walk you through a number of functions you perform as a teacher. All of these tutorials are available on your computer after you install SOS 2012. All of the tutorials below are available on your computer after you install SOS 2012. To view them on your computer, double-click the desktop **Tutorials** icon or:

- 1. Click Start on your computer's taskbar.
- 2. Click All Programs.
- 3. Select AOP.
- 4. Select Switched-On Schoolhouse 2012.
- 5. Select Tutorials.

Tutorials

- · Setup Wizard
- · Backup and Restore Your Database
- · Set Home Page Settings
- · MiSOS Custom Theme
- Add a New Term
- · Edit the Attendance Calendar
- Change Between School Days and Non-School Days
- Exclude a Range of Days
- · Install a Subject
- · Create Custom Subjects and Assignments
- · Assign a Subject
- · Globally Block and Unblock Quizzes and/or Tests
- · Add Events to Student Calendars
- · Create a Lesson Plan
- Update Lessons Plans (Regenerate Due Dates)
- · Remove an Assignment
- Remove a Duplicate Subject
- · Block and Unblock Individual Assignments
- · Clear Highlighting
- · Clear an Assignment
- · Create a Transcript Report



SOS Overview Presentation

Switched-On Schoolhouse also offers another view of the program. It is called the SOS Overview Presentation. It includes:

- 1. Teacher Home Page
- 2. Administration Assignment Settings
- 3. Administration Quiz and Test Settings
- 4. Administration Grading and Term Settings
- 5. Administration Student Setup
- 6. Administration Curriculum Setup
- 7. Lesson Book Assignments
- 8. Lesson Book Lesson Plan
- 9. Student Home Page
- 10. Student Schoolwork
- 11. Student Lesson Presentation

You can access this presentation by clicking the SOS Overview link in the Help widget on your Home Page.

You can also access them by going to www.aophomeschooling.com, then:

- 1. In the Curriculum Options column on the left side of the page, click Switched-On Schoolhouse
- 2. Select Grades
- 3. Click the grade level or subject folder
- 4. Click the SOS box or specific subject CD
- 5. Click the **Resources** tab in the middle of the page
- 6. Click On-Demand Presentations



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- (b) The types of information that AOP may collect include but are not limited to: name, address, email address, services requested, and product information.
- (c) AOP maintains all student data, student educational information, and student files as confidential in order to protect the privacy of students and schools. Strict security procedures ensure that student and school files and information are not disclosed to unauthorized parties.

2. AOP Rights.

- (a) AOP reserves the right to use "cookies" to personalize the online experience.
- (b) AOP reserves the right to collect and log non-personal information related to your use of the Product.
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- (a) This Privacy Policy applies only to the Product and not to the websites of partners, affiliates, or Third Party Sites. You may be required to accept additional policies prior to your use of links accessed through the Product. The websites accessed through links in the Product may not maintain privacy policies or protections similar or consistent with those described herein. AOP is not responsible for the privacy policies of partners, affiliates, or Third Party Sites.
- (b) AOP may use third-party advertising companies to serve ads on certain webpages related to the Product. These companies may use information (not including your name, address, email address, or telephone number) about your activities using Product and other websites in order to provide advertisements about goods and services that may be of interest to you. If you would like more information about this practice or to opt out of having this information used by these companies, contact AOP via the contact information listed below.
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 - (c) AOP to make reasonable efforts to remove PII from its online database. You acknowledge and accept that it may be impossible to delete personal information entirely because of backups and records of deletions.
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(e)

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Forgot Your Teacher Password?

SOS does not limit how many times you can try your password. SOS does have a data utility on the SOS application disc you can use to change or reset your password.

Remember:

- Your password is case sensitive, so check to see if your Caps Lock key is on.
- If your password is longer than 20 characters, you will get an error.
- 1. Put the SOS installation disc into the CD-ROM or DVD drive of your pc.
- 2. If the Install window opens, click Close.
- 3. Click Start on your computer taskbar, and select My Computer (Computer if using Vista or Windows 7).
- 4. Right-click the drive containing the SOS installation disc, and click **Open**.
- 5. Double-click the **Tools** folder, and then double-click the **DataUtility.exe**.
- 6. When you are prompted to select a database, choose SOS Home 2011 and click OK.
- 7. Use the dropdown menu to select the Change Password option and click Execute Command.
- 8. Enter your new **Password** twice, and then click **Save**. When the window closes, notice the "Successfully Changed Password" message below the **Execute Command** button. Click **X** in the upper right corner to close the **Data Utility** window.
- 9. Remove the disc from the CD-ROM or DVD drive.

Important Note:

Be sure to write your password down and put both the password and the SOS installation disc somewhere safe. Protect your teacher password by keeping the disc in a safe location.



Resource List

SOS User Manual (Help File)

Click the **Help** button on the left side of your **Home** screen or press the **F1** key on the top row of your keyboard from anywhere in the application.

Students, click the **Help?** button, below the green **SOS logo** in the center of your **Home** screen, or press the **F1** key anywhere in the application.

If you prefer a paper copy, you may download one at: www.aophomeschooling.com/support/. Click the Resources tab in the middle of the page.

SOS Tutorials:

Start > All Programs > AOP > Switched-On Schoolhouse 2011 > Tutorials, or

click the **Tutorials** icon on your desktop, or

http://www.sostutorials.com

SOS Overview Presentation

www.aophomeschooling.com
(See page 31 for navigation steps.)

Online Support

www.aophomeschooling.com/support/

Email Tech Support

techsup@aop.com

Content Feedback (Curriculum)

www.aophomeschooling.com/errors/

SOS Application and Curriculum Updates:

http://www.sosupdates.com

Toll-Free Phone Assistance:

Customer Service:

1-800-622-3070

Technical Support:

1-866-444-4498