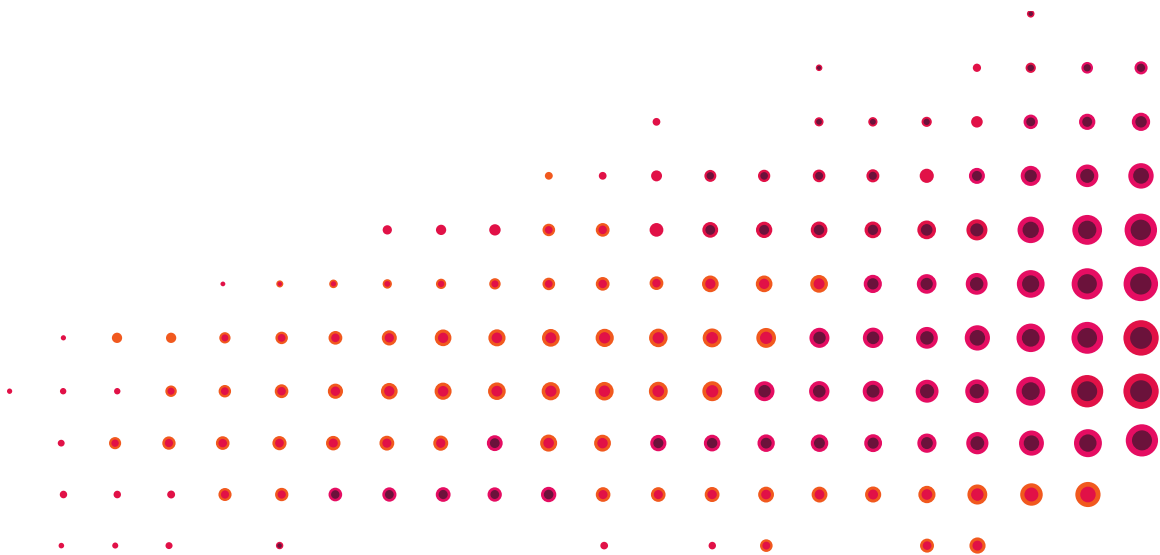


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# Teachscape Effectiveness Platform: System Overview and Support Guide

October, 2012



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## About This Guide

This guide contains high-level information for people who have user accounts with Teachscape. For detailed information on using the systems within the Teachscape Effectiveness Platform, click on **Help** in the upper-right toolbar to refer to the User Guide for each product.

### Topics for All Readers

- Learn how to register your account, log in, and access Teachscape.
- Review frequently asked questions and learn how to get technical support.

### Topics for Local Administrators

- Review how your local users will register their accounts, log in, and access Teachscape.
- Review questions that are frequently asked by end users, and situations in which you may be asked to assist your local staff members with their accounts.

**Note:** Local administrators have access to additional training materials, which are typically provided during a kickoff session with Teachscape representatives. Please contact your Teachscape Account Executive or Teachscape Technical Support for more information.

## Document Conventions

The following conventions are used in this document:

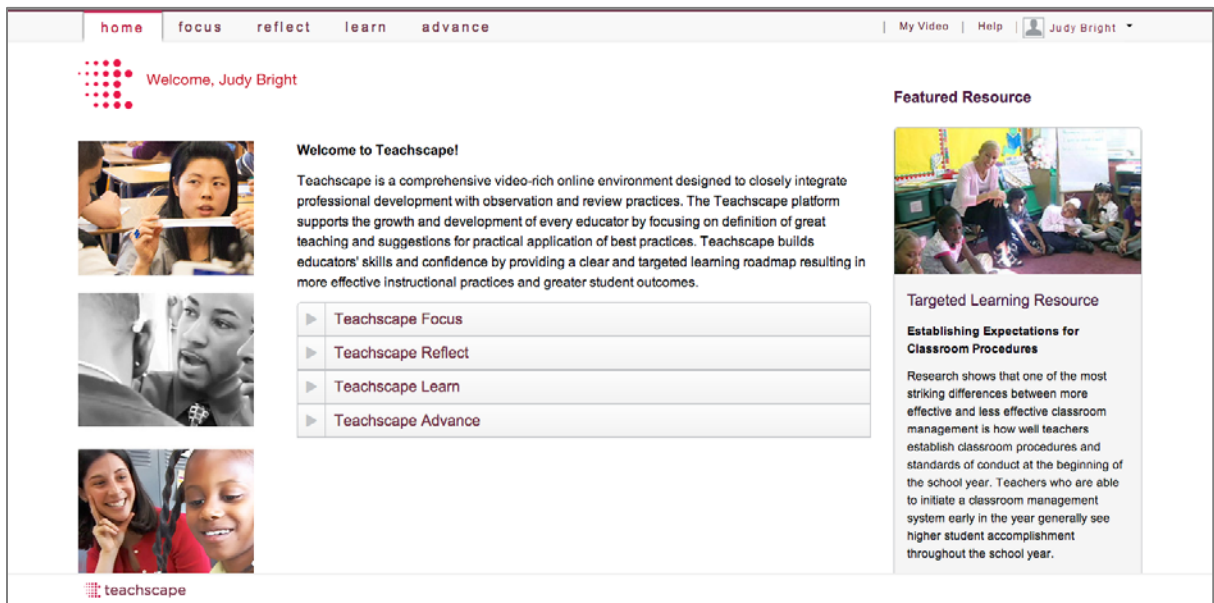
- Instructions for clicking on buttons or links are in bold; for example: “Click on the **Start Observation** button to begin your observation.”
- Items for consideration are listed with this heading: **Note**.
- System variables (items that change depending on your login or user type) are noted in *italics*; for example: “Click on *your name* as shown in the upper-right corner of the screen.”
- Teachscape system names are also shown in italics; for example: “Teachscape *Learn* is a video-based professional learning system.”
- Sample user names such as “Judy Bright” and “Aaron Good” are used in images throughout this document; however, when you are logged in, you will see your own name.

**IMPORTANT:** Items needing special attention are highlighted in a box like this.

## The Teachscape Effectiveness Platform

Teachscape supports the development of effective teaching practices throughout an educator's career, resulting in greater student outcomes. The Teachscape Effectiveness Platform is a comprehensive, video-rich online environment designed to closely integrate professional development with observation and review practices and to foster collaboration with other educators.





The following image shows the platform home page. To get started, click on the appropriate tab in the upper-left corner. If your district has access to the entire platform, all of the systems (*Focus*, *Reflect*, *Learn*, and *Advance*) will be included, as shown in the toolbar below.



**IMPORTANT:** Only the products that have been purchased and installed by your district will be shown on your screen in the upper-left toolbar.

## Product Overview

Following are the primary systems in the Teachscape Effectiveness Platform. These are described briefly in subsequent sections, and in detail in their respective user training materials.

Platform Software Component	Description
 <p data-bbox="415 499 643 615">Teachscape focus</p>	<p data-bbox="776 491 1383 611">A Training, Practice, Assessment, and Calibration System based on Charlotte Danielson’s Framework for Teaching</p>
 <p data-bbox="428 688 686 804">Teachscape reflect</p>	<p data-bbox="776 659 1330 821">An Observation and Evaluation Management System used for Conducting In-Classroom and Video-Based Observations and Classroom Walkthroughs</p>
 <p data-bbox="428 871 664 993">Teachscape learn</p>	<p data-bbox="776 848 1304 1003">A Learning Management System with a Comprehensive Course Library for PreK–12 Teachers, Learning Communities, and Video Channels</p>
 <p data-bbox="410 1066 716 1182">Teachscape advance</p>	<p data-bbox="776 1079 1380 1150">A Human Capital Management System with Career Planning Tools for Educators</p>

## Teachscape *Focus*

Teachscape *Focus* offers online tools and resources to support districts and schools that are using Charlotte Danielson's Framework for Teaching to conduct high-quality, accurate classroom observations.

*Focus* includes:

- Training on observable components of the Framework for Teaching for observers
- Practice for observers to score and receive expert feedback on grade-specific classroom videos using the Framework
- An assessment to determine observers' proficiency using the Framework to conduct classroom observations
- Tools for ongoing monitoring of observers' scoring accuracy

There are two primary products in the *Focus* system:

<b>Focus Product</b>	<b>Description</b>
<b>Framework for Teaching Proficiency System (FtPS)</b>	Using master-scored videos of classroom practice, observers are trained on how to use the Framework and apply that knowledge to complete fair and consistent observations of classroom practice. The system includes training on the Framework, scoring practice, and a rigorous proficiency test.
<b>Framework for Teaching Calibration System</b>	This product supports ongoing monitoring of observers' scoring accuracy throughout the school year by providing detailed observer scoring reports. The product also includes master scores and rationales, which can be used to identify and address rater drift.



## Teachscape *Reflect*

Teachscape *Reflect* is an observation and evaluation management and reporting system. *Reflect* combines in-classroom and video-based observation data with other measures of teaching effectiveness, such as student growth data, parent and student surveys, and lesson artifacts.

*Reflect* provides:

- Classroom walkthrough functionality, supported by pre-configured look fors or custom surveys created by your district
- A separate *Reflect* walkthrough application that supports most commonly used mobile devices, including iOS (iPhones, iPad, and iPod touch), Android, and Blackberry devices; and an iPad application that allows users to collect evidence without Internet access
- *Reflect* for In-classroom Observations and *Reflect* for video-based observations, which incorporate in-depth evidence collection, as well as alignment and scoring of the evidence
- A *Reflect* application for iPad for use in conducting in-classroom observations

## Teachscape *Learn*

Teachscape *Learn* is a comprehensive professional learning system with an extensive catalog of online PD courses, online learning communities, and streaming-on-demand video channels to support professional development for preK–12 educators. Powered by a robust learning management system (LMS), *Learn* allows districts to manage, offer, and track professional learning opportunities in the district.

*Learn* includes:

- Online learning communities to support collaboration
- Personalized learning plans
- Tracking of course registration and completion, certifications, and accrual of continuing education units
- Catalog administration for district in-service sessions (in-person, online, or blended)
- Support for custom course publishing with third-party content
- Automated alerts and notifications
- Role-specific functionality for individuals, managers, and district administrators

- Teachscape's Professional Learning Suite for preK–12 teachers, including:
  - Research-based content
  - 130 courses
  - 2,500+ videos
  - Research articles and summaries
  - Activities
  - Assessments
  - Lesson plans
  - Sample student work
- Site Video Channels, which enable you to upload, share, and organize lesson videos, and build custom video libraries of best practices that can be viewed across your organization
- Teachscape Video Channels, which enable you to search, view, and share from a pre-populated library of 200 professional development videos organized by subject, grade, instructional strategy, and featured experts

## **Teachscape *Advance***

Teachscape *Advance* promotes a district's ability to effectively track, manage, and advance personnel development. *Advance* includes tools for Human Resource professionals to identify top talent for promotions and staff replacements, and to target career path development and competency management. Educators and district personnel can align their professional experience and strengths with learning development areas, career goals, and success plans.

## Information for Users Upgrading to the Teachscope Effectiveness Platform

The information in this section will be beneficial for customers who have upgraded to the new Teachscope Effectiveness Platform from our legacy platform (TXL). Please refer to this table:

Legacy Platform Description	Teachscope Effectiveness Platform Description
The Framework for Teaching Proficiency System (FfTPS)	Teachscope <i>Focus</i>
The Framework for Teaching Effectiveness Series (FfTES)	Teachscope <i>Focus</i> <b>(Note:</b> If you have <i>Learn</i> , you will find FfTES in Teachscope <i>Learn</i> .)
Teachscope Walk	Teachscope <i>Reflect</i>
Teachscope <i>Reflect</i> Live	Teachscope <i>Reflect</i> for In-Classroom Observations Includes: <ul style="list-style-type: none"> <li>• Mobile/smart phone survey application for walkthroughs</li> <li>• Web-based observation tool for walkthroughs and observations</li> <li>• Observation application (iPad app) for walkthroughs and observations</li> </ul>
TXL (Learning Modules)	Teachscope <i>Learn</i>
TXL	Teachscope Effectiveness Platform
Professional Learning Suite (PLS)	Teachscope <i>Learn</i>
Discussion Boards	Teachscope <i>Learn: Communities</i>
Data Collection Tool (DCT)	Teachscope <i>Reflect</i> for Classroom Walkthroughs
Classroom Walkthrough: process of conducting walks and related training modules in TXL	Teachscope <i>Learn</i> —includes all training modules

## Registering, Logging In, and Launching the Software

This section provides an overview of your registration process. Registration occurs prior to the first time you log in. Before you log in, check that your local representatives have provided Teachscope with your professional (school) email address. Your login information will be sent to this email address.

**IMPORTANT:** If you no longer have access to the email address provided to Teachscope, or your email address has changed, contact your local school official, district IT (Information Technology) representative, or local administrator. That person will either change your account or provide us with your new email address so we can send you a new registration email.

### Registration Email

The first step in your registration process is to check your inbox for the email from Teachscope.

1. You will receive an email from Teachscope with the subject “Teachscope Registration.”
2. Click on the link in the email to complete your account registration. (For your reference, a sample of this email is provided in the next section.)
3. Once you click on the link in the email, your default web browser will open with the Teachscope registration web page, where you will complete the registration process.

**IMPORTANT:** If you have not received the registration email, please check your email spam folder or filters you have set for unknown email senders, and then unblock the domain “@teachscope.com.”

In addition, your computer system and web browser must comply with the standard supported versions in order for the software to work, and you also need to have popups disabled in your web browser.

## Registration Email Sample

**Note:** The registration link in the following sample email will not work.

Dear *New User Name*:

Thank you for choosing Teachscape.

Complete your registration by clicking on the following link to activate your account.

<http://sso.teachscape.com/web/activate?token=781&email=newusername@school.edu>

If you need further assistance, please contact us at [support@teachscape.com](mailto:support@teachscape.com) or call 1-888-479-7600.

Sincerely,

The Teachscape Team

Great teachers create inspired learners.

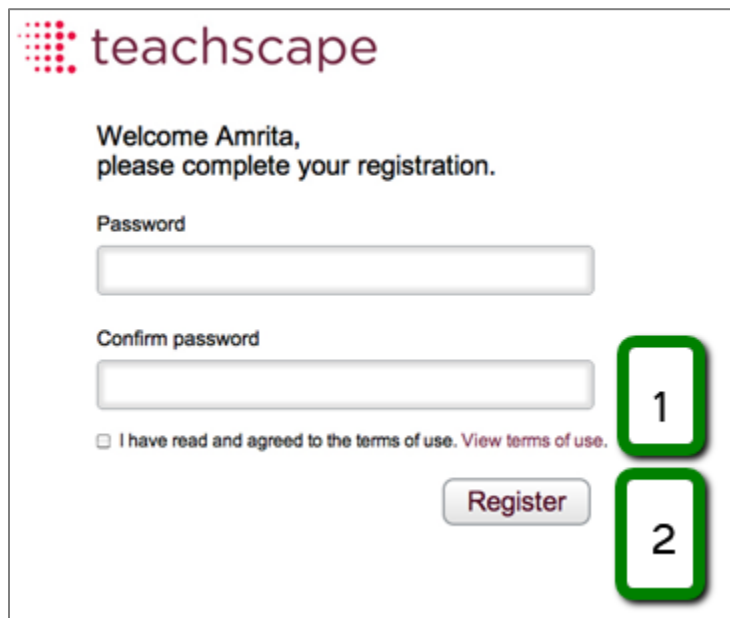
Connect with us: [www.teachscape.com](http://www.teachscape.com)

This email message and included links are for the sole use of the intended recipient. Any unauthorized review, use, disclosure or distribution is prohibited.

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## Registration Web Page: Password Setup and Terms of Use

After you have clicked on the link from your registration email, the following web page will open:



The screenshot shows the Teachscope registration page. At the top left is the Teachscope logo. Below it, the text reads "Welcome Amrita, please complete your registration." There are two input fields: "Password" and "Confirm password". Below the "Confirm password" field is a checkbox with the text "I have read and agreed to the terms of use. View terms of use." At the bottom right is a "Register" button. Two green boxes with numbers "1" and "2" are overlaid on the page: box "1" is around the "Confirm password" field, and box "2" is around the "Register" button.

### Set Up Your Password

- Type your chosen password into both boxes shown in the image above (**Password** and **Confirm password**).
- Remember to save your password in a place that only you know.
- Your local administrator can update your password if needed.

### Agree to Terms of Use

1. Click on the **View terms of use** link to open and read the software terms of use, and then check the box "I have read and agreed to the terms of use" to proceed.
2. Click on the **Register** button to complete your registration process.

See the next section for information about the follow-up email you will receive from Teachscope.

## What Happens After I Complete Registration?

You will receive another email from Teachscape with instructions, as shown in the sample below. This email will contain the URL (website link) to Teachscape and your login credentials.

**IMPORTANT:** Please save the email from Teachscape for future reference.

**Note:** The registration link in the following sample email will not work.

Dear *New User Name*:

Congratulations. You are now registered to use Teachscape.

Click here to log in to the Teachscape platform: <http://login.teachscape.com>

Your username is: [New User Name @teachscape.com](mailto:New User Name @teachscape.com)

If you need further assistance, please contact us at [support@teachscape.com](mailto:support@teachscape.com) or call 1-888-479-7600. Please save this email for future reference.

Sincerely,

The Teachscape Team

Great teachers create inspired learners.

Connect with us: [www.teachscape.com](http://www.teachscape.com)

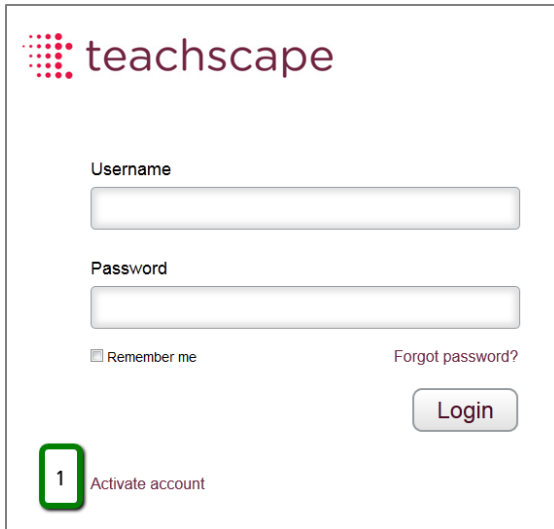
This email message and included links are for the sole use of the intended recipient. Any unauthorized review, use, disclosure or distribution is prohibited.

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## What If I Did Not Receive a Registration Email from Teachscape?

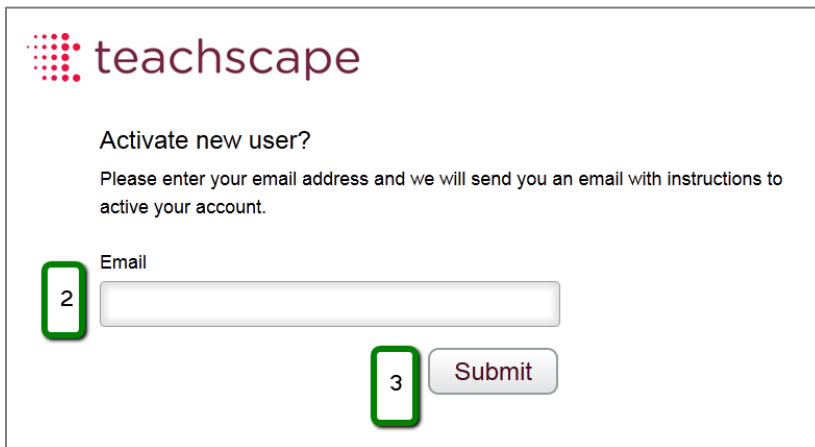
If you did not receive your registration email from Teachscape, please go to <http://login.teachscape.com> and use the following procedure.

1. Click on the **Activate account** link to complete the registration process, as shown below.



The screenshot shows the Teachscape login page. At the top left is the Teachscape logo. Below it are two input fields: 'Username' and 'Password'. Under the 'Password' field, there is a checkbox labeled 'Remember me' and a link labeled 'Forgot password?'. A 'Login' button is positioned to the right of the 'Remember me' checkbox. In the bottom left corner, a green box with the number '1' highlights a link labeled 'Activate account'.

2. Enter your email address (the address your school provided to Teachscape for your account).
3. Click on the **Submit** button in order to receive a new registration email, as shown below.

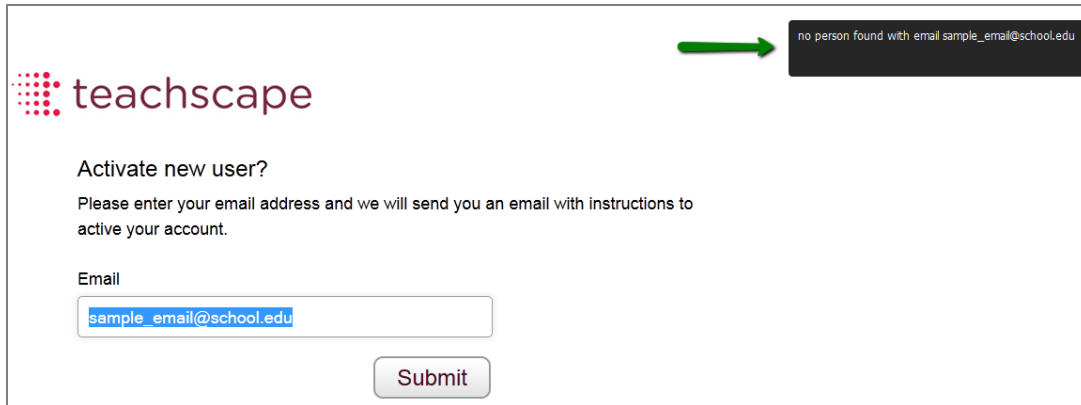


The screenshot shows the 'Activate new user?' page. At the top left is the Teachscape logo. Below it is the heading 'Activate new user?' followed by the text 'Please enter your email address and we will send you an email with instructions to activate your account.' Below this text is an 'Email' input field. A green box with the number '2' highlights the input field. To the right of the input field is a 'Submit' button. A green box with the number '3' highlights the 'Submit' button.

**IMPORTANT:** You must enter the email address associated with your Teachscape account.



If you do not have an account in the system, you will see an error message in the upper right-hand corner of your screen. The following image shows a sample error message.

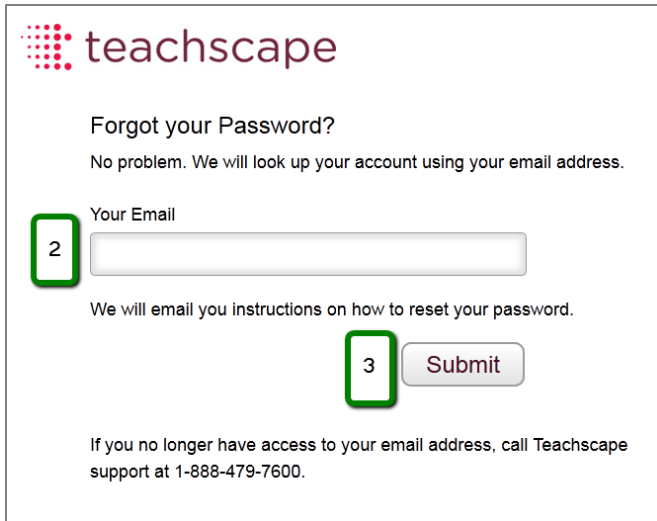


### What If I Forget My Password?

1. If you forget your password, please go to <http://login.teachscape.com> and click on the **Forgot password?** link, as shown in the image below.



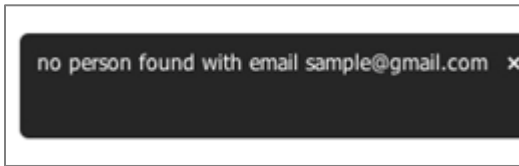
2. Enter your email address in the appropriate field, shown below.
3. Click on the **Submit** button. You will receive an email with instructions on how to reset your password.



The screenshot shows the Teachscape password reset interface. At the top left is the Teachscape logo. Below it, the text reads "Forgot your Password?" followed by "No problem. We will look up your account using your email address." There is a text input field labeled "Your Email" with a green box containing the number "2" next to it. Below the input field, it says "We will email you instructions on how to reset your password." A "Submit" button is located below this text, with a green box containing the number "3" next to it. At the bottom, there is a note: "If you no longer have access to your email address, call Teachscape support at 1-888-479-7600."

**IMPORTANT:** You must enter the email address associated with your Teachscape account.

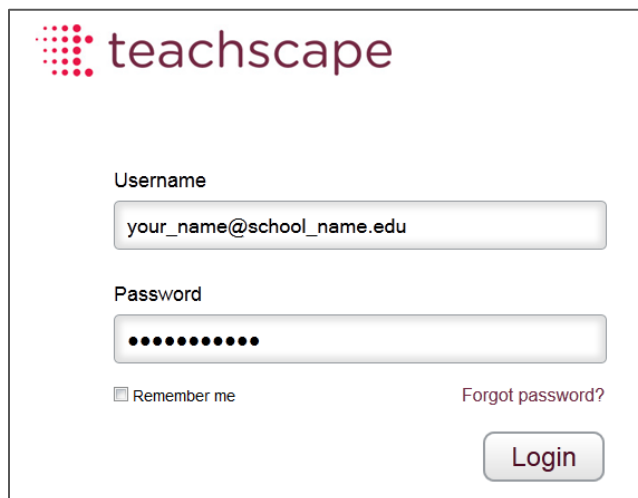
If you do not have an account in the system, you will see the following error message:



**Note:** You can also contact your local administrator or school official for login questions.

## Logging In

1. Open a supported web browser and connect to the Internet.
  - If you need instructions on downloading a browser supported by Teachscape or connecting to the Internet, please contact your local administrator or school official to get assistance with software installations.
2. Type <http://login.teachscape.com/> into the address bar of your browser.
  - Optional: Bookmark this login page, or set it up as a “Favorite link” in your browser.
3. Enter your Username and Password in the appropriate fields.



teachscape

Username  
your\_name@school\_name.edu

Password  
●●●●●●●●

Remember me [Forgot password?](#)

Login

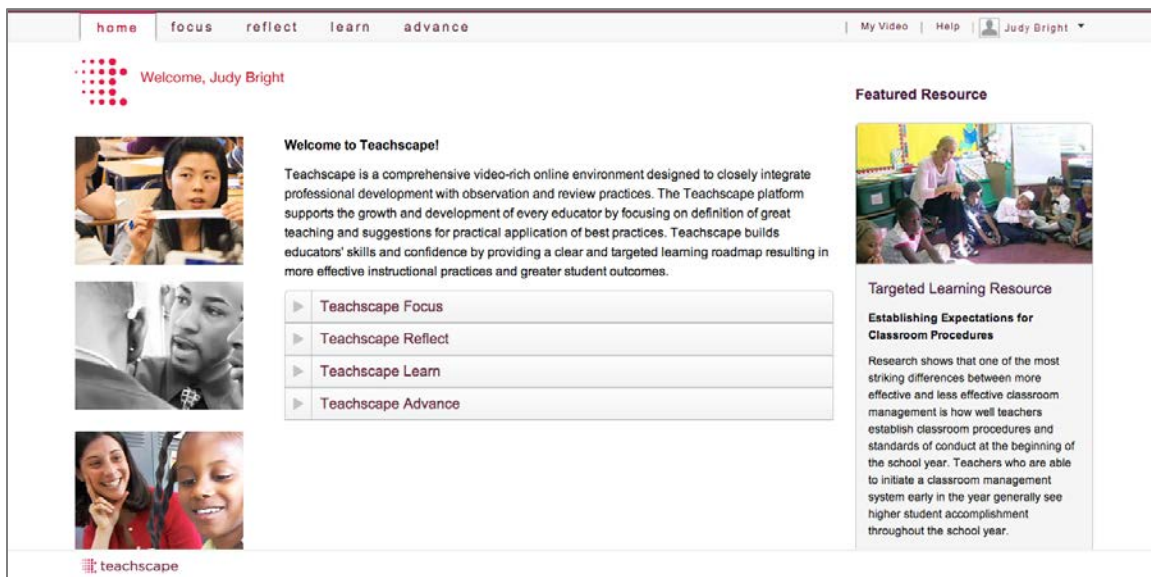
### Notes:

- If you forget your password, click on the **Forgot password?** link and proceed with the instructions.
- If you are logging in from a computer that only you use, you can select the **Remember me** checkbox shown above to save your username and password automatically for your next login. (Some web browsers will show this checkbox in a different location.)

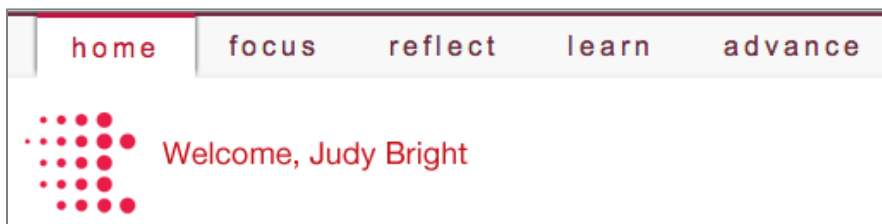
**IMPORTANT:** For security and privacy reasons, selecting **Remember me** is not recommended if you share your work or home computer with others.

## The Platform Home Screen

1. After you log in, the Teachscape Effectiveness Platform home screen will open, as shown below.



2. To get started, click on a product tab in the top-left toolbar.



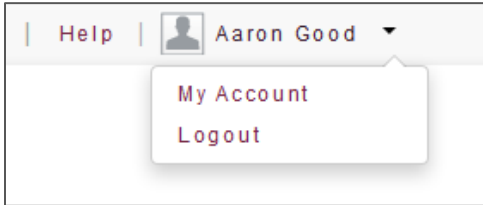
**Note:** You will see sample user names such as “Judy Bright,” “Aaron Good,” and “Tech Agent” throughout this document. When you are logged in, you will see your own name.

**IMPORTANT:** Only the products that have been purchased and installed by your district will be shown as clickable options on your Teachscape Effectiveness Platform home screen.

## Logging Out

When you have finished using the software, you should log out. You can do this from any page.

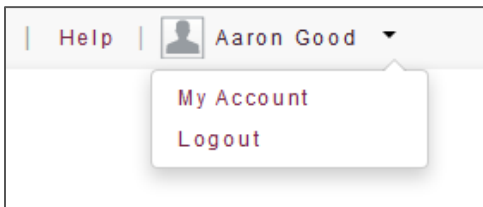
1. To log out, select the down arrow next to *your name* in the top right-hand corner next to the **Help** link. The drop-down menu will open, as shown below.
2. Click on **Logout**.



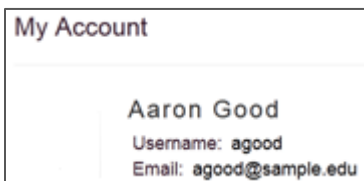
## My Account Page

You can view your account settings on your account page.

1. To access your account page, select the down arrow next to *your name* in the top right-hand corner next to the **Help** link. The drop-down menu will open, as shown below.
2. Click on **My Account** to view your account details.



Following is an example of your account page, where you can see your username and the email address associated with your account.



**Note:** To update your username or email address, please contact your local administrator.

## Technical Support

Teachscope offers technical support for its users in multiple ways. Simply call the toll-free support hotline phone number, send an email to the support address, or submit an online support request as outlined below.

### Toll-Free Support Hotline Phone Number: 1-888-479-7600

Telephone support is available Monday to Friday from 8:00 a.m.–9:00 p.m. Eastern Standard Time (EST).

### Support Email Address: [support@teachscope.com](mailto:support@teachscope.com)

You can send an email 24 hours a day. A support representative will get back to you as quickly as possible during the following business hours: Monday to Friday from 8:00 a.m.–9:00 p.m. EST.

### Online Support—Website Request Form

You can submit an online support request 24 hours a day by filling out the form on this web page: <https://www.teachscope.com/other/technical-support.html>. Your request will be addressed as quickly as possible during business hours: Monday to Friday from 8:00 a.m.–9:00 p.m. EST.

### Who Should I Contact for Help?

For questions about or help with:	Contact:
<ul style="list-style-type: none"><li>• Internet access</li><li>• Website browsers</li><li>• Problems with your computer or mobile device</li><li>• Accessing your email account</li></ul>	Your IT (Information Technology) leader, Technical System Administrator, or school official (staff member responsible for setting up your computer, Internet access, and related A/V equipment needed for this system)
<ul style="list-style-type: none"><li>• Logging in</li><li>• Resetting password/Forgot password</li><li>• Account information, including changing your login email address or username</li></ul>	Your local administrator or school official (they have access to reset your password) If these resources are not available, please contact Teachscope Technical Support
<ul style="list-style-type: none"><li>• Technical difficulties with video playback or video capture on your computer or device</li><li>• Assistance with using a special video camera provided by Teachscope</li></ul>	Teachscope Technical Support Your local administrator, Information Technology staff person, or school official (for information about testing your setup)

## Frequently Asked Questions

The following list includes questions that users commonly ask about Teachscape.

### Where Do I Access Help?

Click on **Help** in the upper toolbar to access online help. The Help content includes links to additional training materials and video-based tutorials. Some districts purchase separate training packages from Teachscape and may have additional materials available; ask your local administrator for more information.

### What If I Use a Shared Computer or Mobile Device?

If you share a computer or mobile device with others, you should always log out of the Teachscape software upon completing your work session.

**Note:** For security and privacy reasons, selecting the **Remember me** checkbox on the login screen is not recommended if you share your computer with others.

### What If I am Working from Home?

The Teachscape software is web-based, so you can expect the same functionality from your home computer—as long as your system meets the minimum operating requirements and you have appropriate Internet connectivity.

**Note:** For security and privacy reasons, selecting the **Remember me** checkbox on the login screen is not recommended if you share your computer with others.

### What URL (Website Address) Do I Use to Log In?

Go to <http://login.teachscape.com> to log in to the Teachscape Effectiveness Platform. For easy access, Teachscape recommends that you add this link to your web browser's bookmarks or favorites list.

### What If I Forget My Password or Username?

There are three ways you can request a reset of your password or username.

1. Click on the **Forgot password?** link on your login web page. An email will be sent to the email address you have registered with Teachscope. For more detail, see the [What If I Forget My Password?](#) section of this document.
2. Your local administrator or school official has access to reset your password.
3. You can also contact Teachscope Technical Support at 1-888-479-7600 if your local administrator is not available.

### What If My Email Address Has Changed?

If the email address you use in the Teachscope system has changed, you should make sure it has been updated in the Teachscope system so that you can continue to use your account. If you attempt to log in with an email address that is not in the Teachscope system, you will get an error message.

**IMPORTANT:** Contact your local administrator, school official, or IT staff member to make sure your new email address has been provided to Teachscope.

**Note:** If you change your email address, your password will stay the same unless you change it. If you need further assistance, contact Teachscope Technical Support at 1-888-479-7600.

### What If I Didn't Receive My "Activate Account" (Registration) or "Password Reset" Email?

If you didn't see an email from Teachscope that you were expecting, follow these steps:

**Step 1:** Use the appropriate option below, depending on whether you want to activate your account or reset your password.

- **Activate account:** You can request account activation by email. Go to your login web page and click on the **Activate account** link. For more detail, see the [What If I Did Not Receive a Registration Email from Teachscope?](#) section of this document.
- **Password reset:** You can request a password reset by email. Go to your login web page and click on the **Forgot password?** link. An email will be sent to the email address you have registered with Teachscope. For more detail, see the [What If I Forget My Password?](#) section of this document.



**Step 2:** Check your email system spam or trash folder to make sure that messages from “@teachscape.com” were not filtered to the wrong location.

For your reference, Teachscape typically sends messages from the following email addresses:

- [support@teachscape.com](mailto:support@teachscape.com)
- [donotreply@teachscape.com](mailto:donotreply@teachscape.com)

**Step 3:** If you did receive the email from Teachscape, and it was in your spam or trash folder, please add the email address to your “safe” or “approved” list in your email system. This will enable future messages from Teachscape to come directly to your inbox.

**Step 4:** If you did not receive the email from Teachscape, please contact Teachscape support at 1-888-479-7600.

### **Can I Use This Software If I Don't Have Internet Access?**

No. The Teachscape system does not download software onto your computer—it is stored on a secure website that you access with your login username and password. For this reason, you will need to have Internet access in order to use the software and save your work.

### **What If My Account Has Expired?**

Teachscape licenses and affiliated user accounts expire at the end of the contract with a school district. Teachscape cannot reactivate expired accounts until a new contract has been finalized. Please contact your appropriate district staff member if you are interested in ongoing access to Teachscape.