

Home Use Guide

Personal Accounts

Parent and Child Accounts



Unifying Online Learning
• Power • Simplicity • Fun

EdAlive Central Home Use Guide

15th July 2019

EdAlive

Ph: +61 2 67760200

Email: info@edalive.com

147 Faulkner St

Armidale NSW 2350

Australia

© Erinzan Pty Ltd ACN 003829570 Trading as EdAlive

Armidale NSW 2350

This manual is designed for use with the EdAlive suite of online learning Web Apps. EdAlive Central is the foundational resource from which these Web Apps draw resources. It is to be read in conjunction with the manual for the relevant Web App.

For more information go to central.edalive.com

Table of Contents

The EdAlive Central Suite of Web Apps	5
What is a Web App?	5
Quick Start Guide	6
Start your EdAlive Central Account	6
Set up a Subscription and get a 3 Day Free Trial	6
Claim an Activation Code (no payment required)	6
Apply a Discount Code when purchasing a subscription	6
Types of Home Use Accounts	6
Personal Accounts	6
EdAlive Central Help	7
How to Guides	8
3 Day Free Trial - Personal Account	9
Migrating a Personal Account to a Parent Account	10
3 Day Free Trial - Parent Account	11
Claim an Activation Code - Personal Account	13
Claim an Activation Code - Parent Account	14
Navigation	16
Accessing the individual EdAlive Web Apps	16
Navigating within EdAlive Central	17
Main screen of central.edalive.com	18
Manage Children	19
Privacy	19
To add children to your Parent Account	19
Delete a Child Account	20
Update payment details	20
View subscriptions	21
Cancel a Plan (Subscription)	21
Subscribe or start trial	22
Claim an Activation Code	23
Manage Personal Account	24
Start a Free Trial or Subscribe	24
Play an EdAlive Web App	24
Claim an Activation Code	25
Cancel a subscription	25
Account Details	26
Edit Account details	26
Change password	26

Password Reset	27	
To reset the password		27
Username has been taken	27	
Supported browsers and devices.....	28	
Any device, anywhere, anytime	28	
Mobile device input	28	
Single Sign On (SSO).....	29	
EdAlive Central Single Sign On	29	

The EdAlive Central Suite of Web Apps

What is a Web App?

A web application or web app is a computer program which is accessed through a website and is run in a web browser on your computer or mobile device. Common web applications include webmail, online photo editors, and education tools.

About the EdAlive Web Apps

EdAlive is a leading Australian publisher of educational web apps (e-learning web apps) for children aged 5 - 15. The *EdAlive Web Apps* are accessed from their respective *EdAlive* websites. They do not require the downloading or installation of any app from an app store.

EdAlive Central

EdAlive Central is the ground-breaking system that unites *EdAlive's Web Apps* into one seamless whole, and enables parents to manage and control each *EdAlive Web App* to which they wish to subscribe. It enables parents to control subscriptions and to access the required *EdAlive Web Apps* from one central location.



Quick Start Guide

Start your EdAlive Central Account

Before using any of the *EdAlive Web Apps* users must first create an *EdAlive Central Account* and then subscribe to the *EdAlive Web App* they wish to use. This process can be set up from any of the *EdAlive Web Apps* or from *EdAlive Central*. There are 2 ways you can get started:

Set up a Subscription and get a 3 Day Free Trial

All subscriptions start with a *free 3 day trial*. Simply choose a subscription plan and enter your payment details to get started. Your credit card won't be charged until the end of the 3 day trial and you can cancel at anytime.

Please see the pages following for instructions.

Claim an Activation Code (no payment required)

EdAlive Activation Codes give access to an *EdAlive Central Web App* subscription for a specified time. They do not require the entry of payment details to activate them. They are used to activate a subscription that you have purchased by other means or to activate a free subscription.

If you have an *EdAlive Activation Code* that gives access to one of the *EdAlive Central Web Apps* please follow the instructions on its accompanying support material. *EdAlive Activation Codes* are *EdAlive Web App* specific and give users access for a specified time.

Apply a Discount Code when purchasing a subscription

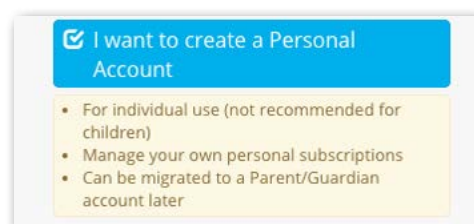
EdAlive Discount Codes are used to apply a discount when paying for a subscription. They are entered on the screen when you are completing payment details. Please see the pages following for instructions.

Types of Home Use Accounts

Personal Accounts

Personal Accounts are for the individual use of one person who wants to access any number of the *EdAlive Web Apps*.

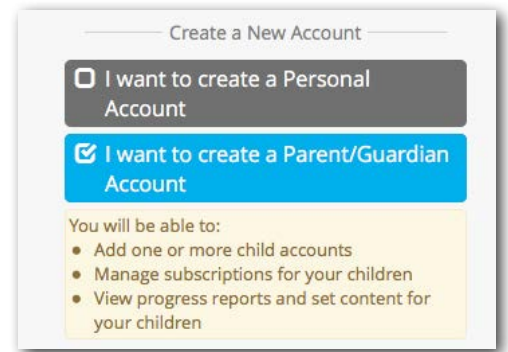
1. **Not recommended for use by children**. Best for adult individuals wanting their own account.
2. Use the email address of the user as the username.
3. Can be migrated to *Parent/Child Accounts*. For details see the entry *Migrating a Personal account to a Parent and Child Account*.
4. Each user requires their own unique account. Data from the activities completed is progressively recorded in the user's account. It is therefore unwise for users to share their accounts with another.



Parent Accounts

Parent Accounts are for use by parents/guardians with children and enable one or more children in a family to be subscribed to one or more *EdAlive Web Apps*.

1. Recommended for use by families with children
2. Parents create *Parent Accounts* within *EdAlive Central*.
3. Use parent's email address as the parent's *username*.
4. EdAlive Central generates a *username* and *password* for each *Child Account*.
5. Parents can control the number of *Child Accounts* and subscribe them to any one, or combination of, the *EdAlive Web Apps*.
6. Parents can view the progress of each child through each *EdAlive Web App* to which they are subscribed.
7. Each child requires their own unique account. Data from the activities completed is progressively recorded in each child's account. It is therefore unwise for parents to share one *Child Account* between multiple children.



Create a New Account

☐ I want to create a Personal Account

☒ I want to create a Parent/Guardian Account

You will be able to:

- Add one or more child accounts
- Manage subscriptions for your children
- View progress reports and set content for your children

EdAlive Central Help

The process of establishing your user account occurs in *EdAlive Central*. To access the built in *Help*:

1. Login and select *Help* from your *Your Name Menu* at the top right of the screen.
2. You will find printable resources, training videos and answers to *Frequently Asked Questions (FAQs)*.



How to Guides

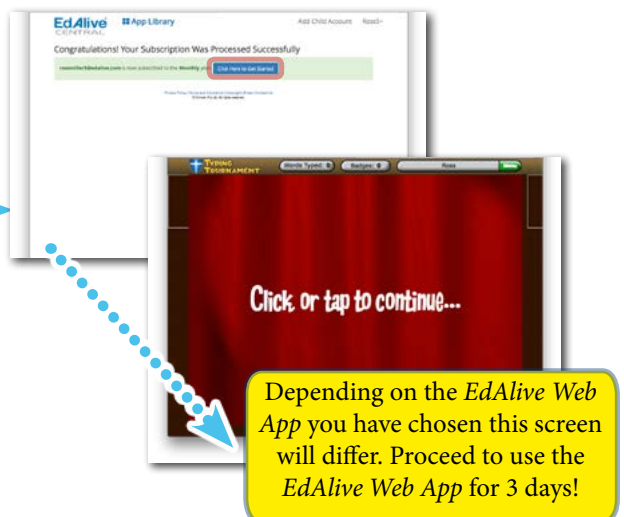
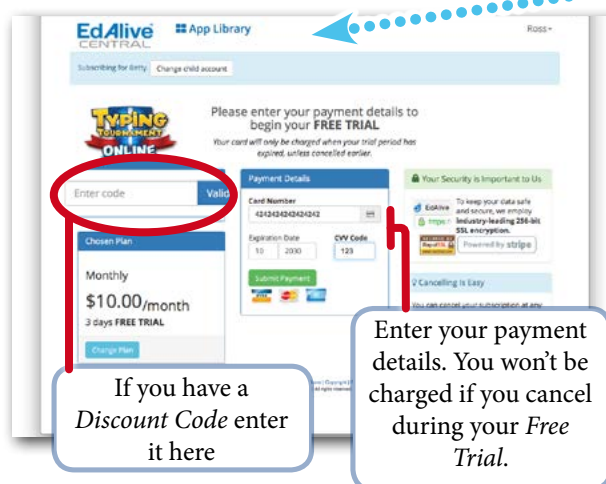
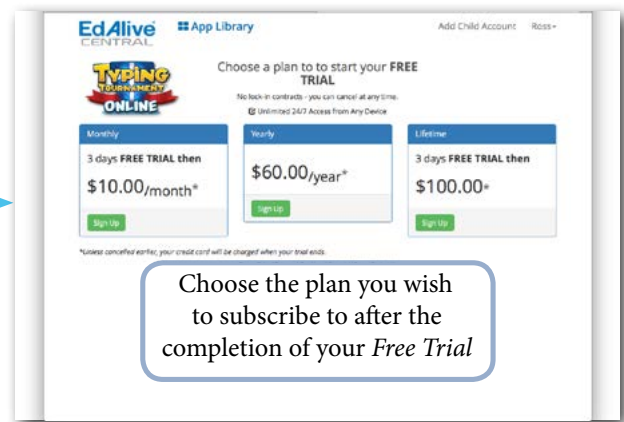
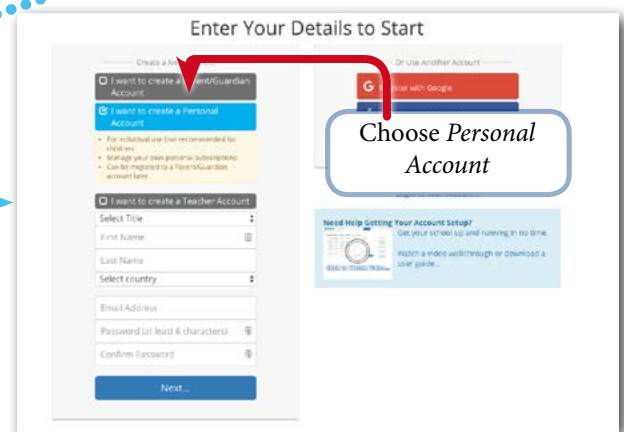
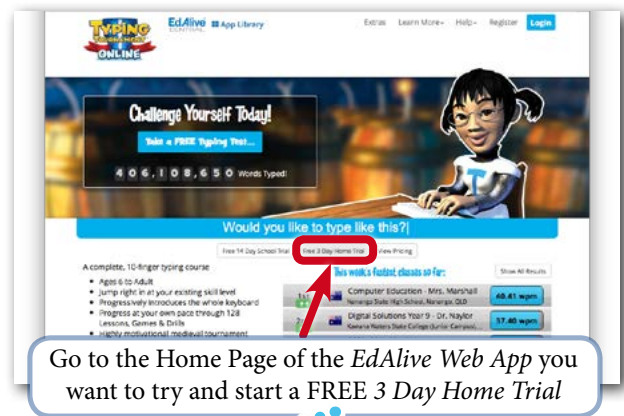
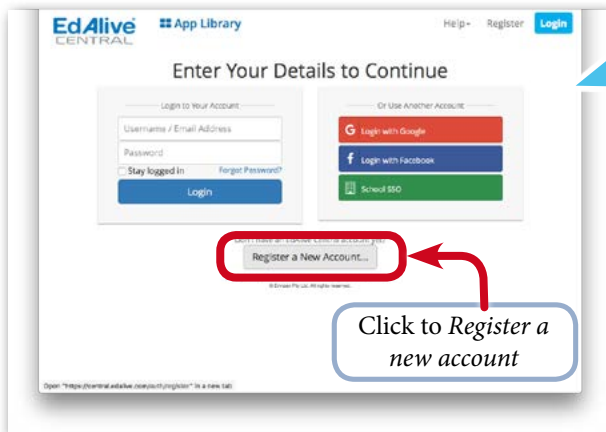
The following pages give step-by-step instructions for *Personal* and *Parent* users on how to start and manage subscriptions and perform essential tasks in *EdAlive Central*.



3 Day Free Trial - Personal Account

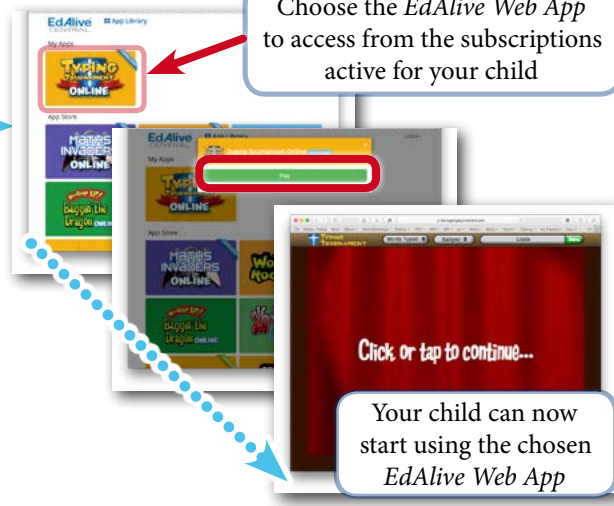
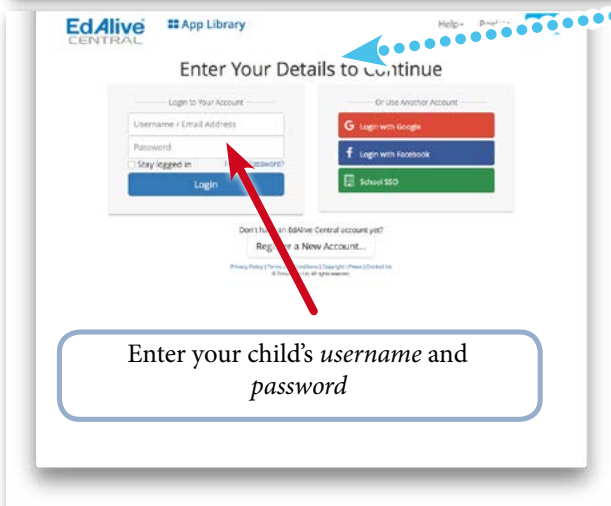
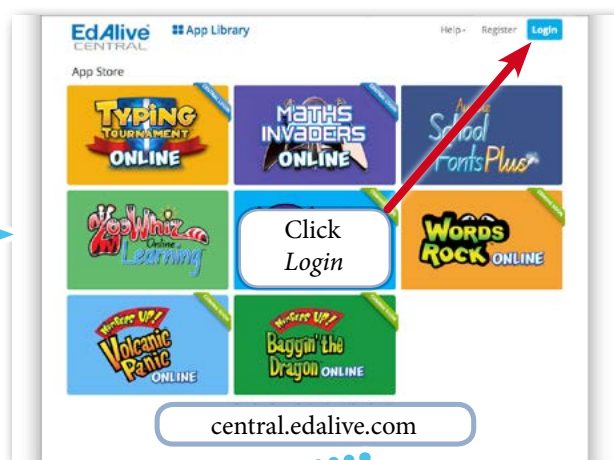
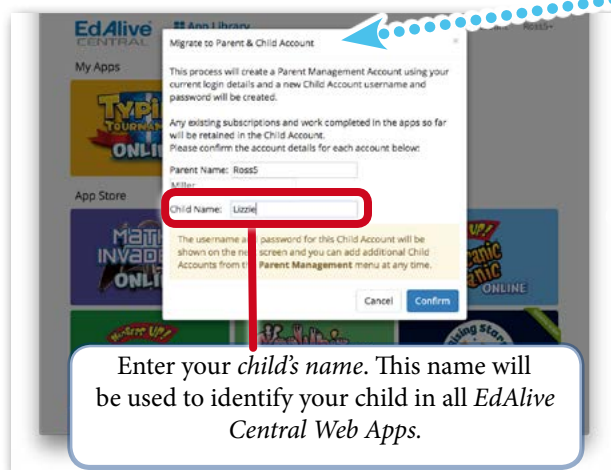
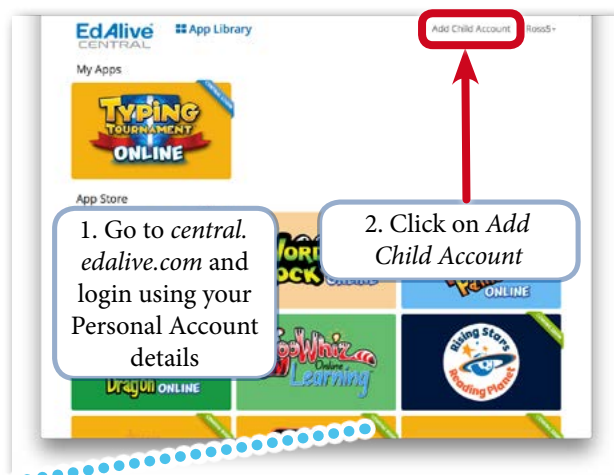
- A *Personal Account* uses the personal email of the user as the *username*.
- Can be used by a member of the public wishing to personally use one of the *EdAlive Web Apps*.
- Can be migrated to a *Parent Account*

All subscriptions start with a *3 day Free Trial*. Simply choose a subscription plan and enter your payment details to get started. Your credit card won't be charged until the end of the 3 day trial and you can cancel at any time.



Migrating a Personal Account to a Parent Account

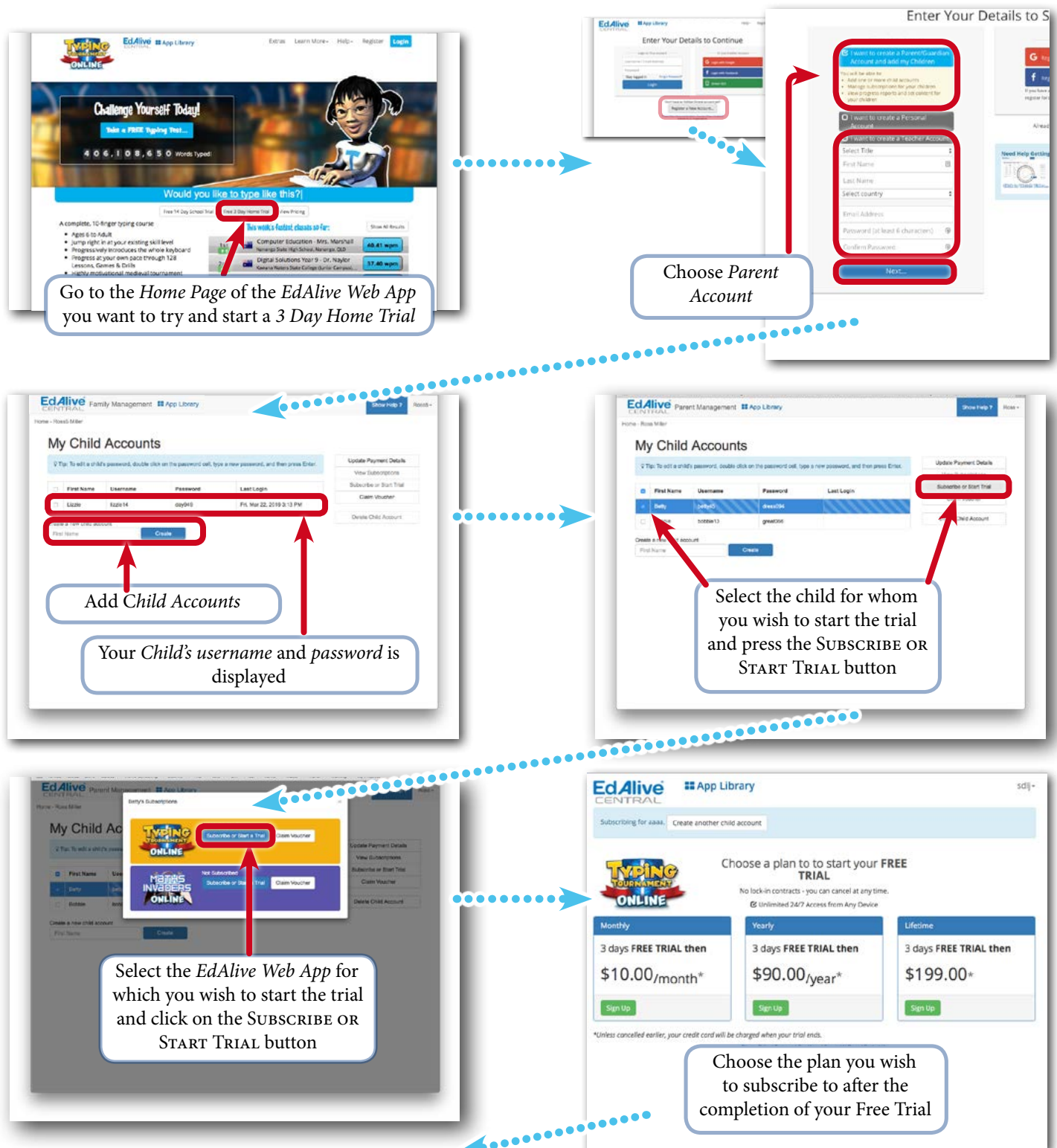
- A *Personal Account* can only be used by one user.
- For families with more than one child it is best to migrate *Personal Accounts* to *Parent Accounts* and then add extra children from the *Family Management Screen*.

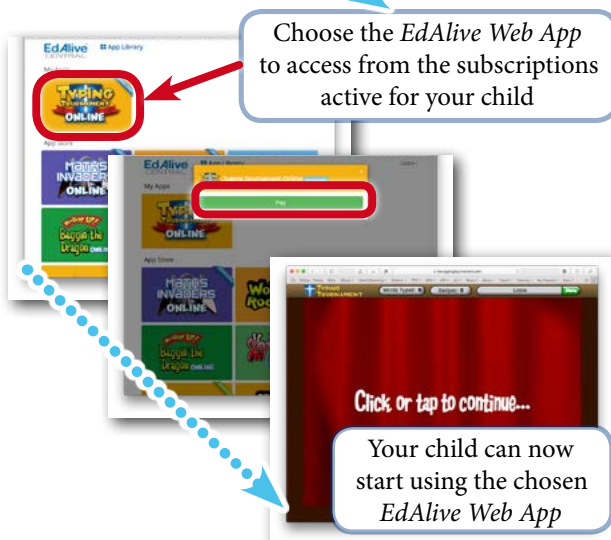
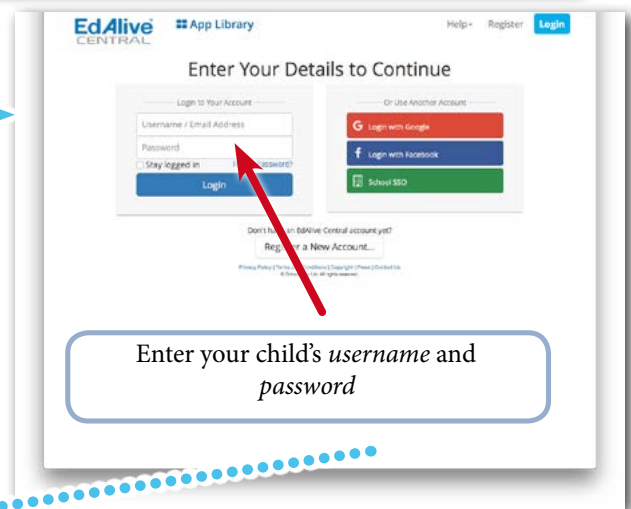
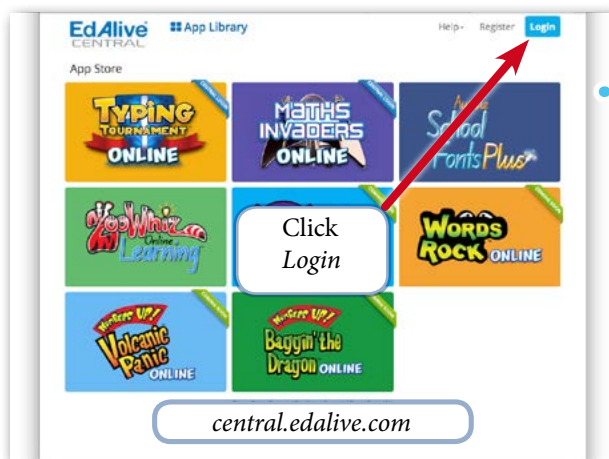
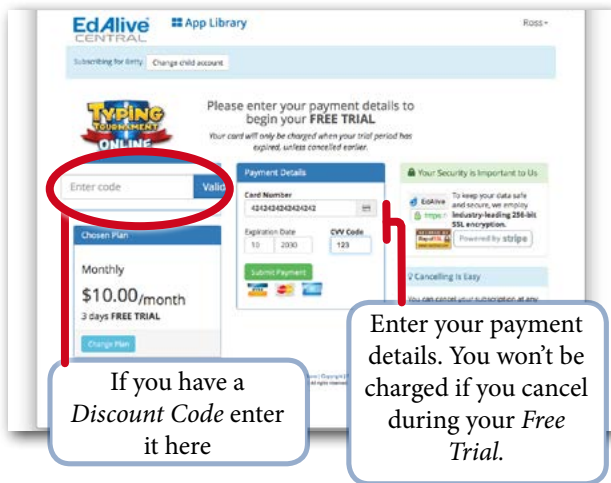


3 Day Free Trial - Parent Account

- A *Parent Account* and associated *Child Accounts* gives families the flexibility to add multiple children with subscriptions to multiple EdAlive Web Apps.
- The one Parent email address can be used to administer all of the *Child Accounts*.

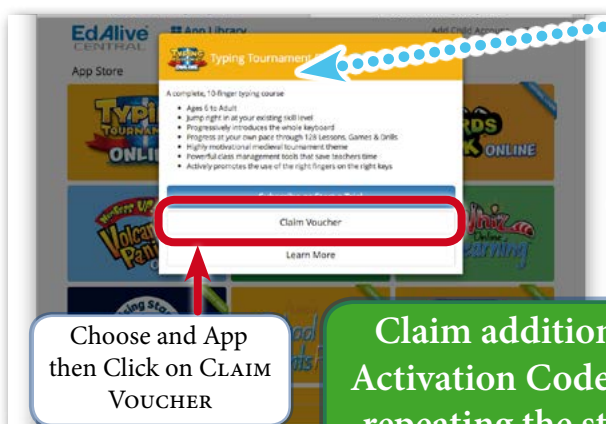
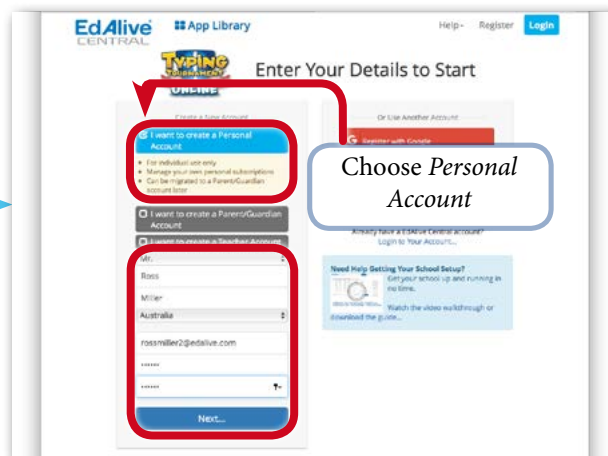
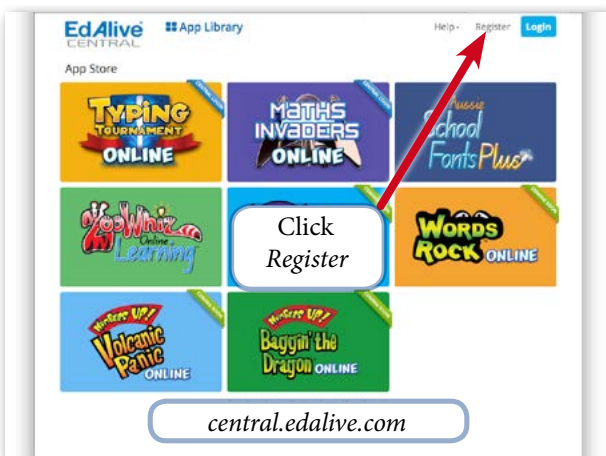
- All *subscriptions* start with a *free 3 day trial*.
- Simply choose a subscription plan and enter your payment details to get started.
- Your credit card won't be charged until the end of the 3 day trial.
- You can cancel at any time.



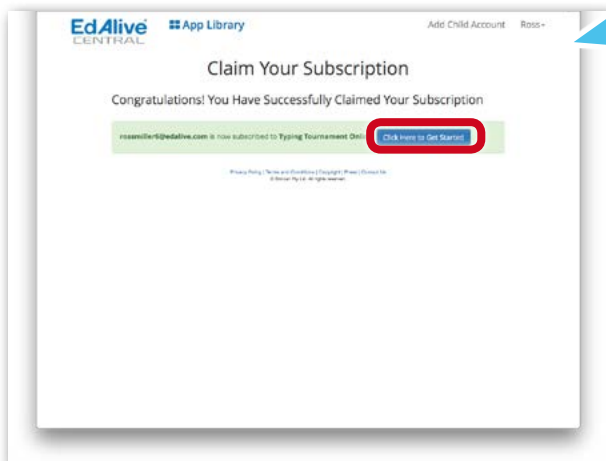
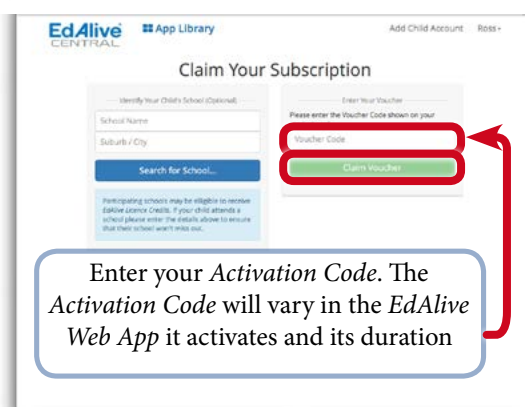


Claim an Activation Code - Personal Account

- Assumes that the user does not already have an *EdAlive Central Personal Account*.
- If the user already has an *EdAlive Central Personal Account*, log in with that username and password.

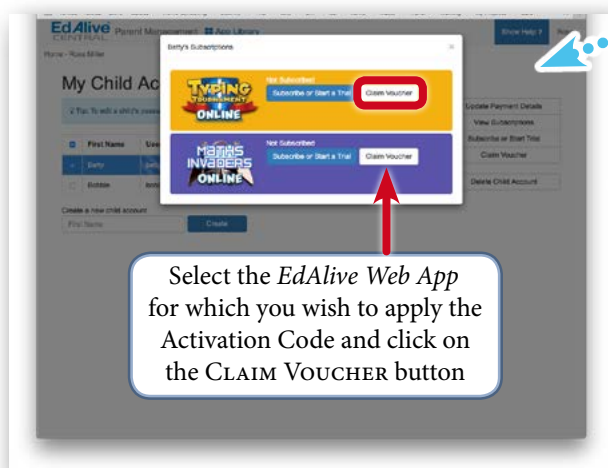
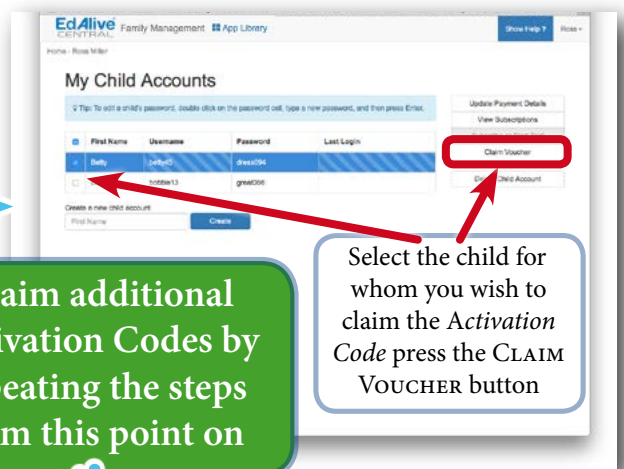
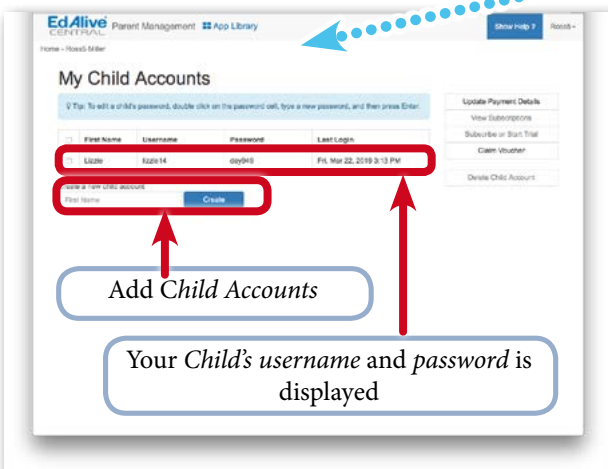
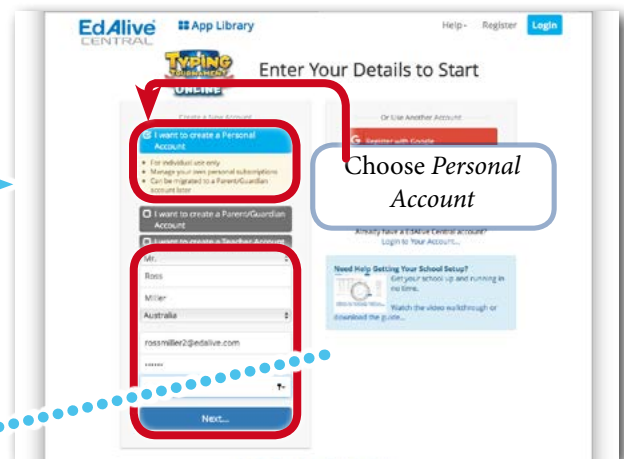
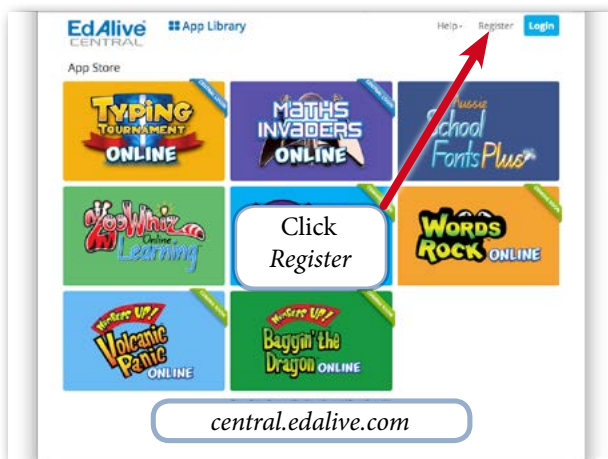


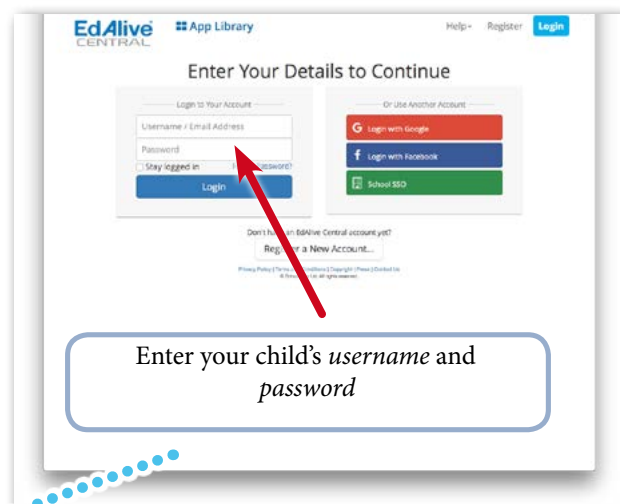
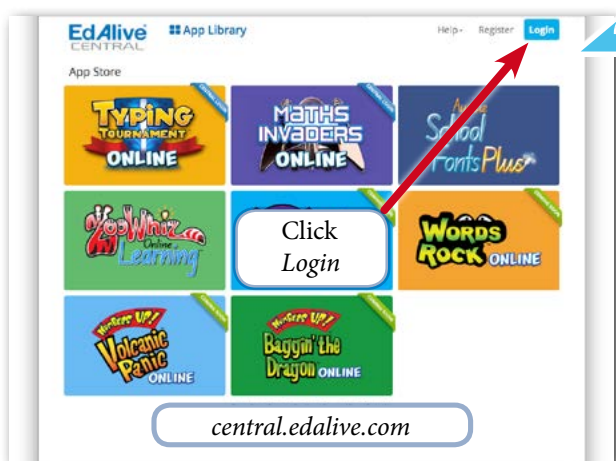
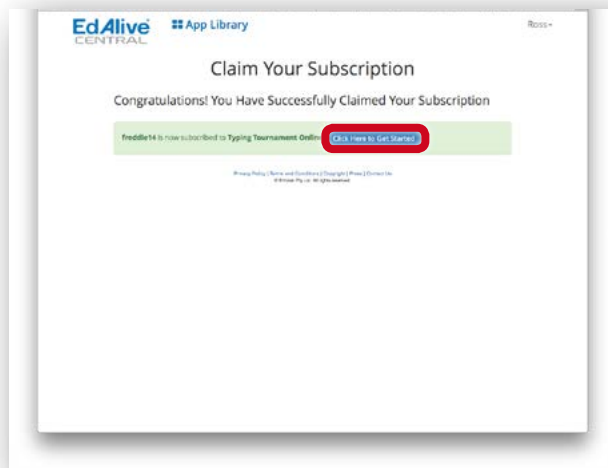
Claim additional Activation Codes by repeating the steps from this point on



Claim an Activation Code - Parent Account

- Assumes that the user does not already have an *EdAlive Central Personal Account*.
- If the user already has an *EdAlive Central Parent Account* then log in with that username and password.
- Enables the claim of an *Activation Code* and to apply it to a *Child Account*.




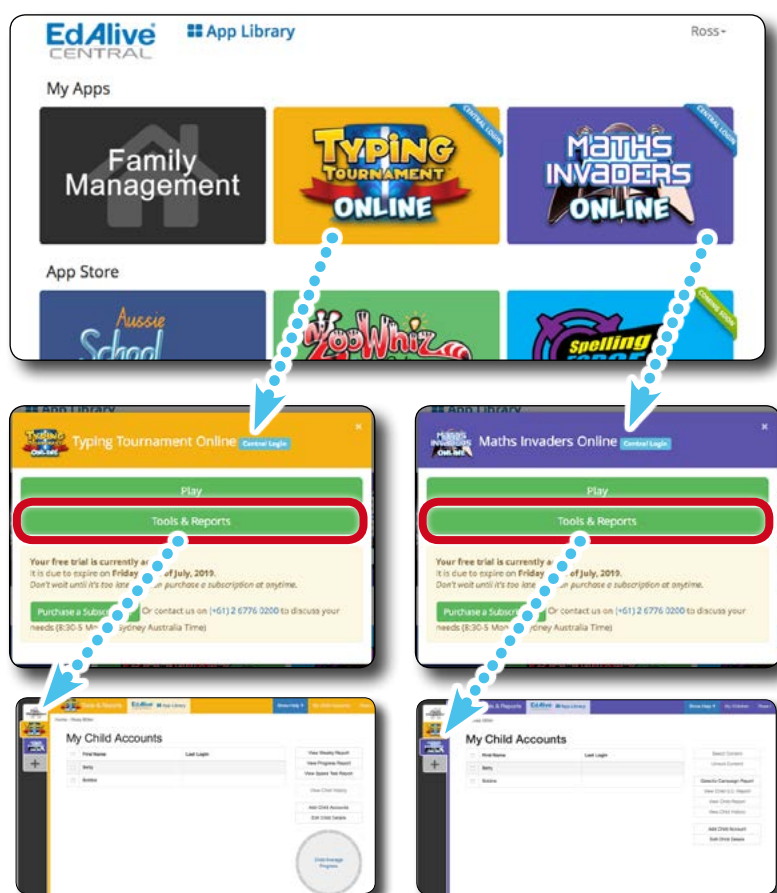


Navigation

Accessing the individual EdAlive Web Apps

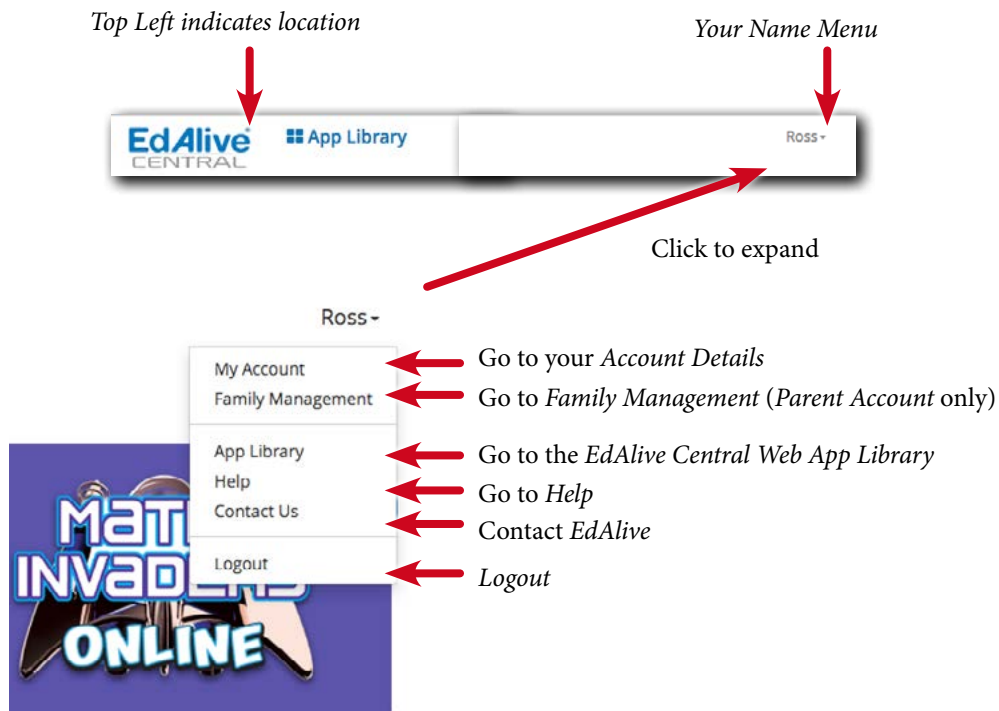
Each of the *EdAlive Web Apps* has its own web address that delivers the user experience to *Personal* and *Parent* subscribers.

1. Either access the web site of the individual *EdAlive Web App* by typing its url directly into your web browser or
2. If you are already in one of the *EdAlive Web Apps* then click on the  icon located at the top of some screens or choose *App Library* from the *EdAlive Web App* menu or
3. Go to *EdAlive Central* by typing *central.edalive.com* into your web browser and click on the icon of the *EdAlive Web App* you wish to access.



Navigating within EdAlive Central

Navigation within *EdAlive Central Parent and Personal Account* sections of the *EdAlive Web Apps* is consistent. The following illustrates navigation in *EdAlive Central*.



Main screen of central.edalive.com

When using any of the *EdAlive Web Apps* users are frequently directed to the main *EdAlive Central* screen which connects all of the *EdAlive Web Apps*. It operates as an app store and a way of navigating between the various *EdAlive Web Apps*.

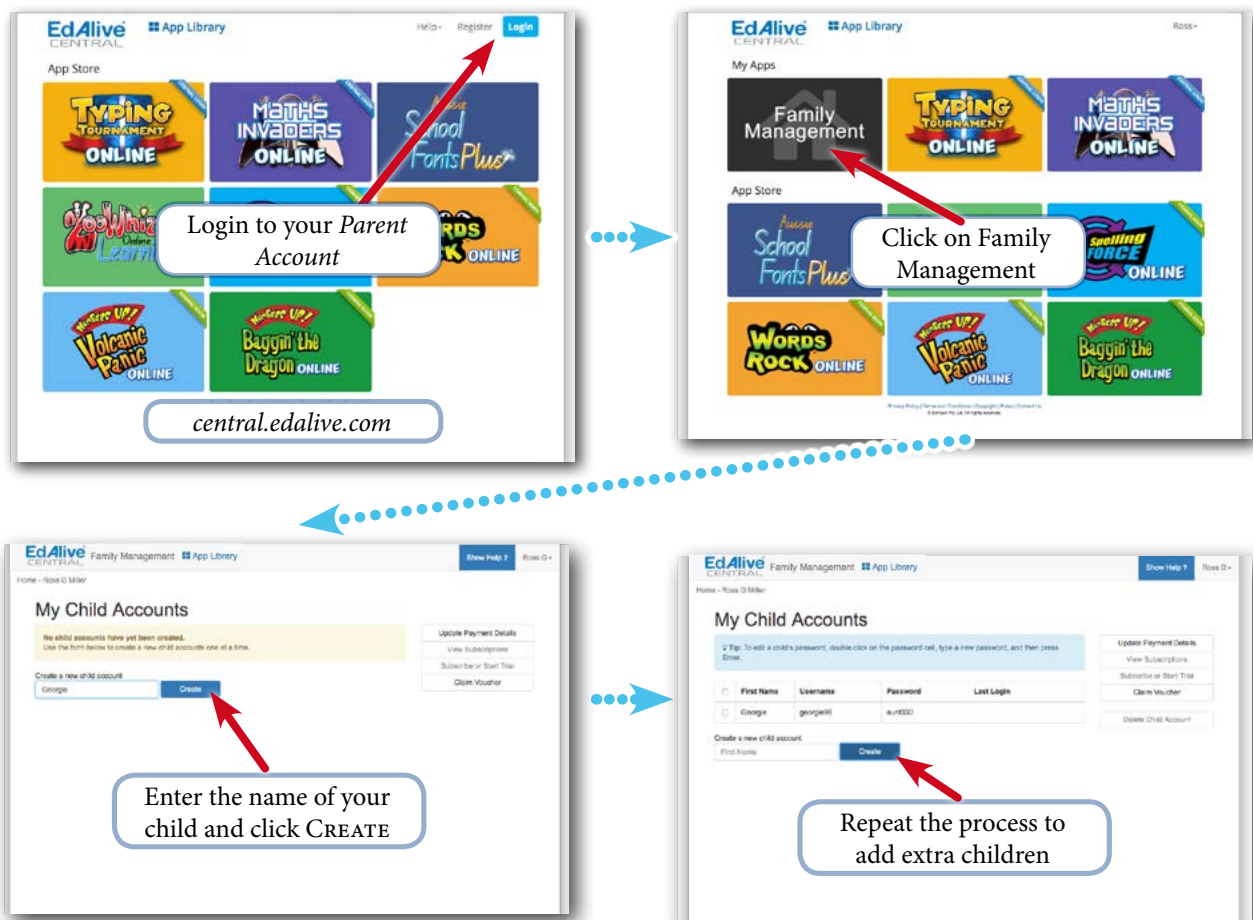


Manage Children

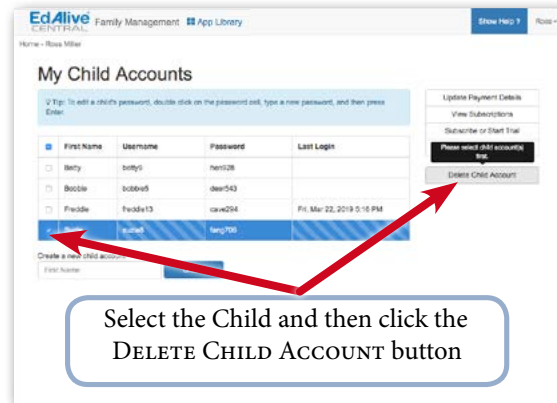
Privacy

NB. To give parents flexibility in setting up *Child Accounts* in congruence with child privacy requirements *EdAlive Central* uses a highly flexible system with minimal required child information. Simply enter the child's first name or part thereof, and *EdAlive Central* will create a unique username and password for the child.

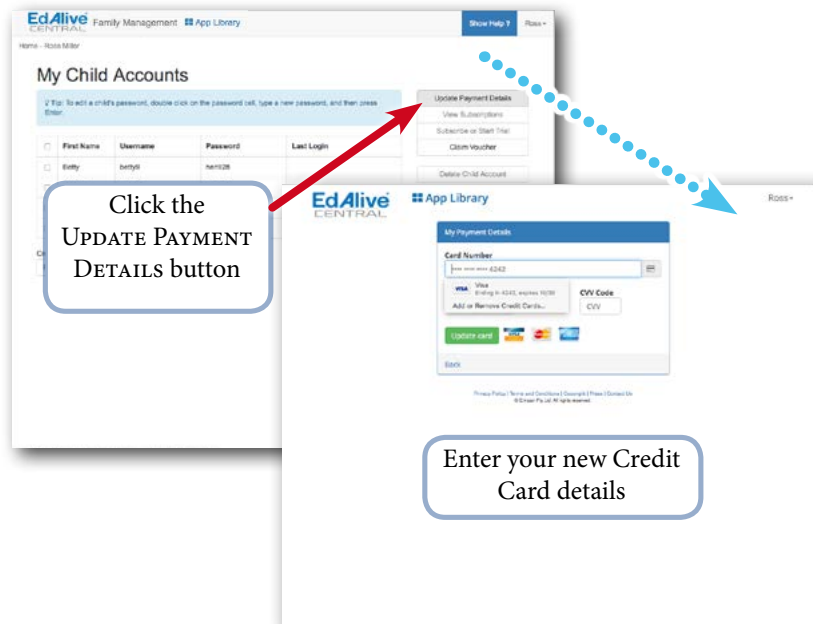
To add children to your Parent Account



Delete a Child Account



Update payment details



View subscriptions

Select the Child and then click the VIEW SUBSCRIPTIONS button

View your Child's subscriptions and perform functions as required

Cancel a Plan (Subscription)

Select the Child and then click the VIEW SUBSCRIPTIONS button

Click the CANCEL PLAN button

Your credit card will not be billed again for this subscription.

The Plan will cease when the period covered by the most recent payment has expired.

Subscribe or start trial

Select the Child and then click the **SUBSCRIBE OR START TRIAL** button

Click the **SUBSCRIBE OR START A FREE TRIAL** or **CLAIM** buttons

Choose the plan you wish to subscribe to after the completion of your Free Trial

Enter your payment details. You won't be charged if you cancel during your Free Trial.

Claim an Activation Code

My Child Accounts

Tip: To edit a child's password, double click on the password cell, type a new password, and then press Enter

	First Name	Username	Password	Last Login
<input checked="" type="checkbox"/>	Betty	betty45	great006	
<input type="checkbox"/>	Bobbie	bobbie123	great006	

Create a new child account
First Name:

Update Payment Details
View Subscriptions
Subscribe or Start Trial
Claim Activation Code
Create Child Account

Click the CLAIM VOUCHER button

Select the Child to whom the claimed voucher is to be applied

Claim Your Subscription

Claiming a subscription for Bobbie.

Identify your Child's School (Optional)

School Name:
Suburb / City:

Enter Your Voucher

Please enter the Voucher Code shown on your product card.

Voucher Code:

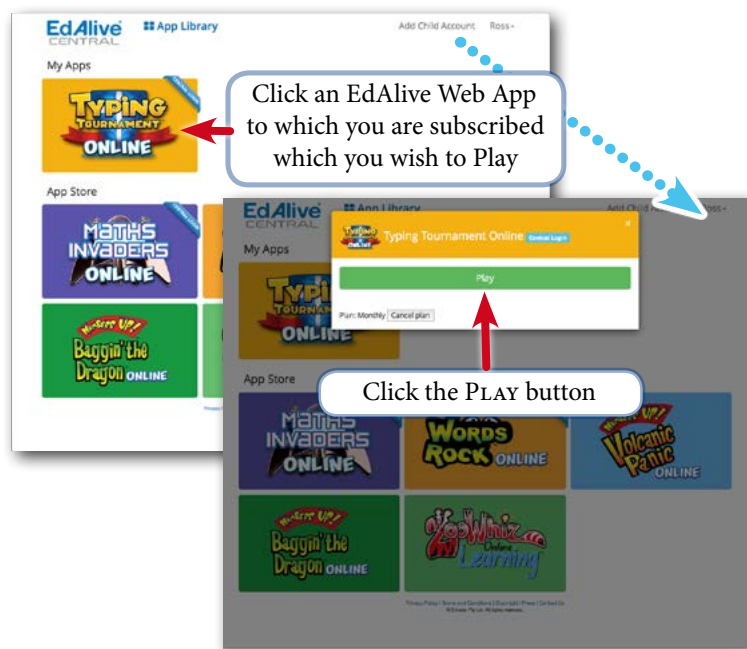
Enter the Activation Code and click on the CLAIM VOUCHER button

Manage Personal Account

Start a Free Trial or Subscribe



Play an EdAlive Web App



Claim an Activation Code

Click the Web App for which you wish to claim the Voucher

Click on the CLAIM ACTIVATION CODE button

Enter the Activation Code and click on the CLAIM VOUCHER button

Cancel a subscription

Click a Web App for which you want to cancel the subscription

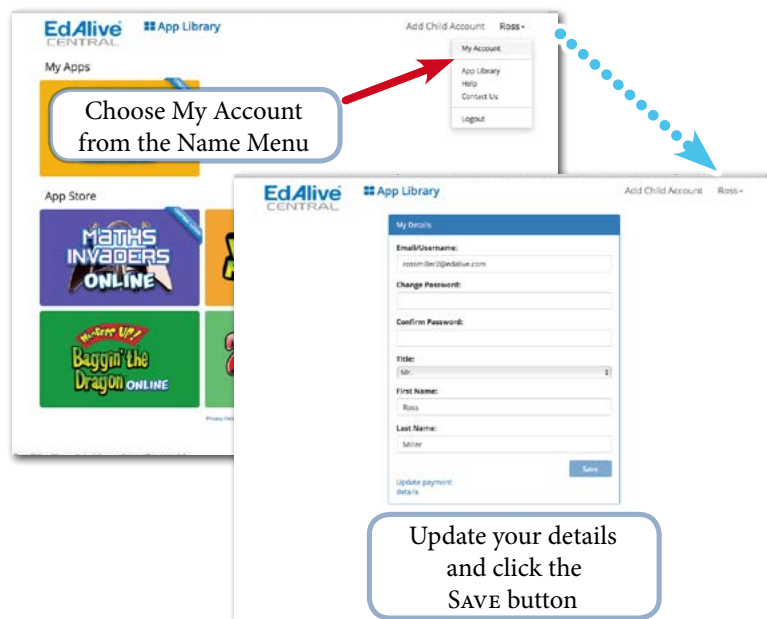
Click the CANCEL PLAN button

Your credit card will not be billed again for this subscription.

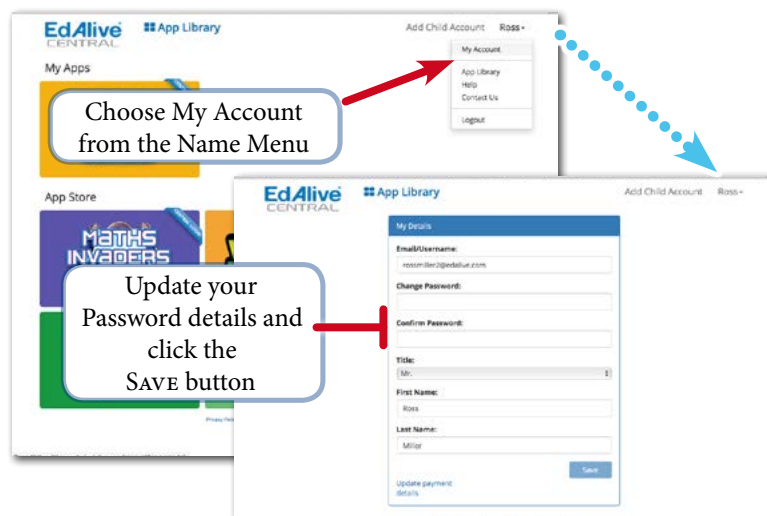
The Plan will cease when the period covered by the most recent payment has expired

Account Details

Edit Account details



Change password

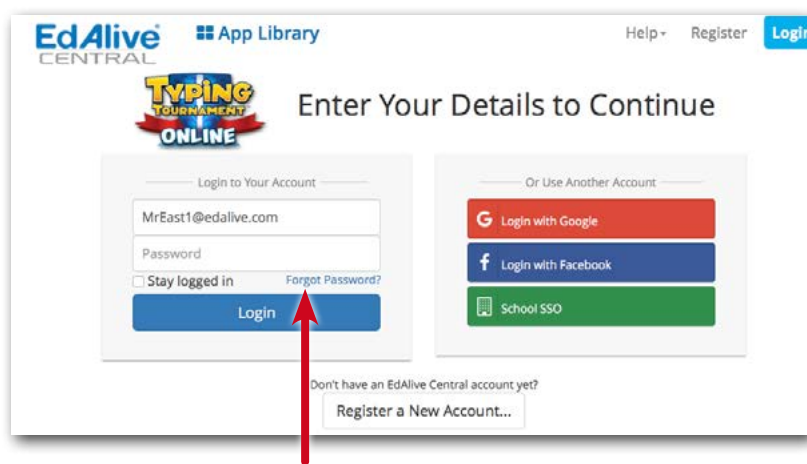


Password Reset

To reset the password

1. Enter the email address of the *EdAlive Central* account you are trying to access into the email field of the *Login* screen.
2. Click on the *Forgot Password?* Link.
3. An email will be sent to the email address.
4. Locate the email and click on the embedded PASSWORD RESET link and follow the on-screen instructions.

NB The password reset link embedded in the email endures for 60 minutes from the time it is sent. If it has expired when you go to use it, simply repeat the process above and use the fresh link within 60 minutes.



Click here to generate the password reset email. Don't forget to check your *Spam* folder.

Once you have reset the password you can then login to *EdAlive Central* and proceed.

Username has been taken

If a parent or personal user has used an *EdAlive Central Web App* previously it is likely that their email address has already been used as a username in the *EdAlive Central* system. If you have forgotten the password for this account see *Password Reset*.

Supported browsers and devices

Any device, anywhere, anytime



1. All *EdAlive Central Web Apps* work on any device including Windows PCs, Apple Macs, Surface Tablets, iPads, Chromebooks and other Android tablets
2. Compatible with all major browsers
3. Unlimited Access 24/7 wherever there is an Internet connection
4. No need for an App as it is fully web delivered

Mobile device input

Depending on the *EdAlive Web App* being used there may be a requirement for keyboard or numeric input. If this is the case a icon will be visible on-screen indicating its availability.

Pop up on-screen keyboard for mobile devices



Toggle on-screen keyboard

Pop up on-screen numeric keyboard for mobile devices



Toggle on-screen keyboard

Single Sign On (SSO)

EdAlive Central Single Sign On

The *EdAlive Central* system is in itself a *Single Sign On* system. Once a *Parent or Personal Account User* has been issued with their *credentials* (*username* and *password*) they can use these *credentials* to sign into any of the *EdAlive Central* linked *Web Apps* for which they have an active subscription or a trail.