

# FREQUENTLY ASKED QUESTIONS

**How do I add a student to Headsprout?**

Email [help@mimio.com](mailto:help@mimio.com)

**Can I use an iPad with Headsprout?**

You can, but you need an app such as Puffin for the flash player.

**What do I do if I need a techsteps account?**

You must first have an access email account and Contact Mary Ann Foster at [mfoster@access.k12.wv.us](mailto:mfoster@access.k12.wv.us)

**What do I do if my student is unable to save?**

The Internet homepage must be current school. If not, email [users@rcs.net](mailto:users@rcs.net) to have student account moved from previous school.

**How often is Acuity and WV Writes updated?**

Acuity and WV Writes are updated every other Thursday. If the student has not been added or the correction has not been made, email Kathy Zaferatos at [kzaferat@access.k12.wv.us](mailto:kzaferat@access.k12.wv.us)

**My Smartboard is not connected. What can I do?**

Make sure your USB connector is attached to your laptop. Still having problems. Power down the board, wait 1 minute and power up the board again to try to establish the connection.

**What do I do if my student does not have an icon on the desktop for Lexia?**

Look in the trash bin to see if it is there. If it is there, you can restore it from the trash or reboot your machine.

**What do I do if I cannot log on to the computer?**

Email [users@rcs.net](mailto:users@rcs.net) In the email, place the following information : Your name, your school name, your position.

**What do I do if my student cannot log on to the computer?**

Email [users@rcs.net](mailto:users@rcs.net) In the email, place the following information : Student name, students's school name, students WVEIS number, and student's grade.