



*2023-2024 School Year  
Administrator Guide*



Welcome to Knowre Math!

We are thrilled to partner with you this school year in pursuit of math success for all students.

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While this guide is full of information about the administrator experience of the Knowre Math program, this is not your only resource. Do not hesitate to reach out to [support@knowre.com](mailto:support@knowre.com) with any questions. We are here to support your school's implementation of the program every step of the way. You can also access the complete [Knowre Math User Guide here](#).

There are also additional resources available in our [Support Hub](#).

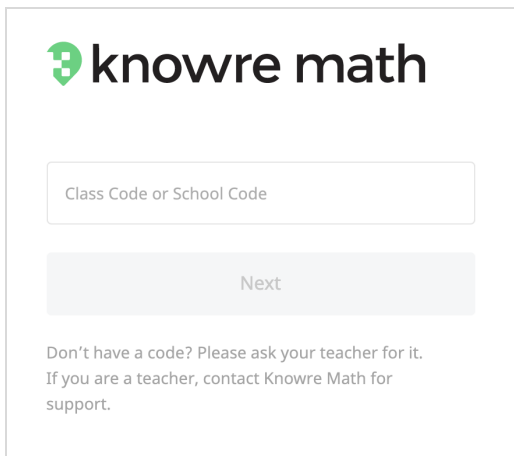
Here's to a great year of math learning and growth!

The Knowre Math Team

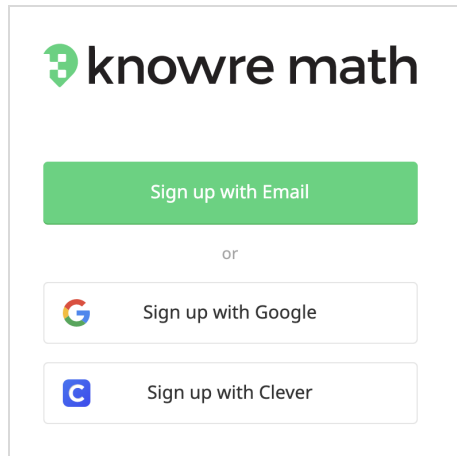
## Create your Knowre Math Administrator Account

Click this link <https://www.knowremath.com/#/signUp/code> and then follow the illustrated steps below.

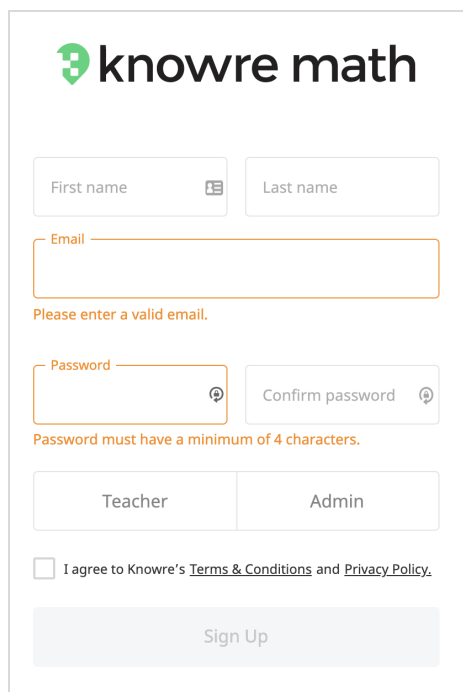
**Step 1:** Enter your school code.



**Step 2:** Choose your sign up method.



**Step 3:** Fill in the required information for your sign up method, then select Admin for account type.



## Administrator Dashboard Data

Your Administrator Dashboard provides you with information at the class and individual student levels to help you efficiently oversee and support your teachers. The first thing you'll see when you log in is a card for each of the classes using Knowre Math at your school, along with summary statistics reflecting their engagement and achievement.

The screenshot shows the Knowre Math Administrator Dashboard for 'Knowre Math Demonstration School (22-23)'. The dashboard includes a header with the Knowre Math logo, 'Dashboard', 'Student App' link, and a 'Math' dropdown. Below the header, there's a section for '23 Students' and 'Free trial' with a 'Request Bulk Upload of New Students' button. The main area displays a list of classes under the 'Classes' heading, with a 'Sort by' dropdown and a 'View my Classes only' checkbox. A 'Create a class' button is also present. Three class cards are visible:

Class Name	Grade	Students	Teacher	KSS	Achvmt	Probs Solved
6th Grade - Ms Rogers	Grade 6	10	Ms Rogers	83	86	1062
Algebra 1 - Ms Rogers	Algebra 1	5	Ms Rogers	81	84	412
Grade 4	Grade 4	5	Washington	86	89	232

This screenshot shows the same dashboard as the previous one, but with the 'Sort by' dropdown menu open. The menu options are:

- Sort by (selected)
- # of Probs Solved↓
- Teacher
- KSS↓
- Achievement↓
- Curriculum

The class cards are partially visible behind the menu.

### Sorting

Use the sorting menu (see image left) to sort the list of classes by # of Probs Solved, Teacher, KSS, Achievement, or Curriculum. Once you've found a class you'd like to take a closer look at, click on the class card to view the complete Teacher Dashboard for that class.

## Creating Teacher and Student Accounts

### Teacher Account Creation

Please share the Knowre Math school code that was provided to you with any teachers who will be using the program. If your school uses Google or Clever, teachers will be able to sign up using those accounts.

All teachers will use the school code to sign up for their teacher accounts at [www.knowremath.com](http://www.knowremath.com).

A video explaining the sign up process can be found here: [https://youtu.be/X6BBF3\\_bHVw](https://youtu.be/X6BBF3_bHVw)

### Bulk Upload Student Accounts

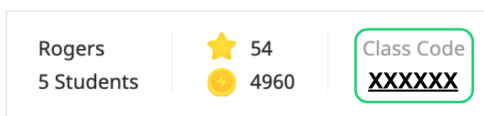
With a bulk upload, student accounts can be created for you. This can help save time during the rush of back to school. Please note, we can not create teacher accounts on their behalf or via bulk upload.

If you'd like your student accounts to be created via a bulk upload, please download [this template](#) and fill it in with the requested information

Send completed templates as attachments to [support@knowre.com](mailto:support@knowre.com). Please include your school's name when saving the document.

### Student Account Creation (Other options)

*Option 1:* Students can sign up for their own accounts by visiting [www.knowremath.com](http://www.knowremath.com) and using the class code provided to them by their teachers. After a class is selected in the Teacher Dashboard, the class code can be found in the upper right-hand corner (see image below). Students can sign up using email/username, Google, or Clever.



*Option 2:* Teachers can create accounts for their students directly from any class on their Teacher Dashboard by selecting the “Add Students to this Class” button then choosing “Create new student accounts.”

Period 2 ▾

Rogers

5 Students

★ 54

4960

Class Code

XXXXX

Students

Curriculum

Student Progress

CCSS

Assignments

Insights

Algebra 1

5 Students ⓘ

Add Students to this Class

Download ▾

Student ▲	Last Seen	Last Worked On	Algebra 1 % Completed	KSS	Achvmt	Time / Prob
Class Average			6	Achvmt	0	0 00:00
Cressman, Andy	1 h ago	Ready? Check. Go!	5		0	0 00:00
Lovey, Serena	1 h ago	Ready? Check. Go!	6		0	0 00:00
Pak, Melissa	1 h ago	Ready? Check. Go!	10		0	0 00:00
Swanson, Jack	1 h ago	Ready? Check. Go!	4		0	0 00:00
Ward, Paul	1 h ago	Ready? Check. Go!	5		0	0 00:00

## Year to Year Transition

In order to prepare your school's Knowre Math account for the new school year there are a few steps you need to take.

**Step 1:** Delete the accounts of students who have left the school and those who will likely not be using the program this year to open licenses for new students (details p.9).

- Before the start of the new school year, you'll need to delete the accounts of students who will no longer be using Knowre Math. This will free up licenses for new students.
- Students who were in 12th grade the previous school year are automatically removed. If needed, email [support@knowre.com](mailto:support@knowre.com) as soon as possible to get those accounts back before they are permanently deleted.

**Step 2:** Share your school code with any teachers who will be using Knowre Math for the first time so they can create their accounts.

- Returning teachers should continue to use their current accounts.

**Step 3:** Bulk upload new students so their accounts are ready for them on the first day of school (optional, but encouraged if you are adding more than 100 new students).

- Download and fill in this [excel document](#) with student information.
- Save the file with your school's name and return it to [support@knowre.com](mailto:support@knowre.com).

**Step 4:** Delete the classes of non-returning teachers only.

- IMPORTANT: Wait to delete these classes until all returning students are connected to their new teacher in the program. If you delete the class before that, those students will no longer be able to log in without providing a new class code.
- To delete a class, click on a Teacher's Class on your Admin Dashboard then select "Delete this class" from the Settings menu (see image below).
- Let us know the names of the teachers who have left so we can remove their accounts.

The screenshot shows the Knowre Math Admin Dashboard for a 'Grade 4' class. The top navigation bar includes 'Dashboard' and 'Student App'. The class name 'Grade 4' is displayed with a dropdown arrow. To the right, it shows 'Washington 5 Students', a star icon with '55', and a 'Class Code' of 'XXXXX'. Below the class name, there are tabs for 'Students', 'Curriculum', 'Student Progress', 'CCSS', 'Assignments', and 'Insights'. The 'Students' tab is active. In the top right corner of the dashboard, there is a settings menu with two options: 'Edit class name' and 'Delete this class'. The 'Delete this class' option is highlighted with a red rectangular box. Below the settings menu, there is a table with columns for 'Student', 'Last Seen', 'Last Worked On', 'Grade 4 % Completed', and a date range 'Sep 27 - Oct 03'. The table is currently empty.

**Step 5:** Encourage teachers to clean up their own Dashboards by deleting or renaming old classes.

- When teachers return to school they should organize their own Teacher Dashboards. Once they've done so, your Administrator Dashboard will now reflect their new classes and you'll be ready to monitor data for the new school year.



## Deleting Student Accounts

With an administrator account, you are able to delete multiple student accounts at a time. Only delete a student's account if they will definitely not be using the program again. Once an account is deleted, it cannot be retrieved.

**Step 1:** Open the list of students enrolled by clicking on the number of student accounts.

The screenshot shows the Knowre Math administrator dashboard for 'Knowre Math Demonstration School (22-23)'. At the top, there's a navigation bar with 'Dashboard', 'Student App', and 'Math'. Below the school name, there's a link for '23 Students' which is highlighted with a green box. A green arrow points from a callout box saying 'Click to view enrolled students' to this link. To the right of the link is a 'Free trial' label. Further right is a button 'Request Bulk Upload of New Students'. Below this, there's a 'Classes' section with a 'Sort by' dropdown and a 'View my Classes only' checkbox. A green 'Create a class' button is on the right. Three class cards are shown: '6th Grade - Ms Rogers' (10 Students, Math), 'Algebra 1 - Ms Rogers' (5 Students, Rogers), and 'Grade 4' (5 Students, Washington). Each card displays KSS, Achvmt, and Probs Solved scores.

**Step 2:** Select the student accounts to be deleted, then click the “Delete” button.

The screenshot shows the 'Students who are signed up for Knowre Math' section. At the top, there's a '23 Students' link and a search bar. Below, there's a table of students. A green box highlights the 'Delete' button with a callout '2. Click the “Delete” button’. Another green box highlights the checkboxes next to 'Alvarez, Malcolm' and 'Barnet, Paxton' with a callout '1. Select student accounts you want to delete’. The table has columns: Name, Grade, Email or Username, Password, Teacher (Class Code), Last Seen, and Enrollment Date.

Name	Grade	Email or Username	Password	Teacher (Class Code)	Last Seen	Enrollment Date
<input checked="" type="checkbox"/> Alvarez, Malcolm	6				Sep 8, 2022	Aug 24, 2022
<input type="checkbox"/> Babalola, Malaki	4				Aug 22, 2022	Aug 22, 2022
<input type="checkbox"/> Barbaro, Phoenix	6				Sep 20, 2022	Sep 20, 2022
<input checked="" type="checkbox"/> Barnet, Paxton	6				Sep 15, 2022	Aug 24, 2022
<input type="checkbox"/> Bird, Amy	6				Sep 13, 2022	Jun 18, 2020
<input type="checkbox"/> Clegg, Carter	4				Aug 22, 2022	Aug 22, 2022
<input type="checkbox"/> Cole, Ben	4				Aug 23, 2022	Aug 22, 2022
<input type="checkbox"/> Cressman, Andy	6				Aug 23, 2022	Jun 22, 2020

## Introducing Knowre Math to Parents/Caregivers

Please feel free to use and or edit the text below to help your teachers share Knowre Math with the families of your students.

If students have computer and internet access at home, you should also include information about accessing Knowre Math outside of school. Sample text for this introduction has been included below.

*Dear Families,*

*I am writing to share some exciting news! To help support math learning in our classrooms, our school has adopted a new, online program called Knowre Math.*

*As your student works on Knowre Math, they can access support at the touch of a button. In-problem videos and interactive step-by-step support mean your student can choose how they get help. These supports, coupled with a wide range of question types, encourage math skill development as well as independent learning skills.*

*While students are working on Knowre Math, information is delivered to their teachers in real-time through a Teacher Dashboard where the teacher can follow each student's progress, assign lessons that target specific needs, and ensure each student stays on track to success.*

*[Students also have access to Knowre Math outside of school. The program can be quickly accessed through the Chrome or Safari browser of a laptop or desktop by visiting [www.knowremath.com](http://www.knowremath.com). When working on the program at home, I recommend that students focus on \_\_\_\_\_ (fill in your recommendation \_\_\_\_\_).]*

*You can learn more about Knowre Math by visiting their website at [www.knowre.com](http://www.knowre.com).*

*Please be in touch if you have any questions.*

## Technical Requirements

### Knowre on the Web

Device	Browser
Laptop	Chrome, Safari
Desktop	Chrome, Safari
Chromebook	Chrome

### Knowre on the iPad

iPad	<p>Search “Knowre Math” in the Apple App Store; iOS 11 or greater</p> <p>The app includes the student experience. Teacher Dashboard is available through the web browser.</p>
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Please make sure the following web addresses are not blocked on your school’s firewall:

<https://knowreapp-math-prod.s3.amazonaws.com>

<https://dl1d2m8ri9v3j.cloudfront.net>

<https://www.gstatic.com>

<https://old-oreesh.knowreapi.com>

<https://old-mathquill-knowre.knowreapi.com>

<https://old-sinod.knowreapi.com>

<https://school-client.knowreapp.com/stable>

<https://glesea.knowreapi.com/2.5.1>

<https://oreesh.knowreapi.com/2.10.0>

<https://contents.knowreapi.com>

<https://clever.com>

<https://capture.trackjs.com/capture>

<https://classic-zwi.knowreapi.com>

<https://graphql-ussplus.knowreapi.com/graphql>

<https://sinod.knowreapi.com>

<https://contents.knowreapi.com/us>

<https://www.knowre.com>

<https://knowre-for-homeschool.firebaseio.com>

<https://sl-oauth.knowreapi.com/cleverOAuth>  
<https://us-school-plus-oauth.knowreapi.com>  
<https://www.google-analytics.com/collect>  
\*.knowremath.com  
\*.knowreapi.com

If you have any questions about Knowre Math's compatibility with your school's devices and network settings, please email [support@knowre.com](mailto:support@knowre.com).

## FAQs

### **Is it possible to see information at the individual student level?**

Yes. Click on any of the class cards on your Dashboard in order to see data at the individual student level. Once you've clicked into the card you will see exactly what your teachers see. This means that you have access to information at the class, student, standard, and lesson level. You are also able to skim through Assignment results and create Assignments.

### **What are ways to identify classes that are struggling?**

The quickest way to do this is to use the sort option and sort the classes by "Achievement" or "KSS." The classes will rearrange with the highest Achievement or KSS at the top. Scroll down to identify classes that are struggling the most.

### **I want to identify classes that are the most active so that those teachers can support other teachers. How do I do that?**

In order to find the most active classes, use the sort option and sort the classes by "Problems Solved." The most active classes will appear at the top and you'll be able to quickly see the teacher's name on the card.

### **What does the red clipboard, which occasionally appears in the upper right corner of a class card, mean?**

The red clipboard indicates that there is an assignment that has come due. It is an indicator to remind teachers to check the data for that assignment on their Assignment tab. As soon as the assignment's data has been reviewed, the clipboard will go away.

### **I also teach my own math class. Can I create my own classes too?**

Absolutely! You can create as many classes as you need. When you just want to see your classes, select "View my classes only" from the sort menu. Refresh the screen when you'd like to see all of the classes again.

### **Is there a way to view all of the students across a certain curriculum?**

When you sort by curriculum you are able to identify which students are in which curriculum. If you want to see all of those students presented together we recommend creating a new class on your Dashboard. After the class has been created use the "Add Existing Students" option to add the students you'd like to see in that class. You can search by grade level to speed up the process.

## Feedback, Questions, and Implementation Support

Reach out to [support@knowre.com](mailto:support@knowre.com) with all questions big or small.

You can also visit our expanded [Frequently Asked Questions](#) and [Support Hub](#) for more information.

