

Best practice hints & tips

What happens if a student forgets their password?

Please see RSUK: **Editing and Locking Student Passwords** which you can find on our website at <https://www.daisyeducationuk.com/customer-support/resources-hub/dreambox-reading-plus>. If you need any extra support please contact our Customer Support Team at: readingsupport@daisyeducationuk.com or 191 389 6078.

What happens if I forget my password to log in to DreamBox Reading Plus as an educator?

Follow the link below which will take you through how to reset your password. You will need to enter the email address set up on your Reading Plus account <https://teachersupport.readingplus.com/athena/reset>.

Once completed, you will receive an email with a link to reset your password. **This link expires after two hours.**

How can I access Reports and view student progress?

You can access students' progress by selecting **Reports** in **Teacher** or **Admin View**. Select the class, type of report you want to view, and the time period from the dropdown menu. If you have any queries on how to access or interpret the reports, please contact our Customer Support Team.

How are Levels unlocked?

Students unlock Levels by earning Combos (two consecutive comprehension scores at +80%). The number of Combos required is set specifically for each student, but is typically between five and ten.

Can I set Reading Plus as homework?

Yes! Students can access Reading Plus at home if they have a computer/tablet and access to the internet. To send login details, you can print the **Home Use Letter** in your **Admin View** (see also <https://www.daisyeducationuk.com/media/Resources/Resources%20Hub/Reading%20Plus/DreamBox%20Reading%20...>

You can also find resources to support home usage of Reading Plus here - <https://site-daisy-education.s3.amazonaws.com/media/Resources/Resources%20Hub/Reading%20Plus/Parent%...>

What happens if a student is on Hold?

Students are placed **on Hold** when they are shown to be struggling within the programme. You will be alerted to any students who have been placed **on Hold** via the **Actions and Alerts Tab** located on your **Teacher Dashboard**. Alerts are shown by the orange warning triangle. You can then select the student that is **on Hold**, clear their **Hold** and send them a message. We recommend that a teacher is logged in to Reading Plus whilst the students are using the programme in order to clear **Alerts** immediately.

How can I change the speed of the Guided Window (G-Rate) for a student?

The Reading component will automatically change the G-Rate as progress is made. You can ask the Customer Support Team for further help changing the G-Rate.

What are ReReads and why are they important?

The **ReRead** button is a support strategy that can improve comprehension scores. If students are not sure of an answer, they can click the **ReRead** button, which will display an isolated part of the text that contains the answer. Students will find **ReReads** in the bottom lefthand corner of the screen when they are answering the comprehension questions.

We encourage students to use ReReads to ensure they are confident with their answers!

How do I issue more ReReads?

To increase a student's **ReReads**, you need to select the individual student's **Settings**. Then select **Programme Settings**. You can select the new amount of **ReReads** from the dropdown menu. All students are automatically assigned two **ReReads** and can have a maximum of five.