

myLexia FAQs

Do you have a question? Email support@lexialearning.com

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Getting Started Questions

How do I get my students into myLexia?

If you have more than a few students to add to myLexia, you can import a spreadsheet of student information into the system. Click the Student tab and click Import. Please refer to the Importing Student Information into Lexia guide that is available on the Import pages.

My students have not used Lexia Reading Core5 or Lexia Strategies. How are students placed in the appropriate levels?

The first time the students log in, the program gives them placement activities designed to automatically place the student at the proper level. For information on Core5 Auto Placement, see page 8 of Core5 Teacher's Manual:

http://www.lexialearning.com/core5training/doc/C5TeachersGuide_ALL.pdf

My student is not able to log in into Core5 and is receiving a "You are not enrolled in Core5" error message.

Your student is assigned to Lexia Strategies. Your school technology staff has to install the Lexia Strategies program on the student's PC or Mac or download the app to the student's iPad or Android tablet.

How do I change the default student grade that is assigned to Lexia Reading Core5 to 6th grade or above?

By default, students in grades PreK-5th grades are assigned to Core5 and students in grades 6th and above are assigned to Lexia Strategies. You can change the highest grade that is assigned to Core5:

1. Log in to myLexia.
2. Click the Admin tab
3. On the left-hand menu, under General, click "Site Info."
4. Look for the "Core5 Grade" drop-down menu and choose the highest grade that should be assigned to Core5 by default.
5. Scroll down and click the Save button.

How many licenses do we have? When do they expire?

If you have administrative rights you can look in the Admin tab in myLexia. If you do not have access to the Admin tab, you can contact your admin for that information.

Account Management Questions

Who is my account manager?

Go to www.lexialearning.com and click Contact. Click your state and you will see your account manager.

How do I prepare student accounts for the next school year by advancing the students' grade levels, clearing the class rosters, and removing old student accounts?

This document contains full instructions:

<http://www.lexialearning.com/files/support/LexiaReadingEndOfYearUtilities.pdf>

Do I have to reset a student's placement at the beginning of every school year?

No, the program is designed to have students continue where they left off. There is repetition built in to refresh student knowledge even if they did not use Lexia during the summer.

In the new school year, can I assign existing staff and students to classes via a spreadsheet import?

Yes. In the Staff and Student Import files, you can use the Class column to modify the class assignments of existing staff and students.

Can I delete my students or staff so I can start over?

To delete staff, click the Staff tab. Individually select the staff members you want to delete, or scroll to the bottom of the page and click Select All. At the bottom of the page, click Permanently Delete.

To delete students, click the Students tab. Select the students and click Delete. To permanently delete students, at the bottom of the Student page, click Show Deleted Students. Select the students and click Permanently Delete.

How do I get a teacher or student moved into my school that has an ID in another school?

The District Administrator for your site can move staff and students among your schools. Your School Administrator will likely know the person with District Administrative Access who can do this.

I have a teacher who serves two schools that are using Lexia. How do I need to set that up in the system?

Pick one of the schools as the teacher's main school. Create the teacher account using the main school. The teacher can create his/her own classes. The District Administrator can add the teacher into the classes in the second school.

Alternatively, the District Administrator can add a second unique user ID for the teacher in the second school.

If I did want to reset a student's program assignment, what is the best way? What is the best way to reset all students' placement?

To reset student assignments, choose the one-by-one method or the bulk method:

One-by-one:

1. On the Students tab, click the student's name.
2. Under Assignments, select Reset Placement and then click Save.
3. Click OK for the warning message.
4. Select the student again if you need to change the Auto Placement program that the student will enter (Lexia Reading Core5 or Strategies).

In bulk:

1. On the Students tab, click the Export button.
2. Select the students you want to change and Export the spreadsheet of their data.
3. Return to the Students tab and permanently delete these students (after the first delete, you will need to look under the "deleted students" list in order to permanently delete them.)
4. On the Students tab, click the Import button.
5. Browse for the spreadsheet that you exported in Step #1 and use it to import the students you deleted.

(Customers who use Automated Import may simply permanently delete the student and allow the Automated Import process to re-add the student to myLexia overnight. The student will be added like a new student. Any student who is added as an exception will need to be included in the nightly Automated Import file or re-created manually.)

How do I move my student out of Lexia Strategies into Lexia Reading Core5 (or vice versa)?

You will need to reset the student's assignment using one of the procedures in the previous question. After resetting the placement, find the student on the Students tab and verify they are assigned to the Auto Placement for the desired program.

Student Use Questions

We converted to Lexia Reading Core5. Where do the students log in?

You can refer to this document for how to access Core5:
<http://www.lexialearning.com/files/Core5Tech.pdf>

Is there a special way to log out of the program if students are not finished with an activity and must get off the computer?

To successfully log out of the program, teachers should encourage students to hit the x in the lower right hand corner of the student's screen. This enables the system to accurately measure the student's actual usage time (login time to logout time).

Why are my students receiving an error message regarding available Licenses?

Your school has run out of available licenses. Please free up a license or contact your school or district administrator to let them know you need additional licenses.

How much time per day is recommended for students?

To start, Pre-K users 15 minutes/week; K - 2nd 40 minutes/week; 3- 5 60 minutes per week; 6+ 100 minutes/week. After the first month of use the system will assign a recommend weekly minute goal. For further information refer to the About Prescription of Intensity and Lexia Usage (p12) in the myLexia Users and Reports Guide.

Does the program log the time per day that the student accesses the program?

The system measures the student's usage as the time from student login to logout. The system updates usage as soon as the student logs out. The time on task is available in the Student Skills Report. For further information, please see the various references to usage in the myLexia.com Users and Reports Guide.

Report Questions

On the Reports tab > Usage Reports, when I choose a custom date range, why does the report show dates that are different from the dates I chose?

The report begins with the Monday prior to your From Date. The report ends with the full week prior to your To Date. The report may not use your custom date because usage data is stored in weekly intervals.

On the Reports tab > Usage Reports, when I choose a custom date range, why does the system display different dates for the graph and the table below the graph?

The graph includes full weeks in the custom date range, while the table only displays the previous four weeks from the To date.

Why is the graph at the top of my Class Usage Report empty, when the student usage table shows that many students used the system?

The graph shows the percentage of students that met their usage recommendation. You may see many students used Lexia, but only students who meet their recommended usage are included in the graph.

General Questions

Where are the manuals and technical guides?

On your myLexia home page, click the Training Materials link. This page has the user manuals for myLexia as well as the student programs.

You can access the technical guides by clicking the Lexia Technical Documentation link at the upper right hand corner of the Training Materials page.

myLexia also has an Online Help System that contains instructions on completing standard tasks in myLexia.

Does Lexia work with Clever?

Lexia expects to have Clever integration later in 2014. You have to use one of the current myLexia options for adding students and staff to your myLexia site. Please refer to the Importing Student or Staff information guides for further details.

We have the locally installed version of the student program. Should we upgrade to the latest version?

We recommend upgrading once a year if there is a convenient time and it doesn't cause a major imposition. Upgrading to the latest version makes the latest enhancements and program fixes available. If the school is experiencing problems which are disruptive to the students then we recommend upgrading as soon as possible as those problems may have been fixed in the latest version.