Getting Started FAQs

As you get started using DreamBox Math – whether this is your first time or you're coming back to another school year – below are commonly asked questions with links to helpful support articles for additional information.

For educators

How do I find my school's DreamBox URL for students to log in on a computer?
Educators who are connected to a classroom can view their school's DreamBox URL on the Home Page of the Insights Dashboard. This information is found in the Roster Management section at the bottom of the Home Page. For administrators looking for this information, they can use View Mode to access a teacher's Home Page. For more information, view the support article.

How do I find my school's DreamBox school code to log in on an iPad?
Educators who are connected to a classroom can view their school's login code and their classroom code on the Home Page of the Insights Dashboard. This information is found in the Roster Management section at the bottom of the Home Page. For administrators looking for this information, they can use View Mode to access a teacher's Home Page. For more information on how to locate View Mode, view the support article.

How do I change the curricular grade placement of my students?
The first time a student uses DreamBox Math, their Initial Placement Level determines their placement in the program. This Initial Placement Level is determined by the student's current grade level. As the student uses DreamBox Math, our adaptive engine will progress them toward their optimal learning zone. As a result, every student has a unique learning path based on their needs and opportunities. If you wish to adjust a student's Initial Placement Level prior to the school year starting, you can do this through the Settings page. This only is available if the student has not begun using DreamBox Math. DreamBox recommends this only be done for students who are currently at a grade level two grades less then their current rostered grade. This helps ensure they are welcomed to DreamBox with content relevant to where they are currently in their learning journey. For more information, view the support article.

How can I edit information about my students?
Teachers can edit student names, usernames, grade levels, placement levels, passwords and language (English or Spanish) from the Roster tab in the Insights Dashboard. Click on the Settings button at the top of dashboard and then the Roster tab. Select your class using the drop-down menu and click the fields you want to edit for any student. As a reminder, Initial Placement Level can only be changed if the student has played no lessons in DreamBox Math.

How can I help my students get the most out of DreamBox Math?

Here are three easy tips to make sure your student gets the most out of DreamBox Math.

- **Time** – For DreamBox Math to accurately track a student's learning path, they should spend at least 60-90 minutes per week and complete at least 5 lessons. They do not need to complete this in a single session, but a minimum of 20 minutes per session helps ensure the student has sufficient time to log in and finish a lesson.

- **Complete Every Lesson Once Begun** – Lessons must be completed once started in order for our Intelligent Adaptive Learning™ technology to accurately introduce next best lessons for your student. If you student closes or exists the browser without completing a lesson, DreamBox Math cannot collect their learning data. If the student chooses the lesson again within 14 days of pausing/exiting, they can pick up where they left off. If not, the student will have to start the lesson again.

- **Mistakes are OK** – Your student should not shy away from incorrect answers. These wrong answers actually help DreamBox find the best lesson for them to help reinforce concepts they are struggling with and build upon their strengths. Students can use the help and hint buttons for additional support to help them progress through lessons.

How much time should my students spend on DreamBox Math?

DreamBox recommends students complete at least 5 lessons per week. Teachers can track weekly lesson completion from their Home Page. For students to reach their weekly lesson goals, we recommend setting up sessions of DreamBox Math throughout the week and having students complete 1-2 lessons every time they log in.

How do I see which of my students could be struggling?

The Insights Dashboard allows teachers to see which students may need extra assistance. On the Home Page, view the Alerts and Achievements section. Click on "May Need Attention" to see which students may need your attention and which lessons and standards they are currently working on. Note, DreamBox's Intelligent Adaptive Learning™ technology reacts to how a student answers each question. If a student is struggling, our engine will provide lessons to strengthen the foundational concepts needed to succeed. You can help your students by encouraging them to try their best in DreamBox and complete lessons, even if they are struggling. In addition to the Home Page, view the Growth report each week to gain an ongoing view of the domains in which students are showing growth and encourage and/or support students with the domains on which they do not see growth over the course of two or more weeks.

How does DreamBox Math recommend lessons?

DreamBox offers more than 2,700 lessons with millions of paths through the curriculum. It adjusts in real-time – both within a single lesson and between lessons – adapting hints, level of difficulty, pace and sequence. For example, if three students in your class work in a particular lesson today, they will each be offered different follow-up lessons based on how they responded to questions.

Why do students work below grade level?

DreamBox's Intelligent Adaptive Learning™ technology reacts to how a student answers each question. As a result, there are times where a student needs to work below grade level in order to master certain concepts that will prepare them for future success. In addition, when students begin using DreamBox Math for the first time, they start at a level one-half grade levels prior to their current rostered grade. This allows the student to come in and easily experience DreamBox Math without being frustrated while our adaptive engine assesses their knowledge and opportunities. As a result of starting a half-grade lower than their current rostered grade, you may hear your students say DreamBox is "too easy." Encourage your students to keep playing and ensure they complete each lesson. We will quickly determine that your student is ready for more advanced concepts and accordingly adjust their pace.

For students

What devices can students use to access DreamBox Math?
Students can play DreamBox on all computers, laptops and Chromebooks through an internet browser and on all iPad tablets since iPad 2 through our DreamBox app. At this time, DreamBox is not available on smartphones nor supported on Android tablets. To view our system requirements, click here.

How do students log in to DreamBox Math on a computer (school account)?
The way a student logs in depends on how your district or school set up access. If the students log in via a Single Sign-On portal (like Clever, ClassLink or the district site), the student's credentials are determined by the district and are not visible in DreamBox. If the students will log in via DreamBox's website, you need to know the unique school URL they will use. Teachers can find this URL in the Roster Management section at the bottom of the teacher's Home Page. The School URL is located underneath the roster table. To log in, students will enter their 5-digit classroom code given to them by their teacher or a text password. For more information, view the support article.

How do students log in to DreamBox Math on an iPad?
The way a student logs in depends on how your district or school set up access. If the students log in via a Single Sign-On portal (like Clever, ClassLink, or the district site), the student's credentials are determined by the district and are not visible DreamBox. The Family Access letter, found in the Roster Management section at the bottom of the teacher's Home Page, contains information about the district Single Sign-On portal. To log in, make sure the DreamBox Math app is downloaded on the iPad. Navigate to your school's portal and log in using your Single Sign-On information. Then select the DreamBox icon to launch the DreamBox app. The app will open with the student automatically logged in. If the students do not use Single Sign-On, they will sign in to DreamBox using a unique school code and their DreamBox username and password. Open the DreamBox app on the iPad. From the Welcome screen, select School. Enter the school's unique code and tap Play. The school code can be found on the teacher's Home Page in the Roster Management section. To log in, students will enter their 5-digit classroom code given to them by their teacher or a text password. For more information, view the support article.

How can students view their completed lessons?
Students in all learning environments can track their lessons completed during the current week. The weekly count resets every Sunday.

• In the K-2 environment, students should click on the image of their avatar in the top left corner of the screen.

• In the 3-8 environments, students should click on the tab along the right side of the screen, which will automatically slide out when the student completes a lesson.

Do you have any tips for students on how to navigate the environment?
Please read our support articles for more information about the buttons inside DreamBox that will help them navigate the environment and perform specific tasks.

• For the K-2 environment, click here.

• For the 3-5 environment, click here.

You can also take two of our Getting Started courses: Student Learning Experience and Setting Up a DreamBox Classroom. These courses, which can be found on the Resources Page, provide additional information about introducing DreamBox to your students.

For learning guardians

How do learning guardians set up access on a school account?
Learning guardians can set up access to a Family Dashboard that allows them to monitor their student's progress. Both the student and the learning guardian are needed to set up access.

- Open an internet browser on a computer.

- Have your child log in to DreamBox Math in the same way they do at school.

- Once logged in, click the "Set Up Parent Access" link in the bottom right corner of the screen.

Note, Family Access cannot be set up on an iPad. The link will only appear when the student logs in on a computer. For more information, view the support article.

How do learning guardians log in to the Family Dashboard?
After setting up access, they can log into the Family Dashboard using the email address and password created during the sign-up process.

- Visit https://play.dreambox.com/play/login.

- Enter the email address and password used to set up the Family Dashboard access to log in.

Where can I print log-in information for students or learning guardians?
The Roster Management section on the Home Page provides educators with an easy-to-find source for information about their class roster, accessing DreamBox and connecting with Learning Guardians. The information is based on your district's login settings and the most recent roster information shared with DreamBox by your school or district. Click on "Print Login Cards" to print out cards with student login information. This is only intended for students who log in directly through their school's login page and does not include information who log in through single sign-on. Use the letters to provide your students' Learning Guardians with directions on how to access their Family Dashboard. Use the Family Access letter (on the right side of the table) to share information or the Single Sign On Letter (at the top of the table) if your students log in through a district portal.

Why should learning guardians connect to the Family Dashboard?
The Family Dashboard allows learning guardians to track student progress in DreamBox Math. Users are able to see lesson completion and standards met. For more information about the Family Dashboard, view the support article.

For additional supporting resources and contact information, visit **dreambox.com/support**.