Helpful Tips for VPK Pilot Participants

1. **Technical Support**
   - Renaissance Star Early Literacy Assessment Questions, email answers@renaissance.com
   - VPK Pilot specific questions - email Pilotvpk@renaissance.com
   - Renaissance Customer Assistance is available Monday-Friday from 6:30 AM-7:00 PM (CST) at 1-800-338-4204.
   - Live Chat feature on the Renaissance site home page during their office hours. Just click on the link to connect with a member of the Renaissance Technical Support Department.

2. **Enrollments**

If students are missing, need to be added, removed or changed to another classroom, this should be done through your Provider Portal. These updates uploads are completed nightly from the Office/Division of Early Learning to Renaissance. The changes can take up to 48 hours to reflect in the Star Early Literacy system.

3. **Log In Instructions**

If you are in a school that already has Star Early Literacy you will need to use the credentials provided here to administer the assessment for the pilot, and test on the pilot site not your existing site. The URL is below.

The VPK Pilot Renaissance ™ URL is: https://global-zone52.renaissance-go.com/welcomeportal/7957988

- **VPK Pilot Administrator Username**
  - If you have forgotten your administrator username and password, please contact PilotVPK@renaissance.com.
- **VPK Pilot Teacher Login Information**
  - The usernames for the teachers that were included in your roster file will be the teacher unique ID number.
  - To view the teacher login information once you login to your VPK Pilot Renaissance™ site:

    1) On the Home page, select the user account in the upper-right corner. In the drop-down list, select **Manage Apps & Users**.
    2) Select **Users**.
    3) With "Personnel" selected, select **search all personnel** and **click Search**
    4) The teacher username starts with a lowercase t. Example (t12345)

  - The teacher password is vpk (lowercase)

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- **VPK Pilot Student Login Information**
  - You can view the student login information <u>once you log into your VPK Pilot Renaissance™ site.</u>

    1) On the Home page, select the user account in the upper-right corner. In the drop-down list, select **Manage Apps & Users**.
    2) Select **Users**.
    3) With "Students" selected, select **Password Report**
    4) The student password is vpk (lowercase)

4. **Monitor Password**

You may encounter the need to enter the "Monitor Password" prior to beginning an assessment with a child. <u>The Monitor Password is admin. (All lowercase)</u> If a school administrator wishes to disable the initial monitor password prompt that students see when they log in to test, they can do so by following these directions.

Editing the Password Requirement Preference: From your Home page select your name in the upper-right corner > Edit Preferences > Password Requirement. By default, all of your classes are listed. For each class, un-check the 'Before a Star test' box, then click Save Changes.

5. **Non - Participation Characteristics** (PDF)

For students unable to pass the practice test or another reason why the student will not test would be one or more of the following non-participation characteristics:

6. **Screening Windows**
   - Florida VPK - Setting Your Screening Dates (PDF)
   - Florida VPK - Setting Your Screening Dates (Video)
7. **Reports**
   - Report Use Guidance
   - Score Definitions
   - Comprehensive list of resources with a search field to find any topic you need and guidance on frequency of testing and explanation that only the first score is kept.
8. **Accessing Renaissance U** (Training Power Points) and recorded webinars
   - Florida VPK Renaissance U (PDF)

9. **VPK Pilot School Year 2, 2021-2022**

   - Year 2 2021-2022 Training Calendar (PDF)
   - Assessment Calendar Year 2 (PDF)

10. Lenovo Tablets Troubleshooting (Customer Service 1-855-253-6686)

- **Device Confirmation Form**
- **Factor Reset Instructions**
    1. Power Off the tablet.
    2. Press and Hold Volume Up + Volume Down + Power Key of the tablet at the same time for 3-8 seconds, and release all keys after feel vibration, the tablet will enter recovery mode.
    3. Press volume up key until highlight "wipe data/factory reset",
    4. Press power key, and scroll to "Yes" then press power key to perform factory reset.
    5. Power up the tablet.
- **Warranty**

The Lenovo tablets have a 1-year manufacturer warranty. This warranty is a mail-in service.

Mail-in Service
Parts and labor repair where the customer is responsible for shipping (including packaging) or delivery to authorized warranty provider or repair center.