



# SuccessMaker Enterprise 1.7.1 At Home Frequently Asked Questions – Parents Gwinnett County Schools, 2009-10



1. **What do parents do when they receive a new kit with a DVD that is scratched or chipped and won't work?**

Parents should contact their local school for replacement DVDs.

2. **How do parents replace a DVD that has been damaged due to use?**

Parents should contact their local school for replacement DVDs.

3. **What are the hardware system requirements for the At Home user?**

You can find the system requirements in the Quick Reference Guide that is provided with all DVDs. Requirements are:

- A 56-kbps modem (or faster connection)
- An Internet Service Provider (ISP)
- To use Math Concepts and Skills 2 course — a workstation with at least 512 MB of memory
- To use Math Concepts and Skills 2 course on a Mac® workstation — Mac® OS 10.4.x with Safari 2.04 and JRE 1.5.x or Mac® OS 10.5.x with Safari 3.04 and JRE 1.5.x.
- To set your screen resolution to a minimum of 1024 x 768 for maximum viewing.

4. **If a family moves to another county in Georgia (or another state), can the family still use the At Home Kit?**

Because the At Home Kits used by students are provided subject to Gwinnett's SuccessMaker Enterprise license agreement, the At Home Kits may be used only within the Gwinnett school district.

5. **If the kit is checked out at the school, does the parent need to return it at the end of the school year?**

The school policy would determine when the kit should be returned.

6. **When the parent returns the checked out At Home Kit to the school, must the parent uninstall the installation file from their computer?**

Not unless the parent wishes to remove it. Courses cannot be run without the courseware DVD provided in the At Home Kit, even if the installation files remain on the computer.

7. **If a parent has more than one computer at home that their child uses, does the parent need to put the installation file on the other computer(s)?**

Yes, the installation file will need to be installed on each computer.

8. **If a parent has two children using SuccessMaker Enterprise At Home, can both children work on the system using individual computers at the same time?**

Yes, if the installation is completed on each computer and each student has a username, password, and has been assigned courses by his/her teacher or LSTC. However, they would both need to have a courseware DVD to work at the same time unless the content was added locally per the video and quick reference guide instructions.



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9. **Can a parent/guardian use SuccessMaker Enterprise At Home?**  
This is left up to the local school to decide. If a school agrees to give the parent access, then they would have to provide a username and password and assign courses.
10. **If a parent has a middle school student in the Gwinnett County school system, can the student use SuccessMaker Enterprise At Home?**  
SuccessMaker Enterprise is not part of the instructional plan for middle school students.
11. **Why is the menu blank when my child tries to pull up the courses at home?**  
There may be several reasons. First, make sure that the student is logged in to the correct school site (from the drop-down menu on the login screen). Second, make sure your child has typed in the correct username and password. Third, the child may not have SuccessMaker courses assigned.
12. **Where can a parent access At-Home Support?**  
The Gwinnett County parent website located at [www.pearsoncommunity.com/gwinnett/](http://www.pearsoncommunity.com/gwinnett/) and the at-home parent support line at 1.888.977.7100 (option 2, then option 1).
13. **What is the at-home website for Gwinnett County students?**  
<http://sme.gwinnett.k12.ga.us>  
Choose your school from the drop down menu.  
Login: ID number  
Password: Varies by local school