

# **Quick Reference Guide for Home Users**

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**SuccessMaker<sup>®</sup> Enterprise v1.7.1  
with Service Pack**



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# Chapter 1. Introduction

## ***Overview***

The SuccessMaker Enterprise (SME) product delivers proven, results-oriented courseware to students. It also provides you (the parent) and your child's educators with information about your child's progress. The SuccessMaker Enterprise Management System also involves you in the learning process by giving you direct access to your child's progress in the courseware.

You will find resources and auxiliary activities relating to the SuccessMaker courses at the supporting SuccessMaker web site. This site was designed exclusively for SuccessMaker Enterprise users and is accessible through the interface described in this guide.

This document contains the basic information that you need to start using the SuccessMaker Enterprise System from home. It describes how to log on to the SuccessMaker Enterprise Management System and how to view information about your child. You can see what courses have been assigned to your child and you can use specially designed reports to track your child's progress.

## ***Parent Guidelines***

If your child takes SuccessMaker courses at home, follow these guidelines to ensure your child's success:

- Provide an appropriate environment by minimizing distractions that might interfere with learning.
- If your child asks you the answer to an exercise, rather than providing the correct answer, ask your child to do the following:
  - Use the resources within the course software (Glossary, Toolbox, and Help) to gain understanding of the concept being presented.
  - Answer the exercise to the best of his or her ability. Many of the programs provide automatic tutorials when your child misses a predetermined number of exercises.
  - When the session ends, explain the concepts presented to your child.
- Print reports regularly and work with the teacher to provide offline assistance with the content that your child is finding difficult.

## Chapter 2. Requirements

To use the SuccessMaker Enterprise system from home, you need the following:

- 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<sup>®</sup> workstation — Mac OS 10.4.x with Safari<sup>®</sup> 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.

For detailed workstation and software requirements, go to the Pearson web site at:

[www.pearsonschool.com/digital](http://www.pearsonschool.com/digital)

Before you log on to the SuccessMaker Enterprise system, complete the following tasks:

- Verify that your browser is a standard, non-custom version of Microsoft<sup>®</sup> Internet Explorer<sup>®</sup> or Safari. Some ISPs offer free Internet services that are supported by advertising banners. These banners may require customized browsers that alter standard web pages. This customization may cause SuccessMaker Enterprise to operate unreliably.
- Determine whether your web browser is compatible with the SuccessMaker Enterprise system. To determine the version of your web browser:
  - From a Windows workstation, open your web browser, go to the Help menu, and click **About Internet Explorer**.
  - From a Mac workstation, open your Safari browser, click on the Safari menu, and then click **About Safari**.
- Make sure that you have the following information at hand:
  - Your URL (school or district's SuccessMaker web address) for SuccessMaker Enterprise
  - Your user name and password
  - Your school name (if you are connecting to a district site).

## Chapter 3. Installing Home Access Courseware

You can install the Home Access Courseware on Windows 2000/XP/Vista or on Mac OS X 10.4.x and 10.5.x workstations.

**NOTE:** Customers who have 1.7.1 SME courseware installed on their workstation will need to uninstall their 1.7.1 courseware before installing the SME 1.7.1 Service Pack courseware. Customers who do not have 1.7.1 courseware installed can install the SME 1.7.1 Service Pack courseware immediately.

If you are Mac customer who already has the 1.7.1 courseware installed, go to the “Install the 1.7.1 Service Pack Courseware Setup on Mac Workstations” page 4.

### ***Uninstalling Your Existing Content***

If you are an existing customer and already have SME 1.7.1 courseware installed on your workstation, you must uninstall that courseware before you install the SME 1.7.1 Service Pack courseware.

#### **To uninstall your Home Access Courseware:**

1. Insert the **1.7.1 Service Pack Courseware Setup CD** into your CD drive.
2. Double-click the **My Computer** icon on your desktop.
3. Right-click the **CD drive** icon and choose **Open** to display the contents of the disk.
4. Double-click on the **Setup.exe** file. The Welcome screen appears.

**NOTE:** On Vista workstations, the User Access Control (UAC) screen appears and requests your permission to run the setup. Click **Continue**. The Welcome screen appears.

5. Click **Next**. The Remove SuccessMaker Courseware screen prompts you to remove the courseware.
6. Click **Next**. The Question dialog box prompts you to uninstall.
7. Click **Yes**. The Finished Screen indicates that SuccessMaker courseware was successfully removed from your computer.
8. Click **Finish** and continue to the appropriate “Installing your new content” section.

### ***Installing Your New Home Access Courseware:***

#### **To install the 1.7.1 Service Pack Courseware Setup on Windows workstations:**

1. From your Windows 2000/XP/Vista workstation, insert the **Courseware Setup CD** into your CD drive.
2. Double-click the **My Computer** icon on your desktop.
3. Right-click the **CD drive** icon and choose **Open** to display the contents of the disk.
4. Double-click on the **Setup.exe** file. The Welcome screen appears.

**NOTE:** On Vista workstations, the User Access Control (UAC) screen appears and requests your permission to run the setup. Click **Continue**. The Welcome screen appears.

5. Click **Next**. The setup searches for a compatible Java Runtime Environment (JRE) and indicates the version it will use.
  - a. If JRE version 1.6.0\_3 or later is found on your workstation, a message informs you that the Setup will use the JRE found in C:\Program Files\Java\1.6.x. Click **OK**. After the software installs, the RegSvr32 dialog box appears.
  - b. If version 1.6.0\_3 or later is not found or if your workstation has an earlier version, the setup program guides you through installing JRE 1.6.0\_3. After you install JRE 1.6.0\_3, click **Finish**. A message informs you that the Setup will use the JRE found in C:\Program Files\Java\1.6.0\_3. Click **OK**. After the software installs, the RegSvr32 dialog box appears.
6. Click **OK** to confirm the registration of the SMELaunch.ocs file. A second dialog box appears and prompts you to confirm the registration of the SMEWorkFolder.ocs.file.
7. Click **OK**. The Setup Status screen appears and the system configures your software installation. The installer verifies that QuickTime is installed on your system. If it is not found, click **OK** to acknowledge that the QuickTime software was not found and then install QuickTime.

**NOTE:** If you do not have QuickTime installed on your workstation, you need to download and install the QuickTime software from <http://apple.com/Quicktime>. The Welcome screen appears.
8. Remove the **1.7.1 Service Pack Courseware Setup CD** from the CD drive.
9. Click **Yes, I want to restart my computer now** and then click **Finish**. The workstation restarts.

### To install the 1.7.1 Service Pack Courseware Setup on Mac Workstations:

**NOTE:** On Mac workstations, you can run only content from the DVD. Also, on Mac workstations, the setup automatically removes the SME 1.7.1 courseware and replaces it with the SME 1.7.1 Service Pack courseware.

1. Insert the **1.7.1 Service Pack Courseware Setup CD** from the CD drive. The volume icon appears.
2. Double-click the **SMe Courseware 1.7.1** icon. The Vise X icon appears.
3. Double-click the **Vise X Setup** icon. The Introduction Screen appears.
4. Click **Continue**. The Installation Setup Type screen appears.
5. Click **Install**. A warning message appears that requests you to close other applications that are running.
6. Click **Continue**.
7. Click the **CD option** and then click **OK**.
8. When the installation is complete, click **Quit**.
9. Remove the **1.7.1 Service Pack Courseware Setup CD** from the CD drive.

# Chapter 4. Installing Content Locally

You can install all content locally on Windows 2000/XP/Vista workstations using the content DVD. If you have a Mac workstation, you will need to launch the courseware from a MAC client by inserting the DVD into the DVD drive.

## *Installing Content on Windows Workstations*

**To install the 1.7.1 Service Pack content on a Windows workstation:**

1. Insert the **1.7.1 Service Pack Content DVD** into your DVD drive.
2. Double click the **My Computer** icon on your desktop.
3. Right-click the **DVD Drive** icon and choose **Open** to display the disk contents.
4. Double-click the **Setup.exe** file. The Welcome screen appears.

*NOTE: On Vista workstations, the User Access Control (UAC) screen appears and requests your permission to run the setup. Click **Continue**.*

5. Click **Next**. The Choose Drive screen appears.
6. Select the drive where you want to install the 1.7.1 Service Pack content and then click **Next**.
7. When the confirmation screen appears indicating the installation completed successfully, click **Finish**.

## *Launching Content on Mac Workstations*

Mac users need to launch the content from their DVD to receive the updated 1.7.1 Service Pack course content for all their courses

**To launch course content on a Mac workstation:**

1. Insert the **Service Pack Content DVD** into your DVD drive.
2. Run the course.

## *Clearing the Safari Cache on Mac Workstations*

Pearson recommends that you clear the cache of your Safari browser so that your Mac Web client can be updated correctly.

**To clear the cache and reset the browser:**

1. Double-click the **Safari** icon on your desktop to open the Safari browser.
2. Click the Safari menu, and then click **Empty Cache**.
3. On the confirmation window, click **Empty**.

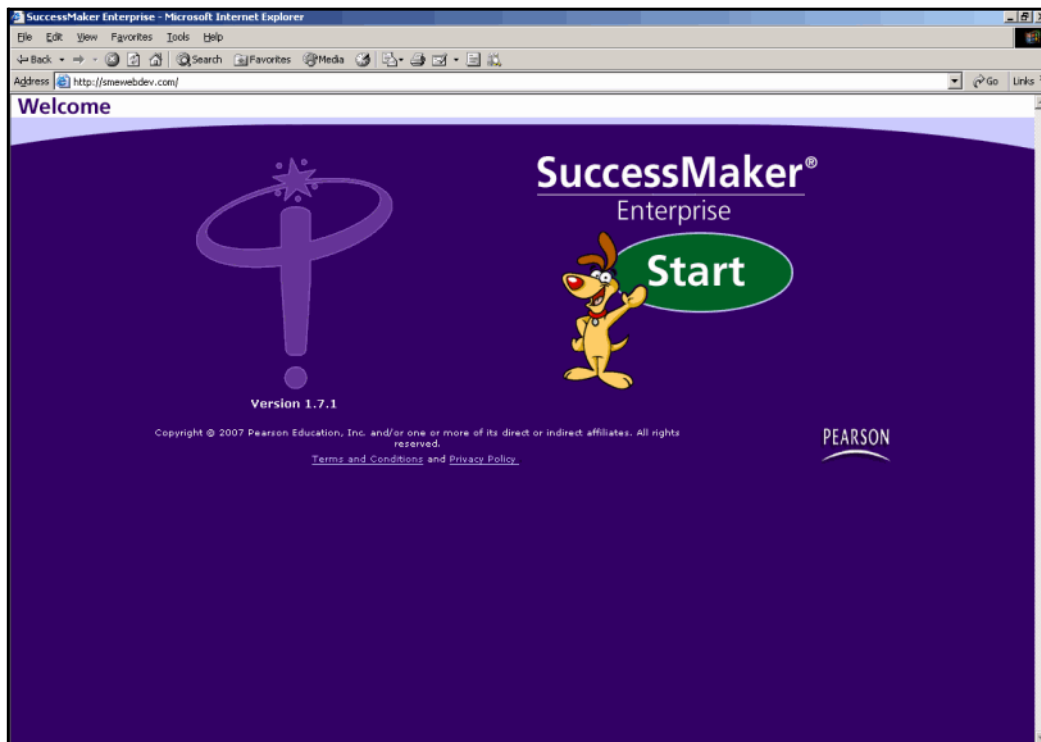
# Chapter 5. Accessing the SuccessMaker Enterprise Management System

Before you can use the SuccessMaker Enterprise System, you need to establish an Internet connection.

## To log on to the SuccessMaker Enterprise Management system:

1. Open your web browser (Internet Explorer if you are using Windows or Safari if you are using a MAC client).
2. In the Address bar of your browser window, enter your school's URL for SuccessMaker Enterprise, and then press **Enter**.
3. At the Welcome window (see Figure 1), click **Start**. The logon window appears.

Figure 1. Welcome Window



4. In the **Site** field, click the down arrow and select the correct school name.
5. In the **User Name** field, enter your user name.
6. In the **Password** field, enter your password.

**NOTE:** If you do not know your school name, user name, or password, contact your child's teacher or school.

7. Click **Log In**. The Select an Interface window appears (see Figure 2).

**NOTE:** If you log into SuccessMaker Enterprise as a student user, you are taken directly to the Classroom Interface.

Figure 2. Select an Interface window



8. On the Select An Interface window, choose one of the following options:
  - Courseware Classroom interface — Select this to explore a course. For information about running a course, see the “Using the Student Interface” section on this page.
  - Results Manager Universal interface — Select this to see information about your child, print your child’s progress report, or send a message to your child’s teacher. For more information, see “Using the Management Interface” on page 8.

## ***Using the Student Interface***

### **To run a course:**

1. On the Select an Interface window, click the Courseware **Classroom** interface to explore a course.
2. In the Classroom interface, click the picture of the notebook computer to see a list of assigned courses.
3. From the list of assigned courses, select the course you want to run, and then click **Go**.
4. When prompted, insert the appropriate course CD or DVD into the drive, and then click **OK**.

**NOTE:** Students can only run courses that their teacher has assigned to them.

## Using the Management Interface

In the Results Manager Universal interface (see Figure 3), you can select any of the following menu items:

- **View/Change User Info** - See information about your child, including registration, course assignments, and attendance records.
- **Generate Reports** - View and print a progress report for your child.
- **Send/Open Mail** - Send a message to your child's teacher or school administrator. Read and respond to messages from your child.
- **Open a Resource** - Access information on the SuccessMaker and Pearson web sites.
- **View Help/Online Doc** - Get assistance from online Help files and documentation.
- **Exit** - Log out of the Results Manager Universal interface.

Figure 3. Results Manager Universal interface



### To select one of the Universal interface items:

1. Click the task you want to perform. Instructions for completing the task appear on the screen.
2. Click **Home** to return to the main menu.

## Chapter 6. Generating Reports

You can view and print a report that lists the courses assigned to your child. You can also print reports about your child's progress in the courses. Teachers can also view and print these reports.

### *Viewing Your Child's Report*

**To view or print a report for your child:**

1. From the Results Manager Universal Interface main menu, click **Generate Reports**.
2. From the list of reports, double-click the **Parent Reports** icon.
3. Click **Course Assignments Report**, and then click **View Options**.

*NOTE:* To view the Student Summary Report, click a Student Summary Report for the course you want, and then click **View Options**.

4. To select your child's user account, click **Users**.
5. Click **Add Users**.
6. Click on the group to which your child's user account belongs to, and then click **Next**.
7. Select your child's user account, and then click **Next**.
8. Click **View Report**.
9. To print the report, click the **Print Report** icon in the upper-left corner of the report window.

*NOTE:* If you use your browser's Print icon to print, the report will generate a blank page.

10. After viewing and printing the report, close the report window, and then click **Done Viewing Report**.

*NOTE:* If the information fields in a Student Summary Report are blank, the course you selected has not been assigned to your child. If a Student Summary Report displays zeros in the report fields, the course has been assigned to your child, but your child has not yet completed a session.

## ***Viewing Your Student's Report***

### **To view or print a report for your student:**

1. From the Results Manager Universal Interface main menu, click **Generate Reports**.
2. From the list of reports, double-click the appropriate reports icon to expand it.
3. Select the specific report you want to generate, and then click **View Options**.
4. At the **Report Options** tab, select the applicable report options:
  - Choose to identify users by Last Name, First Name, User Name, or Student ID.
  - Choose to order the reports by ascending or descending order.
  - Choose to add a custom heading at the top of the report by typing the text (maximum 35 characters) in the **Report header** field.
  - From the **Legend** menu, choose to print no legend, a legend after each student report, or one legend at the end of all student reports.
  - Choose to include any or all of the report sections listed. By default, all sections are listed. The report sections vary depending on the report.
  - Choose whether to include a page break after each student report.
5. Click the **SM Courses** tab, and then select the courses and custom courses to include in the report.
6. Click the **Users** or **Groups** tab, and then select the users or groups to include in the report.
7. Click **View Report**.
8. To print the report, click the **Print Report** icon in the upper-left corner of the report window.

**NOTE:** If you use your browser's Print icon to print, the report will generate a blank page.
9. After viewing and printing the report, close the report window, and then click **Done Viewing Report**.

# Chapter 7. Sending and Receiving Messages

You can send mail to your child, a teacher, or an administrator. You can also reply to anyone in your child's school who sends you a mail.

## *Sending Messages*

**To compose and send a message:**

1. From the Results Manager Universal Interface main menu, click **Send/Open Mail**.
2. Click **Compose**.
3. Click **Address**, and then select the group to which the recipient belongs to and click **Next**. Select the user account you want to send the mail to, and then click **Next**.
4. Type a subject in the Subject field and a message in the message box, and then click **Send**.

## *Reading Messages*

**To read your incoming message:**

1. From the Results Manager Universal Interface main menu, click **Send/Open Mail**. The Mail window displays a list of your incoming mail messages.
2. Select a message from the list, and then click **Open**.

## *Replying to Messages*

**To reply to a message:**

1. From the Results Manager Universal Interface main menu, click **Send/Open Mail**.
2. Select the message you want to reply to, and then click **Reply**.

## *Deleting Messages*

**To delete a message:**

1. From the Results Manager Universal Interface main menu, click **Send/Open Mail**.
2. Select the message you want to delete, and then click **Remove**.

# Chapter 8. Troubleshooting and Error Messages

To ensure full compatibility with the SuccessMaker Web site, you must set security for your browser. You must also unblock pop-ups from your SuccessMaker Web site for both Internet Explorer (IE) for Windows workstations and Safari for Mac workstations.

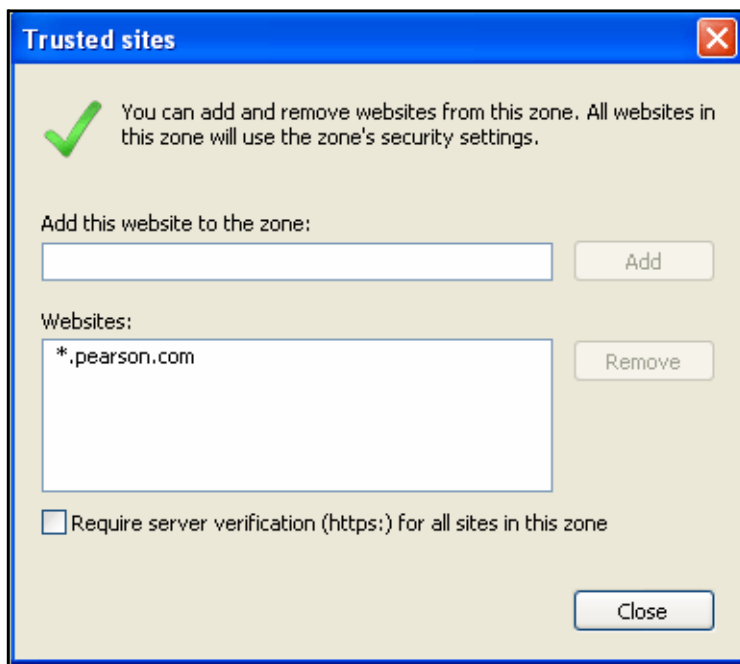
## *Adding Domain Name to Trusted Sites*

To add a domain name to the trusted sites list:

1. On the Start menu, point to **Settings**, click **Control Panel**, and then double-click **Internet Options**. The Internet Properties dialog box appears.  
**NOTE:** On Vista workstations, click on the **Start** icon on the taskbar, point to **Control Panel**, double-click **Network and Internet Options**, and then double-click **Internet Options**.
2. Select the **Security** tab, click the **Trusted Sites** icon, and then click **Sites**. The Trusted Sites page appears (see Figure 4).
3. In the **Add this web site to the zone** field, type **\*.xyz.com** where xyz is your domain name that is hosting SME. For example, type \*.pearson.com, if the SME website URL is smeweb.pearson.com.
4. Click the **Require server verification (https:) for all sites in this zone** checkbox.
5. Click **Add**. The domain name is added in the web sites as Trusted Sites.

**NOTE:** On Vista workstations, make sure that the **Enable Protected Mode (requires restarting Internet Explorer)** checkbox is clear under the **Security** tab.

Figure 4. Adding Domain Name to Trusted Sites



## ***Unblocking Pop-ups on Windows Workstations using Internet Explorer***

### **To unblock pop-ups on Windows 2000/XP/Vista workstations using IE v5.5-7.0:**

1. Click **Start**, point to **Settings**, and then click **Control Panel**.
2. In the Control Panel Window, double-click **Internet Options**. The Internet Options window appears.

**NOTE:** On Vista workstations, click on the **Start** icon on the taskbar, point to **Control Panel**, double-click **Network and Internet Options**, and then double-click **Internet Options**.

3. Click the **Privacy** tab. The Privacy properties dialog box appears.
4. Click **Settings**. The Pop-up blocker settings dialog box appears.

**NOTE:** Earlier Internet Explorer versions do not have a pop-up blocker option. If your pop-up blocker is enabled, you will see a checkbox. This enables you to continue to the next step. If you do not see a checkbox, do not make any additional changes.

5. In the Address of Web site box, type the SMEWeb site (for example, smeweb.pearson.com), and then click **Add**.
6. Click **Close** to apply the settings and close the dialog box.
7. Click **OK** in the Internet Properties dialog box.

**NOTE:** If you are using any other pop-up blocking software, you must disable the pop-up blocker or add the SME web page URL into the list of the allowed sites for that pop-up blocker. To disable the pop-up blocker temporarily, hold the control key down when you click on the link.

## ***Unable to Launch SMEWeb Site on Windows Vista Workstations***

You must modify the default Parental Control options so that your SMEWeb site is allowed.

### **To modify the Parental Control options to allow your SMEWeb site:**

1. Log on to your Windows Vista workstation as a user with administrative rights.
2. Click the **Start** icon on the taskbar and then click **Control Panel**.
  - If you are using the Classic view, double-click **Parental Control**. The Parental control screen appears.
  - If you are using the Vista view, under the Control Panel>Security folder, double click **Parental Control**. The Parental control screen appears.

**NOTE:** When you click **Parental Control**, the User Account Control dialog box appears. Click **Continue**.

3. Click the user for which the Parental Control is set. The User control screen appears.
4. Click **Medium text** for the Web Restriction. The Web Restriction screen appears.

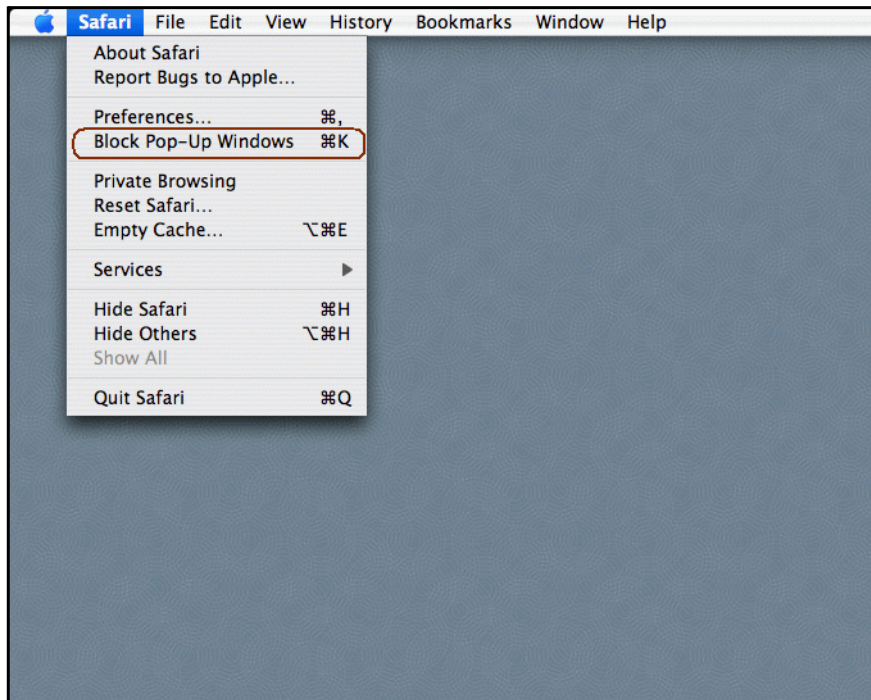
5. Check **Only allow websites which are on the allow list**, and then click **Edit the Allow and block list** line. The Allow Block web pages screen appears.
6. In the Website address field, type \*.xyz.com where xyz is your website address that you want to allow. For example, type \*.**pearson.com** if the SMEWeb site address is smeweb.pearson.com.
7. Click **Allow**. The website address is added in the Allowed websites box.
8. Make sure **Only Allow all websites which are on the allow list** box is checked and then click **OK**.
9. Close all the open windows.

## ***Unblocking Pop-ups on Windows Workstations using Safari***

**To unblock pop-ups on Mac workstations using Safari:**

1. Double-click the **Safari** icon on your desktop to open the Safari browser.
2. Click the **Safari** menu (see Figure 5) and ensure that **Block Pop-ups** is not selected.

Figure 5. Block Pop-ups in Safari



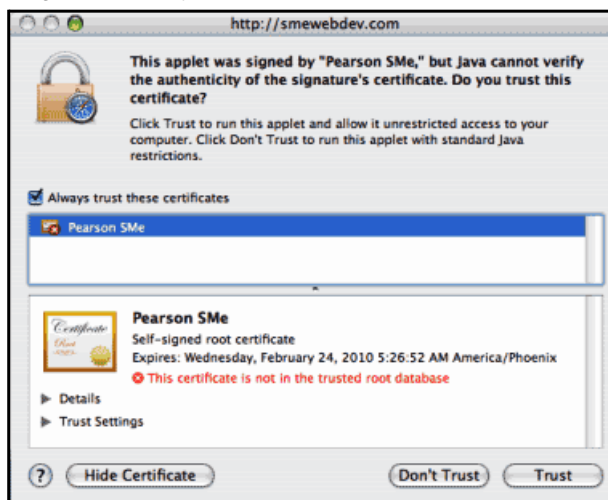
## Setting Safari to Always Trust

If you are using Safari, you need to set Safari to Always Trust so that you don't have to perform additional steps each time you run a course.

### To set Safari to Always Trust:

1. When you run a course for the first time and are prompted to verify the certificate, click the **Show Certificate** option on the screen. The certificate screen appears (see Figure 6).
2. Select **Always trust these certificates**, and then click **Trust**.

Figure 6. Always Trust Certificate



3. If an Authenticate dialog box appears (see Figure 7), type the user name and password, and then click **OK**.

Figure 7. Authenticate



You may encounter the following error messages during the installation process.

### ***Required version of Adobe Flash Player Not Installed***

This error message appears if you do not have Adobe® Flash® Player 9.x installed on your workstation. You will need to download and install the plug-in from <http://www.adobe.com> to run the course.

### ***User Has Already Completed Course***

This error message appears if you do not clear your cache when upgrading from previous versions. You cannot run the courseware because the system will say that the courses are "topped out". Also, the main screen will still show the previous version number instead of 1.7.1. To fix this error, see the directions for "Clearing the Safari Cache on Mac Workstations" on page 5.



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