



TEACHER'S

USER GUIDE

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Table of Contents

Welcome

Chapter 1 Introduction	3
Chapter 2 Joining IXL	5
Chapter 3 Setting up your roster	8
Chapter 4 Customising IXL	12

Learning

Chapter 5 IXL skills	15
Chapter 6 National curriculum	18
Chapter 7 Awards	20

Analytics

Chapter 8 IXL Analytics	24
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Appendix

Appendix A Technical requirements	29
Appendix B Common questions	31



Welcome | Chapter 1

Introduction

Welcome to IXL!

Widely recognised as the most comprehensive online learning program, IXL offers a dynamic and fun environment for learning maths and English. Packed with engaging features for students and informative reports for parents and teachers, IXL is the tool of choice for maths and English achievement.

Getting started

All you need is a computer with a current web browser and an Internet connection!

Some resources, such as the Quick-start Guides, require Adobe Reader, which you probably already have. For more details about IXL technical requirements, see [Appendix A](#).

If you have students practising maths at the preschool through grade-five levels or English at the preschool through grade-two levels, an audio option is available for extra support. If your students will be using audio, make sure they have headphones or speakers with the volume at an audible level.

Navigating in IXL

Navigating in IXL is simple. This is what you will see at the top of every IXL page:



Just click on the section you would like to access!



Be sure to emphasise to your students the importance of signing in! If students practise while not signed in, there is a daily ten-question limit per subject *and* their progress isn't saved.

International versions

IXL has various international versions available. Contact orders@ixl.com if you are interested in learning more.

Helpful resources

Are you familiar with IXL and ready to jump right into a specific task? Check out our [Quick-start Guides!](#)

Have a question about a specific feature or task? Head over to [IXL's Help centre](#). You can use the search bar or browse by category to find the answer. There's also a [list of frequently asked questions](#) in Appendix B of this User Guide.

Still have an unanswered question? Please don't hesitate to contact us at help@ixl.com.

Spread the word!

Find a great skill that you think everyone should know about? Share it through social media! To share a skill, hover over **Share skill**, found above "Questions Answered" in the upper-right corner of the practice screen, and click on the Facebook, Twitter or Google Classroom icon. (Students do not have access to this feature when signed in to their IXL accounts.)



Welcome | Chapter 2

Joining IXL

IXL is a fun, vibrant learning environment where students enjoy working to master maths and English skills. The flexibility of IXL provides many different ways to integrate IXL into your students' development—whether it is challenging students through independent practice or using IXL as an instructional tool in class. At the same time, parents and teachers are able to stay actively involved through informative analytics that point out successes and trouble spots.

[Membership](#) is where you can learn more about family memberships and teacher subscriptions. Below are the options available for teachers looking to get their students started with IXL.

Educator subscriptions

There are two types of educator subscriptions:

1. **Classroom licence:** A classroom licence is for an individual teacher. It includes one teacher account and 25 (or more) student accounts.
2. **Site licence:** A site licence includes one administrator account, multiple teacher accounts and any number of student accounts.

If you are not ready to sign up for a subscription, IXL offers a [free 30-day trial](#).

If you have more specific questions about educator subscriptions, contact orders@ixl.com.

Classroom licence sign up

[Purchasing a classroom licence](#) is quick and easy! You'll have access to your account as soon as IXL receives payment by cheque or school purchase order. Or, you can pay with credit card for immediate access.

Want access to maths and English? Select Both subjects to sign up for maths and English.



More than 25 students? Click the arrow buttons to select the desired number of students. IXL adjusts the price accordingly.

Paying by cheque or school purchase order? Follow the instructions on the screen for submitting your payment.

Already have an account or trial account? Sign in when prompted.

Site licence sign up

If you are interested in a site licence, click **Get a Quote** on the educators' section of the Membership page, and enter your information. An Educational Sales Consultant will be in touch with detailed pricing for your requirements.

Account management

When you are signed in, you can manage your account and review your subscription details—such as when your account will expire—by selecting **Subscription details** from your account menu. Trial accounts don't have this feature.

Account renewal

After a year flies by and you are ready to renew, click on the Renewal prompt, if present at the top of the screen or contact your site licence administrator.

Expired account

Forgot to renew in time and your account expired? Once IXL receives your renewal payment, your account is back in action, complete with stored student data.

Activating an account

If you have received an activation key from IXL or your school, the next step is to use that key to activate your IXL account.

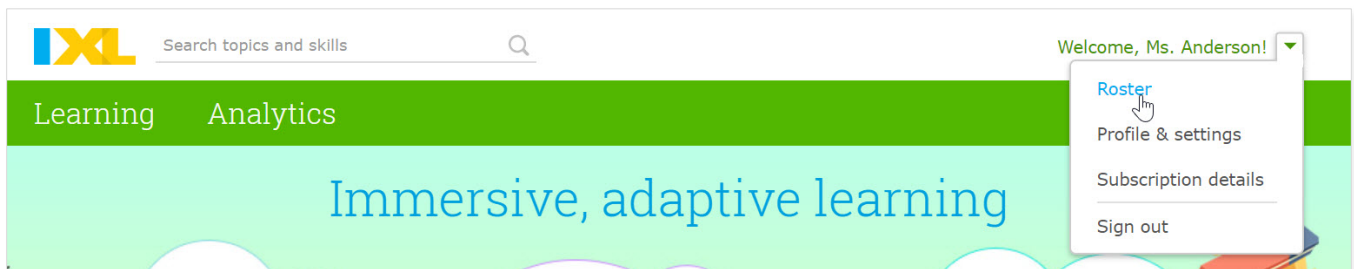
Already have a trial account? If you have a trial account you'd like to activate, sign in to your account and click on **activation key** in the top banner. Enter the key and click **Submit**.



Activating a new account? If you'd like to create a new account with an activation key, you can get started from this link: [Activate account](#).

Huzzah! Your students are about to embark on an educational *and* fun adventure. Next steps: start [managing your roster](#) or [customise your account](#)!

Setting up your roster



Through your roster, you can create IXL accounts for your students, look up student usernames and passwords and communicate with parents—all with just a few clicks.

Classroom licence

This section provides details for classroom and trial licences. If you have a site licence, please skip to that section.

Adding students

Blank roster? Enter a student's information in the blank row.

Adding to existing roster? To create another row, click **Add students** at the bottom of your roster.

You can also import students from Google Classroom to your roster! To start, click **Import students**.



HINT

There is a status bar at the bottom of your roster to let you know how many student accounts are in use. When you have reached your maximum, you can't add more students. Contact orders@ixl.com to add more students to your subscription, if necessary.

The only information you are required to supply is the student's first and last name, but it is okay to use initials instead of full names. When you click **Save** or hit enter, IXL immediately generates a username and password for the student and updates your roster with the new information. You can enter up to 25 students, unless you have subscribed for more.

Having valid student or parent email addresses in your roster can really be helpful. Parents are able to retrieve a student's username or password from IXL directly, instead of going through the teacher, and students can receive their achievement certificates by email.

Deleting students

If a student has left your class or you need to make room on your roster by clearing out unused accounts, all you need to do is click the trash can icon to remove the student. If you make a mistake, click **Restore** to return the student to the roster. Once you navigate away from the roster or sign out, the student's information is deleted from the roster.

When a student is deleted from the roster, the account becomes inactive and can no longer be used to practise skills. Students with inactive accounts can still sign in to view previous reports and earned awards, but that's it.

Managing classes

If you would like to add class information for your students, you can do so by clicking **Start using classes** at the top of your roster. Enter your class names, and click **Submit**.

Once you have created classes, there will be a **Class** column to the left of **Last name** on your roster. When you click on the **Class** column field for a student, you can assign a class to the student by selecting one from the list, add a class to your class list by clicking the **Add a class** link or edit classes by clicking **Manage your classes**.

Time to start a new school year? When it is time to clear your roster for a new school year, a blue banner will appear on your roster. Click the link in the banner to clear your roster, and then enter students for the new year.

Site licence

Adding students

For site licences, there is a list of preloaded names to choose from for your roster. Search for the student's name by typing the first few letters, and select the match from the list. IXL will add the student to your roster and generate a unique username and password.

If the student's name isn't on the list, you can manually add him or her to your roster. The student's first and last name, ID number and grade level are required. When you are finished entering the information, click **Save** or hit enter to submit and create a username and password.

Adding to existing roster? If you are returning to your roster to add students, click **Add students** at the bottom of your roster to get started with a new row.

Deleting students

If a student has left your class, removing the student from your roster is a simple process as well. All you need to do is click the trash can icon next to the student's password. If you make a mistake, click **Restore** to return the student to the roster. Once you navigate away from the roster or sign out, the student's information is deleted from your roster, but the student is still active on the master list.

The administrator of the site licence is the only one who can make a student account completely inactive.

Time to start a new school year? Before the new school year begins, your site licence administrator will promote all students to the next year level, and then clear your roster.

Student information

Editing student information

You can edit everything in your roster, except for the student username and subject. To edit, click on the information you want to change. The text will then appear in an editable box. When you are finished, select **Save** or **Cancel**.



Student password control

As a teacher, you can set or change student passwords, if you'd like. Students are also able to enter or change their email addresses and passwords in their profiles. If they do, it is automatically updated in your roster.

Student reports

The roster also has a link to each student's reports. Just click on the graph under the **Report** column to view the student's reports.

Helpful roster features

From your roster, you can keep your students and their parents in the loop about their IXL access and accomplishments. And if there are student or parent email addresses on your roster, IXL will even send them links to print award certificates at practice milestones.

Student username and password cards

Students can practise on IXL from any computer with an Internet connection as long as they know their usernames and passwords. Help each student remember with a pre-filled username and password card that you can print from your roster!

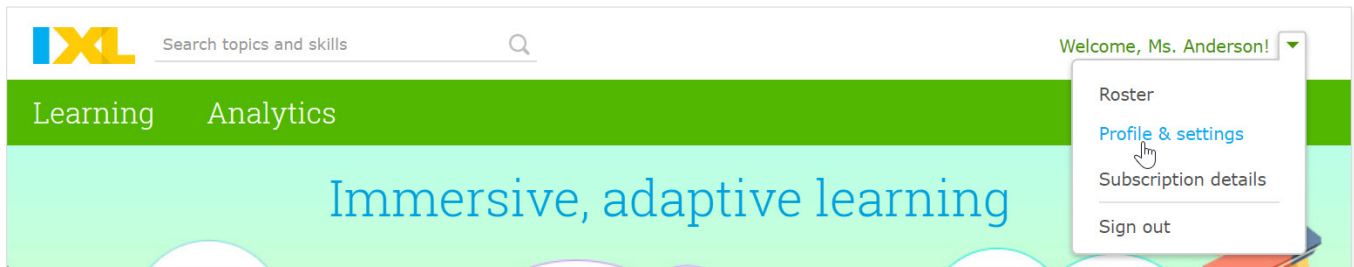
List of all student usernames and passwords

From your roster, you can also print a list of your students' usernames and passwords that you can use for quick reference.

Share with parents!

Through your roster, you can send a letter introducing IXL to the parents of your students. Click the links to print, email or download an editable version.

Customising IXL



Teacher profiles and settings

Is it time to change your password from “Because7ate9” to your new favorite maths joke punch line, “GeelmaTree?”* Or perhaps you've realised the timer is more of a distraction for your suddenly time-obsessed fifth-period class?

To update your contact information and customise your students' IXL experience, sign in, open your account menu in the upper-right corner and select **Profile & settings**. Then, fill in the fields for your teacher profile and settings.

Some features to note

How do you want your name displayed? Your students will see this, so don't put your secret nickname there!

First day of school: Verify the first day of school for your current school year. IXL uses this information to ensure the accuracy of your student reports. If you are subscribed as part of a site licence, the first day of school is set by your administrator.

Receive weekly summary emails: Check this box to receive weekly updates on your students' progress, as well as certificate emails for your class!

* Why was six afraid of seven? | What did the acorn say when he grew up?

Hide grade levels: This feature is useful for students working at different ability levels. If you'd rather they focus on their individual skill levels instead of their current grade, you can hide the grade-level indicators from your students. Select all students on your roster, classes or individual students. When the grade levels are hidden, students will see Level A, Level B, etc. instead of preschool, reception, etc.

To make sure your students don't see the grade levels before signing in, instruct them to always sign in from <https://za.ixl.com/signin>. You may find it helpful to bookmark this page for them.

Hide timer: As you might guess, this option prevents the timer from showing while students are practising. You can hide the timer for all of your students, specific classes or individual students. Time is still tracked by IXL, and you can access that information in IXL Analytics.

Extend audio support for skill practice: You can enable audio for students practising maths skills at the grade-three through grade-five levels. You can select this option for your entire roster, specific classes or individual students. Preschool through grade-two maths and English skills automatically have audio available.

Remember to click **Submit** to save any changes!

Student profile and settings

Student accounts are created when you fill out your [roster](#). Each student on your roster will have a username and password for their own account.

Like the teacher profile, the student's **Profile & settings** link is found in the account menu, when signed in. The student profile offers a limited set of options.

Some features to note

Change password: Students have the ability to change their passwords. You will be able to see the password in the teacher roster.

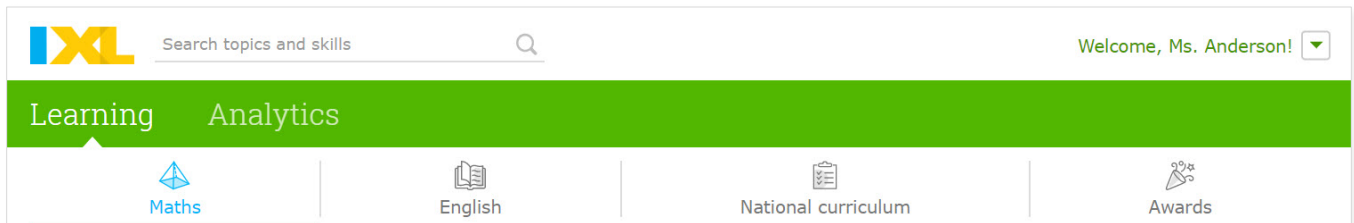
Update/add email address: The email address can be for the student or a parent. You also have access to this in the teacher roster as well.

Students can also edit their time zone and opt in to receive their achievement certificates by email from IXL, if they have provided a valid address.

Student profile icon

A cool feature—which only students have—is the ability to use a prize icon as a profile icon. Students can hover over any earned award on their maths game board or from their English collection, and click **Make this my icon**. They can also drag and drop it on the square next to their username in the upper-right corner. This can be a great incentive to get them to jump in and practise to earn their very first award. And second! And third!

IXL skills



With unlimited maths and English questions in over 4,000 skills, all levels of students will benefit from IXL. You can be sure your students truly understand the skills they have mastered, because they'll never get a medal just by guessing or memorising answers. As a student works on a skill, the difficulty level adapts to their grasp of the concept to ensure the student is being challenged at the appropriate level. Once your students start using IXL, they are on their way to future success!

Find new skills to tackle!

In Learning, there are many ways to access skills! Here are a few suggestions:

1. **Maths or English tab:** From the Maths or English tab, students can select a skill by topic or grade (or level—if you've hidden the grade display).
2. **National curriculum tab:** Students can access the educational achievement objectives for their country through the National curriculum tab. There they can select a subject and grade, click on an objectives-aligned skill and start practising that skill.
3. **Awards tab:** Students can select a challenge from their maths game board and click the link to go to skill practice, or they can focus on an English achievement and discover new skills while working to complete each level.

4. **Search bar:** Students can find specific skills or topics using the search bar, found at the top of every page.

Exploring skills

This looks fun! What are all those cool graphics on the right side of the screen? While the student is practising, IXL displays helpful information about the student's progress. The number of questions attempted, time elapsed, SmartScore and medals earned are all shown on the right side of the screen. As a teacher, if you practise a skill, you can see the same side bar, but your scores are not recorded, and you can't win awards. Although, you get an A for effort!

Ready to switch to a different skill? To try out a different skill in the same grade level, go to `Reception > E.4 Count groups of ten`, the navigation bar above the question, click on the grade link, and select a new skill.

Are all the questions the same type? Nope! Students are constantly challenged with various types of questions such as word problems, visual representations and interactive activities, which call for different types of answers, like multiple choice, fill-in-the-blank and even innovative draw-your-own graphing.

Students in preschool through grade five? There's audio available for extra support! For preschool through grade-two maths and English skills, the audio feature is automatically available. Audio can also be enabled for students practising maths skills at the grade-three through grade-five levels.

When signed in to your account, open your account menu in the upper-right corner, and select **Profile & settings**. Under Settings, from the settings button for **Extend audio support for skill practice**, select the students you'd like to include. Click **Submit**. When the audio is extended, students will have access to audio for maths skills at the grade-five level and below.

What happens when students enter incorrect answers? Students click **Submit** when they are ready with their answer. If the answer is wrong, IXL provides the right answer with a question-specific step-by-step explanation, so students receive immediate feedback and learn from their mistakes.

If students exit a skill before it is mastered, is all their work lost? Whenever students exit a skill they are working on, IXL remembers where they stopped! The next time the student signs in and returns to that skill, the last question encountered will be ready and waiting. The student's practice results and current score are also automatically saved.

If a student leaves the computer to take a break, will the timer keep going? The timer records actual time spent practising. After detecting inactivity for a certain amount of time, the timer pauses. It resumes when the student starts practising again. Depending on your student's grade level, it will take two, four or six minutes of inactivity for the timer to pause.

Score ratings

What exactly is the SmartScore? The SmartScore is based on IXL's proprietary algorithm and is the best possible measure of how well a student understands a skill. With the SmartScore, the learning process is rewarded and your students are constantly reassessed.

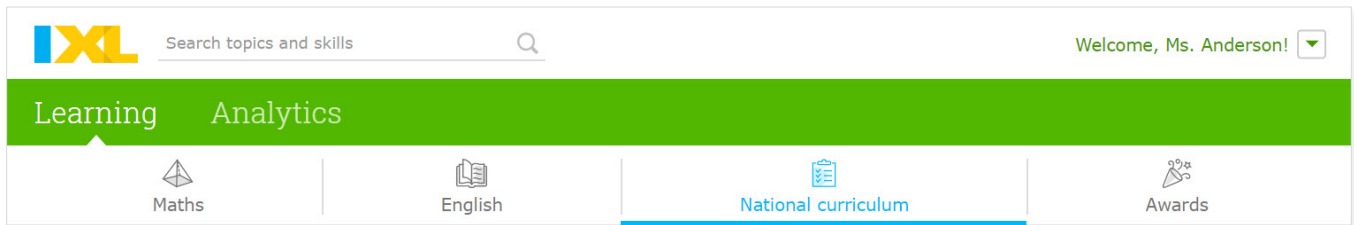
When a student starts practising a skill, the SmartScore starts at 0. As they answer questions correctly, the SmartScore increases. If a question is answered incorrectly, the score decreases. However, the SmartScore is not just based on the percentage of questions correct. It is calculated using many factors, including the number of questions completed, question difficulty and consistency, and offers superior accuracy in assessing student achievement.

A skill is mastered when the SmartScore reaches 100, but the number of questions it takes to master a skill varies with every student. To continuously motivate students, IXL recommends setting other practice milestones along the way to mastery. A score of 80 is good, and a score of 90 is considered excellent. When a student finally achieves skill mastery, you can be confident that they truly understand the skill.

Skill summary

When can you see the skill summary? The skill summary is displayed when the student has mastered the skill. It provides detailed information about the student's skill practice and accomplishments. The student can also see how much time was spent practising, how many questions were answered correctly and the SmartScore.

National curriculum



Making sure all your students are appropriately challenged while also ensuring you are focusing on your country's objectives is a complicated juggling act. IXL takes the stress out of the equation by providing skill practice for *each* individual objective required for your specific country. You can be confident your students are prepared to face future challenges.

Accessing objectives-aligned skills

To access the objectives-aligned skills, click on the National curriculum tab. Then, select the desired subject and grade level, objectives document and an objectives-aligned skill to practise.



When you click on the National curriculum tab while signed in, it will default to the objectives of the last grade level practised.

More than one objectives document to choose from? Some countries have multiple sets of objectives available because IXL offers complete coverage of all objectives adopted by a country. For example, if your country is transitioning to a new set of objectives, both the existing objectives and the newly adopted ones will be available. The objectives document you are currently viewing will be in white and have a check mark next to it.

What are the questions like for this skill? If you'd like to see a sample question, hold your mouse over the skill.

What's the difference between the black and dark green text? The objectives page consists of a list of objectives and corresponding skills. Your country's objectives are shown in black text. Below each individual objective, you'll find IXL's recommended skills in dark green text. To ensure there is something appropriate for every student, IXL offers relevant skills at a variety of difficulty levels.

Keeping track of student progress

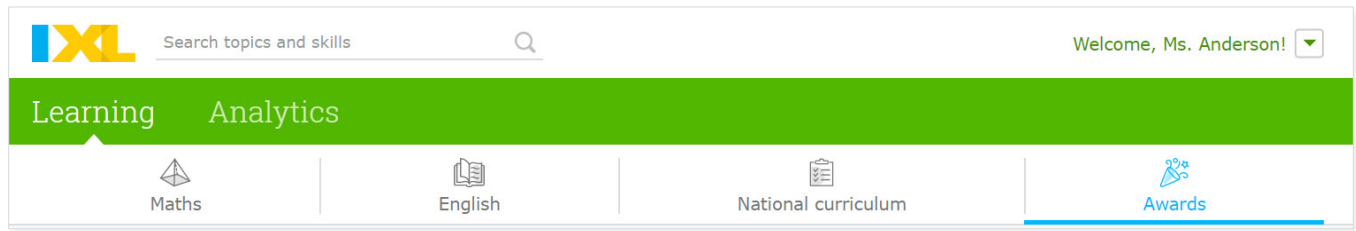
Objectives-aligned practice is an area where IXL's powerful reporting tools really come in handy. With the ability to track student practice and generate reports, you have the invaluable advantage of not only knowing what your students need to know, but also how they are progressing towards these goals. The answers to questions such as "Is my class ready for standardised tests?" or "How can I improve my class's score on particular national curriculum objectives?" are all readily available to you.

To access reports from the National curriculum tab when signed in, simply click **View Report**. Although you can still view objectives-aligned skills without signing in, the IXL Analytics feature is only offered with a subscription or trial.

Direct parent involvement!

Parents and students have direct access to the student's progress as well, and can be actively involved in their IXL growth. On the National curriculum tab, the student's real-time SmartScore is displayed next to each objectives-aligned skill. Parents can also review their students' reports at any time, so there are no surprises when parent-teacher meeting time rolls around. Parents, teachers and students can work together every step of the way to achieve goals and meet the students' needs.

Awards



Once your students begin using IXL, it's hard to tear them away. Students are engaged and challenged right from the start. While they don't need much encouragement to practise on IXL, who doesn't like to celebrate their achievements with special prizes?

Maths awards

Game board

Each maths grade level has its own themed game board, filled with prizes to uncover, so practising maths is like one big treasure hunt. Students in grade one will find themselves in the jungle, eager to reveal exciting creatures, while students in grade four explore an icy wonderland. Your students will look forward to solving maths problems, and the prize icons are a fun and encouraging reward for their hard work.

Some of the various challenges involve mastering a specific number of skills, practising for a certain amount of time and completing a set number of questions. IXL also displays a summary of student accomplishments alongside the game board.

Viewing the game board

Teachers and students can go to the Awards tab to access the maths game boards. Students will also receive an alert at the top of their practice page when they have won a prize and can click that link to get to the game board.

As a teacher, you can view your students' individual game boards to see the awards they have received and their current challenges. If you select all grades for a student, you will see a summary of accomplishments instead of a game board.

Game board squares

View available challenges! A **question mark square** indicates that a challenge is ready for the student. Hold the mouse over the square. IXL will display the challenge in a pop-up, along with a link to maths practice.

Reveal a new prize! When a student has completed a challenge and has a prize to uncover, there will be a **glowing star square** on the board. Only students can reveal the new prize by clicking on it.

Blank square? The square is locked. Locked squares transform into unlocked challenge squares as students progress.

Challenge types

IXL's challenges are based on several factors, including the following:

- Mastery of a specific number of skills
- Time spent practising maths
- Completion of certain quantities of questions
- Completion of rows and columns on the game board
- Mastery of multiple skills in a specific category
- Mastery of several specific skills



IXL labels skills with an identifying number scheme, such as J.4, which makes it easy to locate the skills to master.

English awards

English collections

By taking on challenges presented on the Awards tab, students can grow their collection of prizes, while they expand their knowledge and marvel at their wide range of accomplishments. Each

grade has its own unique collection to gather; third-grade students will gleefully hoard colourful stickers, while seventh-grade students are rewarded with cheerful pins to add to their flourishing collection.

Students can earn new items for their collection by completing such tasks as practising for an hour or mastering fifteen skills. For every level accomplished within the achievement type, they collect another fun prize.

Viewing prizes

Teachers and students can go to the English section of the Awards tab to access the collections. Students will also receive a notification at the top of their practice page when they have won a prize and can click that link to get to their collections. Clicking on the star will reveal the new prize!

As a teacher, you can view your students' individual collections to see their achievements and current challenges.

Achievement types

There are a variety of English achievements for students in each grade level to work towards:

- Questions answered
- Time spent
- Days practised
- Skills mastered
- Questions correct in a row
- Weeks with 50+ questions answered
- Skills mastered in a week
- Categories with 1 skill mastered
- Total SmartScore

And once students have reached a milestone, that's not it! Each achievement type has multiple levels. Have they mastered ten skills? Well, how about trying for fifteen now? Or even twenty? Students are constantly challenged at their individual pace and motivated by the thrill of collecting the next prize in the set!

Customised profile icons

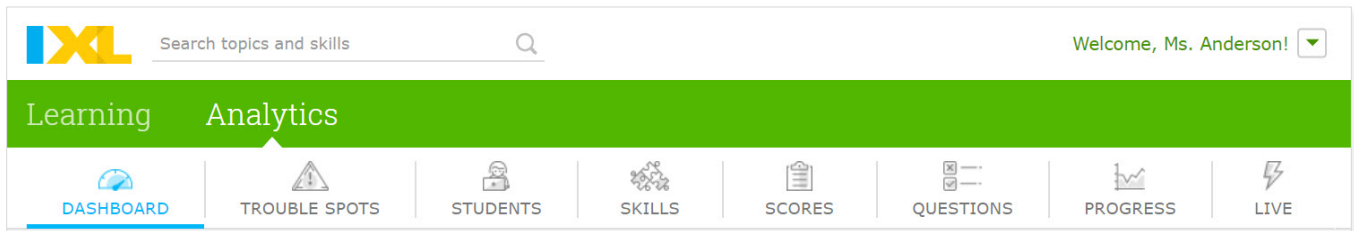
A neat feature your students will love is that they can use any of their maths or English prizes as their profile icon. It will appear beside their username at the top-right of the screen, and it's really easy to set up. The hardest part is picking which one to use! The student just needs to choose a prize icon from the maths game board or an English collection, hover over it and click **Make this my icon**. They can also click and drag it to the square in the upper-right corner. When the mouse button is released, IXL sets the selected prize icon as the new profile icon.

Personalised certificates

In addition to cool virtual prizes, IXL provides certificates that can be printed and added to your classroom wall of fame or displayed proudly on the fridge at home. Links to these certificates—for individual and classroom achievements in maths and English—are available in the [Certificates centre](#) on the Awards tab.

Certificates can also be received via email. Students who have provided their email addresses will be sent their individual certificates, and teachers will receive all classroom achievement certificates. Teachers and students who prefer not to get these emails can opt out in **Profile & settings**.

IXL Analytics



IXL Analytics is your new partner in the classroom, tracking data, analysing performance and providing you with insights. With IXL Analytics, you can easily identify hurdles and pinpoint where help is needed to guide individual students and entire classes to excel. From Analytics, you'll have one-click access to a wealth of reports designed to provide you with the exact information you need to best support your students!

In order to maximise the benefits of IXL Analytics, encourage your students to always sign in, so IXL can save their progress.

One-click access to reports

IXL reports are never more than a click away. Anywhere you see , you can click on it to view reports.

Dashboard

On your Teacher Dashboard, you'll find a high-level view of your students' IXL usage so you can quickly get a pulse on their progress, celebrate achievements and encourage research-proven IXL best practices like striving for mastery, extending learning beyond the school day and answering at least 15 questions per week. In addition, the Dashboard offers tips and suggestions for relevant reports to help drive student learning and provides links to other valuable resources available on IXL.

Popular Analytics reports

Trouble Spots

This report helps you to strategically coach students on trouble spots, which are the areas that students are struggling with and need the most improvement. The Trouble Spots report analyses practice for all students and skills to find every trouble spot encountered. It prioritises them by the number of students who currently need help with that item type and how many questions they've answered incorrectly from that item type.

Even students who have achieved a high SmartScore may struggle with a difficult item type in the Challenge Zone and have trouble spots too! By focusing on re-teaching or reviewing the top trouble spots, you can maximise the number of students you are helping to reach mastery.

For each trouble spot, or item type, you will see:

- The name of the skill that the item type belongs to, or where students encountered it.
- The number of students who are struggling with this item type.
- A carousel of questions your students have answered recently.



Click the arrows to see more questions, to understand what is included in the item type and get ideas for what to review.

- A list of the students struggling with this item type. Hover over any student to see additional information, including total incorrect questions from this item type and current SmartScore.



Click any student's name to go directly to their Questions Log, where you'll see the exact questions answered and all of the answers submitted for the student's practice on this item type.

Skills Practised and Skill Analysis

On Skills in the navigation bar, select the Skills Practised report to see a list of every skill your students have worked on recently, ranked by popularity. Hover over any skill to see a mini analysis

of your students' current status, categorised by no practice, practising or mastered. To learn more, click on the skill.

Clicking on the skill takes you to the Skill Analysis report. In addition to providing overall class status and practice stats, this report really focuses on breaking down each skill into groups of students, based on the item type they are working on within the skill.

Each section represents one of the distinct item types that students will work through as they progress through a scaffolded IXL skill. Sections for item types that students are currently working on are shown in blue, while sections for item types that students may be finished with, or not started yet, are shown in grey.

Each section also contains a carousel of questions you can click through to understand what the item type is asking, so that you can help support your students' progression through the skill. Blue sections show the exact questions students in that group have answered recently, while grey sections show sample questions.

For each grouping of students, you can hover over any student to see additional information about their practice on this skill.



HINT

You can also click any student's name to go directly to their Questions Log, where you'll see the exact questions answered and all of the answers submitted for the student's practice on this skill.

Student Progress

This report gives you the full picture of a student's progress throughout the school year. It covers every skill the student has practised, organised by subject, year level and category.



HINT

You can click any blue row to collapse it, so you can focus on the sections you care about most.

The report displays one row for every skill that the student has practised. To the left of the skill name, you can hover over the magnifying glass icon to see a sample question for the skill. In the middle there are stats for how long the student spent practising the skill and how many questions

were answered. Finally, along the right, you'll see a visualisation of the student's score improvement for that skill, with start and end scores displayed, and change in score depicted by the arrow.

This report is useful for reviewing student improvement, demonstrating progression and as a record of curriculum areas covered.

Live Classroom

This report enables you to monitor your entire class live, as they practise, from one continuously updating screen. It is perfect for use in a lab setting, 1:1 classroom or rotational model.

The report shows you any students who are practising on IXL right this moment, or anytime in the past hour. The top of the report provides overall stats for these students, for easy at-a-glance tracking.

Below is the student activity wall. Here, you'll see one tile for every student who is practising. The tile will show the skill the student is working on, the current score, how many questions have been answered and their accuracy on recent questions. The tiles will even pop up immediate alerts when the programme senses that the student may need individual attention. A red tile indicates that the student may need help, because they answered a majority of recent questions incorrectly. A grey tile indicates that the student may be idle, because practice has paused for over five minutes.


Analytics report options

CLASS: All students ▼ SUBJECT: All subjects ▼ SKILL GRADES: P - 12 ▼ DATE RANGE: This week ▼ [reset](#)


Customisation: The light blue bar at the top of an analytics report provides easy access to Analytics options. These options have to do with what type of practice data you would like to see. IXL will automatically set them to the recommended settings, but you can click the options at the top of any report to customise them. Once you do so, you'll see that your custom settings are displayed in blue, along with a "reset" link that allows you to restore IXL's recommended settings anytime with a single click. Depending on the report, the options may include class, subject, skill year, date range and objectives.

Some reports have additional options, such as selecting a specific skill or student. These options simply change the view for the report you are on and will not be remembered when you leave the report.

Printing Analytics reports: Some reports can be generated into PDFs and printed.

To print, navigate to the report and click , found to the right of a printable report's title. A PDF file will be created, and you can print it as you would any other PDF with your browser's or PDF viewer's printing options.

Exporting student data: The Score Grid and Skill Score Chart reports have an export feature, so you can easily transfer your students' data to a spreadsheet or even gradebook software. The Score Grid report offers all of your students' scores for all skills, while the Skill Score Chart focuses on your students' performance details in just one skill.

To export your students' scores, click , found to the right of the Score Grid or Skill Score Chart title. (If you selected the Score Grid report, choose from the two format options—report or gradebook view—and click **Export**.) A CSV file will be downloaded and ready for you to use in a spreadsheet.

Appendix

A. Technical requirements

Computer requirements

- Windows or Mac OS
- An up-to-date version of Chrome, Firefox, Safari, Edge or Internet Explorer 11
- 256 MB of installed RAM (at the minimum)
- Resolution of 1024X768 with 32-bit colour depth

If you'd like to use any of the audio available on IXL, you'll need a sound card and speakers (or headphones).

Some features, such as the Quick-start Guides, require additional software that is likely installed on your computer. If not, no problem. You can download [Adobe Reader](#) for free.

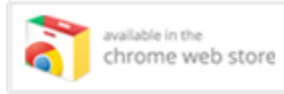
An Internet connection speed of at least 128Kbps is recommended. If you want to connect via a proxy device, it must obey the HTTP/1.1. protocol, including all caching and anti-caching directives.

Mobile devices supported

iPad & iPhone	All models, iOS 12.0 or higher
Android tablets & phones	Android 5.0 or higher
Kindle Fire	7-inch screen or larger, Fire OS 5 or higher
Chromebooks	All models



To start using IXL, download one of our custom apps. You can also access IXL from any browser on your mobile device.



B. Common questions

Is there a way to hide the grade levels? I have some students working below grade level.

Absolutely! Sign in to your teacher account, open your account menu in the upper-right corner and select **Profile & settings**. Under Settings, from the settings button for **Hide grade levels**, select the students to include. Click **Submit**.

When hidden grade levels are enabled, students will see Level A, Level B, etc. instead of preschool, reception, etc. In order to make sure students don't accidentally see the grade labels, instruct them to sign in at <https://za.ixl.com/signin>. You may find it helpful to bookmark this link for your students.

Can students practise in other grade levels?

Yes, students have access to all IXL grade levels for the subject(s) in your subscription!

I already have a classroom licence for maths. How do I add English?

Contact orders@ixl.com to learn more.

Do questions repeat?

No, your students won't see repeated questions! Each skill on IXL has an unlimited number of unique questions. Students will always receive fresh, new content.

I have a new student in my class.

How do I create an IXL student account for her?

All you have to do is add the student to your roster!

From your roster, click **Add students** at the bottom of your roster. Enter the student's information in the new line, and click **Save** or press enter.

For more information about your classroom or site licence roster, see the [Roster](#) section.

Why should I add an email address to my students' accounts?

Email is a great way to keep parents up to date about their student's IXL progress.

If there is a valid email account associated with the student account, IXL can send email updates with links to his individual award certificates.

Students can also recover forgotten usernames or passwords on their own, if they have an email address in their account.

Where can I find the certificates to print for my class?

You can find the links to print out students' certificates in the [Certificates centre](#) on the Awards tab and in certificate emails. To receive these emails, you need to check the **Receive weekly summary emails** box in **Profile & settings**.

How do I retrieve my teacher account password if I have forgotten it?

Go to <https://za.ixl.com/help>, and click **Reset password** on the left. Enter your information and IXL will email password reset instructions to you. If you don't see the email in your inbox, be sure to check your spam folder.

How do I change my password?

Open your account menu, and select **Profile & settings**. Then, click **Change password**. Enter your current password and the new password. Click **Submit** when finished.

Oh no! A student forgot his password!

How do I look up a student's username and password?

Students' usernames and passwords are stored in your roster. To look up a password, go to your roster, found in the account menu.

From your roster, you can also print a list of all your students' usernames and passwords for quick reference. Keep in mind that students can change their passwords so you should always double-check that your printed list has the most current information.

How do I change a student's password?

Find the student in your roster. Click on the student's current password. It will then become editable. Type in the new password, and click **Save**. The change will be reflected in the student's profile as well.

Can all students have the same password?

Sure, the passwords can be whatever you want!

Will we have access over the summer?

Yes, IXL licences are for a calendar year, and students and teachers have full access.

Can students use IXL on an iPad or iPhone?

Yes, IXL offers an app for students to practise skills and earn awards on an iPad or iPhone! [Download the app](#) to get started.

If your students have existing IXL accounts, all they need to do is sign in to their accounts from the app and begin practising.

Without an account, they can practise ten questions a day for free on the app. If you'd like them to have unlimited access, purchase a subscription at <https://za.ixl.com/membership/>. Then, they use their IXL usernames and passwords to sign in to the app from an iPad or iPhone and start tackling challenges.

Students can also visit [IXL.com](https://za.ixl.com) from an iPad or iPhone's browser to use IXL, and they'll find that it works just as it does on a computer.

Why is some of my students' practice missing in IXL Analytics?

It is important to make sure your students are signing in to their accounts when they use IXL. If they don't sign in, IXL can't track their progress with reports.

When running reports, take note of the different filters you can use to manage information, like grade level and student name, and select the filters that best fit your needs.



It's a new school year! How do I clear my roster?

Welcome back!

For a classroom licence:

To clear your roster for the new school year, click the link in the banner at the top of screen.

For a site licence:

Your site administrator will promote all students to the next grade, and clear your roster.

For more information on setting up or modifying your roster, see the [roster](#) section.

Where can I find the IXL letter to parents?

I'd like to let them know we are using IXL this year.

The parent letter for IXL is found on your roster. At the top left of your roster, there are links to print, download or email a letter about IXL to your students' families.

How does the SmartScore work?

The SmartScore is a number that can be anywhere from 0 to 100. When a student starts practising a skill, the SmartScore starts at 0. As they answer questions correctly, the SmartScore increases. If a question is answered incorrectly, the score decreases. But the SmartScore is not just based on the percentage of questions correct. It is calculated using many factors, including the number of questions completed, question difficulty and consistency.

A skill is mastered when the SmartScore reaches 100, but the number of questions it takes to master a skill varies with every student.

The amount of time a student spends on each question doesn't affect the SmartScore.

See the [IXL skills](#) section for more information.