

# BACK-TO-SCHOOL GUIDE

A guide for new and returning educators



**2023-2024**

School Year

*\*\*\*Guide is applicable for users of [BigIdeasMath.com](https://www.BigIdeasMath.com)*

# Welcome Back

Thank you for being a Big Ideas Learning customer and welcome back to the classroom! To help assist you in your return, please use this collection of resources to set up your classes, reorder materials, or to find additional support.

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# Getting Started

## Accessing the Digital Platform

- **Teacher Self-Registration**
  - Follow these [instructions](#) to register as a new teacher. Returning teachers can log-in using their existing accounts. To reset your password, please follow these [instructions](#).
- **Student Self-Registration**
  - Follow these [instructions](#) to register as a new student. [Returning students](#) can log-in with their existing accounts to register for new classes.
- **Logging in with Single Sign-On**
  - If your district or school uses single sign-on for accessing the Big Ideas Math online platform, please click on the appropriate button on the main login page or visit your SSO portal.

## Integration and Rostering

- **Frequently Asked Questions**
  - Big Ideas Learning offers single sign-on and rostering support through various methods. To access some of the frequently asked questions or submit an integration request, please visit our Help Center [here](#).

## Adding a Class

- **For Products with 2019, 2022, and 2023 Copyright**
  - If you are using Big Ideas Math with a copyright year of *2019 or newer*, please refer to these step-by-step [instructions](#).
- **For Products with 2014 Copyright**
  - If you are using Big Ideas Math with a copyright year of *2014 or earlier*, please refer to these step-by-step [instructions](#) that can be found by downloading the [Big Ideas Math Online User Guide](#) (2014).

# Getting Started (cont'd)

## Adding New and Returning Students

- **Adding Students Manually or with Access Codes**
  - Students can be added to a class in Big Ideas Math in one of two ways: either manually or with Access Codes. Both methods are covered step-by-step in the following [instructions](#).

## Adding a Book to a Class

- After creating your class and adding students, simply add a book by following these [instructions](#).
  - *Adding a book will allow you access to resources and see student data.*

## Creating Assignments

- You are now ready to create your first assignment. To help support you in this important process, please refer to these step-by-step [instructions](#).

# Training & Professional Development

## Big Ideas Learning Academy

To assist teachers with successful implementation of the Big Ideas Math digital platform, we have developed a series of self-paced online training courses. These courses allow educators to engage with content, video demonstrations, and online explorations. The full series takes approximately two hours to complete, and progress is saved automatically so teachers can exit and return to the courses at any time. Once the courses are finished, educators will receive a certificate of completion.

- Please [contact your National Geographic Learning representative](#) to request access to the Big Ideas Learning Academy.

## On-Demand Training

The following training videos are intended for users of the Big Ideas Math ©2019, ©2022, and the Florida's B.E.S.T. Standards for Mathematics ©2023 online platforms. In these videos, you will learn from our team of experts about the basics of using Big Ideas Math.

- **Getting Started with Big Ideas Math**
  - The following videos will walk you through the basics of the Big Ideas Math online platform. The video series is broken up into three parts for K-5, 6-8, and 9-12 teachers.
    - [Elementary School](#)
    - [Middle School](#)
    - [High School](#)

## Teacher Support Videos

- Big Ideas Learning has created [teacher support videos](#) aimed at informing instructional practices. Our *Pedagogical Approach* videos offer insights on a variety of topics from a panel of professionals including our renowned author, Laurie Boswell. Topics include providing feedback to students, raising critical thinking skills through questioning, and creating content rigor. The *Concept and Tools* videos provide tips and tricks from educational professionals on how to incorporate different tools into your lessons such as linking cubes and tape diagrams. Other videos explain concepts such as the *Part-Whole Model* or the *Area Model*. See all our videos, including *STEAM* and *Life on Earth* series, by clicking the video library link on the dashboard.

# Training & Professional Development (cont'd)

## Summer Learning Opportunities

Our Customer Success team will be hosting several live training courses beginning in late July to help you prepare for the back-to-school season! [Download the schedule here.](#)

- **Training for Teachers**
  - The initial implementation training provides teachers with an understanding of the structure of the program and the resources available to plan for instruction. This includes navigating the online platform and accessing online resources for engaging, assessing, and meeting the needs of all learners. This training is designed for teachers using 2019 and newer resources.
- **Training for Administrators**
  - This initial training provides administrators with an understanding of the tools and reports available to them within the Big Ideas Math digital platform.
- **Office Hours for Teachers**
  - This time is designed for teachers to drop-in and ask questions to receive live and instant support regarding the Big Ideas Math digital platform.

# Ordering Information

## National Geographic Learning

Our programs are exclusively supported by our partners at National Geographic Learning. Their team of sales representatives will work with you to fulfill your school or district's needs. Please visit their customer support page [here](#) to assist with the following:

- Requesting Samples
- Quotes
- Place an Order
- Request an Invoice Copy
- Report an Issue with an Order
- Order Status
- Returns
- Journal Replenishment
- Find Your Rep

# Customer Support

## Guided Self Help

- Our [Big Ideas Learning Customer Support](#) site provides you with a guided path to answer all of your questions. If you need additional assistance, submit a help case to get in contact with our customer support team.

## How To Use the Customer Support Special Guided Help Feature

1. Visit <https://www.bigideaslearning.com/customer-support>
2. Click on 'Help Desk.'
3. Answer the questions on the following page using the drop-down menus, including the topic with which you need assistance.
  - *All questions must be answered in order to search for the correct help article.*
  - *You must select your state in order to submit a case.*
4. The next page will provide you with articles related to your topic. Browse these articles to find the answer you are looking for.
5. If the articles provided DO NOT answer your question, you may then fill out a customer support case by clicking 'Contact Support.'
6. Fill out the form to submit your case and a Big Ideas Learning Customer Support Representative will respond to your inquiry.

## Monitor Digital Platform Status and Maintenance Updates

- To view the status of our digital platform, visit <https://status.bigideasmath.com> or click 'Platform Status' on the main customer support webpage. Any platform outages or disruptions will be reported here. If no known issues are reported, the platform will be displayed as 'operational.' Customers can also click on "Subscribe to Updates" to sign-up for texts or email alerts.
- Periodically, our technical staff will perform scheduled maintenance to the digital platform. These scheduled outages are to perform any bug fixes, feature updates or to add new features. A report of these updates can be found on the status page during the school year.

## Customer Support Hours

- Our customer support staff is available between the hours of 8:00 a.m. and 7:00 pm (EST) Monday - Friday. Holidays may affect these hours.