ZEARN

Technology Implementation Guide
Lead Zearn Math

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Facility Technology Requirements

✓ Devices Supported

Zearn supports the devices listed below.

☐ Desktop computers (Windows or Mac OS)   ☐ Chromebooks

☐ Laptop computers (Windows or Mac OS)   ☐ iPads (most recent iOS versions supported)

☐ Android (**see this article for specific tips when using on an Android device**)

✓ Browsers Supported

For optimal access to the Zearn Math curriculum, Zearn supports the following browsers updated to one of the two most recently released versions (and only the most recent version for Internet Explorer). If Zearn Math is not accessed via a supported browser, staff and students may experience performance issues ranging from digital manipulatives appearing distorted to pages not loading at all. It is important to note that Zearn Math is accessible via a web browser only; there is no Zearn Math app. Zearn does not require the use of Flash.

☐ Chrome   ☐ Microsoft Edge

☐ Firefox

☐ Safari

✓ Bandwidth Requirements

Zearn Math contains streaming video elements that require student devices to have a minimum download bandwidth of 1 Mbps per student. During peak usage, students who do not have access to the recommended 1 Mbps of bandwidth may experience longer load times and errors saving their Independent Digital Lesson progress. If a Digital Lesson "restarts" before completion or if results will not save, these problems are likely due to a lack of adequate bandwidth.

✓ Firewall/Whitelist Recommendations

The domains found in this whitelist article should be added to all firewall exclusions/whitelists. This will update firewall settings to allow traffic from those sources, ensuring all content can be accessed. Without updating firewall settings to account for the whitelist, staff and students will not be able to access Zearn Math.

Zearn continuously updates the whitelist, so we recommend checking the above article quarterly to ensure firewall settings are up to date.

✓ Spam Filter Recommendations

Zearn sends periodic account updates and product information via email to staff members. Exclude the domain Zearn.org from your spam filter to ensure delivery of all important communications.

Setting Up Your Roster

User Roles

This section contains the document elements, ready to copy and use! You'll find checklists, numbered lists, multi-item sections like this one, text with image, and more.

1. **Group Admin.** A group administrator has access to all schools rostered in the group of Zearn Math School Accounts. This user is able to access all rosters and reports. If the school is using the Spreadsheet Rostering Template, this user can also make changes to rosters.

2. **School Admin.** A school administrator has access to a specific school in the Zearn Math School Account. This user is able to access all rosters and reports for the given school. If the school is using the Spreadsheet Rostering Template, this user can also make changes to rosters at that school.

3. **Teacher.** A teacher has access to classroom-level information. Teachers can access all class reports for their assigned classes, update student lesson assignments, and if the school is using the Spreadsheet Rostering Template, this user can also make changes to classroom rosters.

4. **Student.** A student has access only to the student's own account and the ability to work on Digital Lessons within it. A student may join a different classroom depending on the integration a district has chosen, but a student will not be able to make any other changes to their account or access rosters or reports.

Two-Factor Authentication on Administrator Accounts

Zearn Administrator accounts can view school-wide reports and access exportable reports. To ensure that only the specified administrators can access this information, Zearn protects all administrator accounts with two-factor authentication via SMS or phone call. All administrators are required to set up two-factor authentication the first time that they sign in. Admin will be prompted to designate a phone number where they can receive phone calls or text messages that contain access codes. Admin will use these access codes to further verify their identity when logging in to their Zearn accounts. It's important that the initial phone number selected is one that the user will be able to access whenever they need to access Zearn.org.

Rostering Options

With the purchase of a Zearn Math School Account, schools gain access to Zearn rostering services. Zearn Math supports three different methods for generating an initial Zearn Math School Account roster: (1) integrating with Zearn through Clever, (2) integrating Zearn through Classlink, and (3) submitting a one time Spreadsheet Rostering Template.

Integrating with Zearn through Clever

Clever is a third-party application that Zearn works with to provide Student Information System (SIS) integration. Clever connects a district's SIS with educational resources like Zearn Math. Clever allows Zearn Math to access all staff and student data in a standardized way.

Clever provides two specific services pertaining to Zearn Math:

1. **Rostering.** Clever shares the roster information obtained from a district's SIS with Zearn Math, allowing us to leverage work already done in district systems.

2. **Instant Login.** Through the Clever portal, staff and students are able to access their Zearn Math account using Clever's Instant Login functionality, removing the need for an additional set of credentials.

Submitting a one time Spreadsheet Rostering Template

The one time Spreadsheet Rostering Template allows a designated school or district official to provide a list of staff and
student rosters at the beginning of the school year, which the Zearn Math School Account Support team will use to create the corresponding users within a Zearn Math School Account. After the initial setup of rosters, all staff members will be able to make adjustments to specific rosters based on their access level.

Clever Integration

Preparing your SIS-to-Clever Integration for Zearn

The Zearn/Clever integration pulls information that exists within the district's SIS directly into Zearn, and it allows for automated roster management. To ensure successful implementation, it's important to have the SIS-to-Clever integration set up properly. Below are items that should be validated before connecting with Zearn through Clever. If you have any questions about your specific SIS-to-Clever integration, or about making changes to it, please contact Clever directly at enterprise-support@clever.com.

Clever Sections

When integrating with Zearn through Clever, Sections in Clever translate directly to Classrooms on Zearn. The sections being shared with Zearn through Clever should reflect the specific math classrooms that exist within your school. For example, if your district's SIS is organized by homeroom and students rotate for math, the specific rosters for math class must be added as sections assigned to the proper teacher.

Administrators within Clever

There are two ways users can have administrative access in Zearn. The first method is through how user profiles are set up within Clever. A school or district administrator in Clever translates directly to a school or group administrator in Zearn. Members of your district's Clever Team will be assigned group admin access within Zearn. The second method is through the role promotion functionality within Zearn. School or Group

administrators of a Zearn Math School Account rostered can make edits to staffs' roles directly in Zearn. It's critical to have administrators set up in a district's Zearn Math School Account to access the associated Admin Reports.

Grade-level assignment

Prior to initially connecting with Zearn, ensure all student's grade-level assignments are accurate within Clever. A student's grade assignment translates to the initial Digital Lesson assignment within Zearn. This information is used only during the initial Clever-to-Zearn sync. Any edits to a student's grade-level information in Clever after the initial sync will not update the student's Digital Lesson assignment.

Classroom sharing

If there are coaches or aides who will need access to student information across multiple classrooms, ensure that they are set up properly within Clever as shared teachers (within Clever, shared teachers are called alternate or co-teachers). Individuals who are set up as shared teachers for a classroom will have access to that classroom's Zearn Math Class Reports.

Sync timing

Zearn will sync roster information through Clever nightly, around 4:00 a.m. EST. In order to ensure that there isn't any disparity during the school day, we recommend updating the SIS-to-Clever sync to this schedule. Keep in mind that even a small discrepancy between the information shared through Clever and the information that exists in Zearn may cause the instant login functionality to fail.

Requesting Out-Of-Sequence Syncs

If roster changes must be made during the school day, please contact schoolaccounts@zearn.org after syncing the updated information from the district's SIS to Clever. Zearn will then be able to run an out-of-sequence sync to pull in the updated information from Clever.

Using Your District's Clever Portal

All staff and students must access Zearn.org through their Clever portal or via the "Log in With Clever" button on the Zearn.org homepage. If a district has decided to integrate with Zearn through Clever, any staff members or students who are not accessing Zearn through their Clever portal will not have their data associated with the relevant Zearn Math School Account. When staff or students experience problems related to progress not appearing within their accounts, it is often a result of logging in to an account created outside of the Zearn Math School Account (and not through Clever). Please ensure all staff members with multiple Clever accounts are aware of which account they should be using to access Zearn.

Merging Existing Accounts

Zearn will attempt to merge students' progress from an existing Zearn account upon the initial sync. Depending on which field yields the highest overall match percentage, Zearn will match existing student information on

their Clever 'sis_id', 'student_number', 'state_id', or 'credential.district_username' field. It is important to note that this merging will only occur with students in existing School Accounts. If unable to merge, or if a student has data in an existing individual account, Zearn has a front end option. It is important that teachers orient students to this initial login process in order for progress to be saved. For step-by-step instructions on what students will experience during their initial sign-in with Clever, see this resource on joining a Clever classroom. After the initial login through Clever, it is not possible to merge progress from prior Zearn accounts.

Using Google SSO or Other Credentials with Clever

In order to access the district's Clever portal, staff and students are offered a number of different authentication options, including Google Single Sign-On (SSO). Zearn does not control what type of authentication a district uses to access their Clever portal. You can see a full list of supported authentication types and troubleshooting recommendations from Clever in their Help Center article on authentication: Clever authentication troubleshooting. Ensure that all staff and students are aware of their Clever credentials and can access the Clever portal. Some staff members may have more than one Clever account; ensure they understand the difference between the accounts and their corresponding access levels.

Managing Your Ongoing Roster

Once a district has connected with Zearn through Clever, Zearn will update roster information every morning at 4:00 a.m. EST through an automated sync. Staff members are not able to make any changes to classroom rosters or staff members assigned to classes through the Zearn application. All roster changes must be made directly in the district's SIS. Keep in mind that grade-level assignments only sync on initial roster creation; all subsequent lesson assignments are managed by teachers in their account.

Classlink Integration

Preparing your Classlink Integration for Zearn

To ensure that all math courses with teachers and students have a Zearn profile, as well as to allow building administrators to generate school-wide reports, we recommend creating rules that share enrolled math courses and building administrators with us. This will increase the clarity of your reports. Our Deployment Team is available to help with establishing your Classlink to Zearn Sync. Below are items that should be validated before connecting with Zearn through Classlink. If you have questions on setting up your Classlink Roster Server or managing your source data, we recommend reaching out to Classlink directly at helpdesk@classlink.com.

Classlink Classes

When integrating with Zearn through Classlink, classes in Classlink translate directly to classrooms in Zearn. The classes being shared with Zearn through Classlink should reflect the specific math classrooms that exist in your school. For example, if your district's SIS is organized by homeroom and students rotate for math, the specific rosters for math classes must be added as classes assigned to the proper teacher.

Administrators within Classlink

There are two ways to set up users with administrative access within Zearn. The first way is through the role assignments within Classlink. A school or district administrator in Classlink translates directly to a school or group administrator in Zearn. A second option is available to coaches or other personnel who need access to Zearn admin reports but are assigned the teacher role in Classlink. Users with the teacher role can have their role promoted by a School or Group Administrator within the Zearn application. It is critical to have administrators set up in a district's Zearn Math School Account in order to access the associated Admin Reports.

Grade-level assignment

Prior to initially connecting with Zearn, ensure all student's grade-level assignments are accurate within your Roster Server. A student's grade assignment translates to the initial Digital Lesson assignment within Zearn. This information is used only during the initial Classlink-to-Zearn sync. Any edits to a student's grade-level information in your Roster Server after the initial sync will not update the student's Digital Lesson assignment.

Classroom sharing

If there are coaches or aides who will need access to student information across multiple classrooms, ensure that they are set up properly within your Roster Server as shared teachers. Individuals who are set up as shared teachers for a classroom will have access to that classroom's Zearn Math Class Reports.

Sync timing

Zearn will sync roster information through your Roster Server nightly, around 4:00 a.m. EST. In order to ensure that there isn't any disparity during the school day, we recommend updating the SIS-to-Classlink sync to this schedule. Keep in mind that even a small discrepancy between the information shared through Classlink and the information that exists in Zearn may cause the instant login functionality to fail.

Grade-Level Assignment

Prior to initially connecting with Zearn, ensure all student's grade-level assignments are accurate within Classlink. A student's grade assignment translates to the initial Digital Lesson assignment within Zearn. This information is used only during the initial Classlink-to-Zearn sync. Any edits to a student's grade-level information in Classlink after the initial sync will not update the student's Digital Lesson assignment.

Classroom Sharing

If there are coaches or aides who will need access to student information across multiple classrooms, ensure they are set up properly within Classlink as a co-teacher. Individuals who are set up as co-teachers for a classroom will have access to that classroom's Zearn Math Class Reports.

Sync Timing

Zearn will sync roster information from Classlink nightly, around 4:00 a.m. EST. In order to ensure that there isn't any disparity during the school day, we recommend updating your SIS-to-Classlink sync to this schedule. Keep in mind that even a small discrepancy between the information shared through Classlink and the information that exists in Zearn may cause the instant login functionality to fail.

Requesting Out-Of-Sequence Syncs

If roster changes must be made during the school day, please contact schoolaccounts@zearn.org after syncing the updated information within your Classlink source data. Zearn will then be able to run an out-of-sequence sync to pull in the updated information from Classlink.

Using your District's Classlink Launchpad

All staff and students must access Zearn.org through their Classlink Launchpad or via the "Log in With Classlink" button on the Zearn.org homepage. If a district has decided to integrate with Zearn through Classlink, any staff members or students who are not accessing Zearn through their Classlink Launchpad will not have their data associated with the relevant Zearn Math School Account. When staff or students experience problems related to progress not appearing within their accounts, it is often a result of logging into an account created outside of the Zearn School Math Account (and not through Classlink).

Merging Existing Accounts

Zearn will attempt to merge students' progress from an existing Zearn account upon the initial sync. Zearn will match existing student SIS ids with their Classlink 'Identifier' field or a metadata field titled 'zearnid'. It is important to note that merging will only occur with students in existing School Accounts. If we are unable to merge, or if a student has data in an existing individual account, Zearn has a front-end option. It is important that teachers orient students to this initial login process for their progress to be saved. For step-by-step instructions on what students will experience during their initial sign-in with Classlink, see this resource on joining a Classlink classroom. After the initial login through Classlink, it is not possible to merge progress from prior Zearn accounts.

Managing Your Ongoing Roster

Once a district has connected with Zearn through Classlink, Zearn will update roster information every morning at 4:00 a.m. EST through an automated sync. Staff members are not able to make any changes to classroom rosters or staff members assigned to classes through the Zearn application. All roster changes must originate from the Classlink Roster Server. Keep in mind that grade-level assignments only sync on initial roster creation; all subsequent lesson assignments are managed by teachers in their accounts.

Spreadsheet Upload

Rostering Staff vs. Staff and Students

When filling out the Spreadsheet Rostering Template, districts will decide whether to roster only staff members, or both staff members and students:

1. **Roster staff and students.** This option creates new accounts for all staff and students. Any students that had a Zearn Math School Account the previous year will have their progress preserved and their credentials updated based on a match of the SIS ID provided in the previous year's template.

2. **Roster staff only.** This option creates new accounts for staff only. Students can use any existing accounts to

join the correct classroom using a class code, and staff members can create new student accounts through their Zearn account.

Submitting Completed Templates

Our Deployment Team will be reaching out to your district's rostering contact to offer step-by-step guidance on filling out our Spreadsheet Rostering Template. This rostering service is offered once per school year, and we recommend that it be completed prior to the first day of school. Completed templates can be submitted here.

Bringing in Existing Student Accounts Using Class Codes

Once a district has set up their initial Zearn Math School Account rosters, any students who have existing accounts outside of the Zearn Math School Account will be able to join a classroom within the Zearn Math School Account using a class code. For more information on where staff members can find their class codes and how students can use them, see this Help Center article on class codes.

Using Google SSO

Zearn supports the use of Google SSO for both staff and student accounts. In order for staff or students to access their Zearn accounts via Google SSO, districts will need to fill out the Spreadsheet Rostering Template and enter the individual's Google Account email address in the username column.

Managing Your Ongoing Roster

For common actions related to managing a classroom roster, please visit the following articles within the Zearn Help Center:

⭐ Updating Student Mission Assignments

⭐ Adding Students

⭐ Adding Staff

⭐ Editing Classroom Information

⭐ Sharing Classrooms

Resources for Ongoing Support

Zearn Help Center

Staff can visit the Zearn Help Center for answers to any questions related to the Zearn application or the Zearn Math curriculum at help.zearn.org.

Zearn Math School Account Support

As part of purchasing a Zearn Math School Account, a district has access to a dedicated School Account Support team that will respond to any inquiries via email within one business day. For specific questions related to this guide, or anything experienced while using Zearn.org, please contact Zearn Math School Account Support directly at schoolaccounts@zearn.org.

Clever Support

For questions related to implementing Clever, adding administrators to Clever, managing Clever sections, or troubleshooting a district's SIS-to-Clever sync, please contact Clever directly at enterprise-support@clever.com.

Classlink Support

For questions related to implementing Classlink, adding administrators to your Roster Server, or troubleshooting your district's Roster Server configuration, please contact Classlink directly at helpdesk@classlink.com.

2FA Support

Our School Account Support team can assist with ongoing management of your administrator account's 2FA. For any questions about your 2FA configuration, please contact us at schoolaccounts@zearn.org

Zearn.org Status Page

Information regarding the real-time status of Zearn.org, including uptime and reported technical issues can be found on the Zearn.org status page.

Reporting a Bug

If after troubleshooting any issues experienced on Zearn.org as this article has outlined, it may be necessary to report a bug. To report a bug, send an email to schoolaccounts@zearn.org and include the following information:

1. A thorough description of the issue

2. The usernames of the staff and student accounts affected

3. The device, browser, and browser version being used to access Zearn

4. The approximate time the staff member or student experienced the issue

5. Whether the staff member or student was accessing Zearn through a wired or wireless connection

6. If possible, a screenshot or video of the issue as it occurred

Zearn is a nonprofit organization on a mission to ensure all children love learning math. Zearn developed Zearn Math, a

top-rated K–5 curriculum and classroom model built for daily differentiation and engagement for all students. As part of Zearn's commitment to access and equity, Zearn Math curricular materials are available at no cost to teachers and students. To support districts and schools, Zearn offers implementation tools for purchase.