

SuccessMaker®



Mobile Access Guide

SuccessMaker

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Overview

With the release of SuccessMaker (SM), both reading and math courseware are accessible on a variety of mobile devices for hosted or locally deployed customers.








Assessing Compatibility

Savvas wants your student's SuccessMaker experience to be positive and productive. Review the mobile device system requirements below and see the full SM system requirements, available on the SuccessMaker System Requirements page. If necessary, work with your Savvas representative to determine if your school's technical configuration is compatible.

Mobile/Tablet System Requirements

Browser and Operating System Support

Approved devices are based on a supported operating system, RAM, and screen resolution.

Supported Browsers	Supported Mobile Operating Systems			
	Chrome OS™	iOS 12.3 and 13.4	Android 8 and 9 (Oreo and Pie)	Windows® 10 client (excluding Windows RT)
Google Chrome™ version 80 or later (32-bit Windows®; 64-bit Mac OS® X)		N/A		
Microsoft Metro/Edge	N/A	N/A	N/A	
Safari® (64-bit)	N/A		N/A	N/A
Mozilla Firefox® 75 or later (32-bit Windows; 64-bit Mac OS X)	N/A	N/A	 **	

**While we expect the supported versions of the Firefox browser will work on an Android device, not all aspects of the student UI have been fully tested in this configuration. For best results, when running the courseware on an Android device, use the Google Chrome browser.

By designating officially-supported operating systems and browsers, Savvas is able to ensure an optimal user experience; however, SuccessMaker is expected to function properly in the other, untested combinations of operating systems and browsers.

Browser settings required:

- JavaScript™ must be enabled.
- Normal browsing mode enabled (private or incognito browsing mode is not supported).
- For Home Users and Savvas Hosted customers, cookies must be enabled for https://*.smhost.net
- For Locally Deployed customers, cookies must be enabled for your locally deployed URL.

Fluency has limited support for mobile devices, for more information see [SuccessMaker: Fluency Browser Compatibility](#).

Hardware Requirements

Hardware Requirements	<ul style="list-style-type: none"> • Screen Size: 9.7" or higher • Dual Core processor or higher • RAM: 2GB • RAM: 4GB for Windows 8.1 or Windows 10 tablets <p>Apple lists iPad® technical specifications by hard disk storage size capacity, for example, 16GB or 32GB, and does not commonly include (RAM) specifications for the various iPad models. Storage size capacity and RAM are two distinct specifications:</p> <ul style="list-style-type: none"> • Storage size capacity is the amount of disk space needed for installing applications. • RAM is the amount of temporary random access memory available for running applications.
Bandwidth Requirements	<p>Wireless Spectrum: 802.11ac or 802.11n (5 GHz spectrum recommended)</p> <p>Internet bandwidth: SuccessMaker requires a broadband connection with a minimum connection speed of 1.5 Mb/s with reliable throughput.</p>

IMPORTANT: Portrait mode for tablets is not supported. If students attempt to run the courseware in portrait mode, some text and images may not display properly.

NOTE: Savvas does not recommend or support the use Guest mode browsing on Google Chromebooks when accessing SuccessMaker.

Getting Started with SM on Mobile Devices

Verify that the devices you plan to use meet the hardware, operating system, browser, and bandwidth requirements as shown above, and then do the following:

To sign in to SuccessMaker:

1. Open the supported browser.
2. In the browser's address box, type your school's unique URL. The SuccessMaker **ENTER HERE** page appears.



3. Select **ENTER HERE**, and then sign into SM.

To exit an assignment and sign out of SuccessMaker:

1. Do one of the following:
 - In the reading course, select the blue **Close** button in the upper-right, to end your session and save your session progress data.
 - In the math course, select the **Menu** button on the left to open then menu, and then click the **Close** button to end your session and save your session progress data.
2. Select **Log out** on the Assignments page to sign out of SM. The SIGN IN page displays.

IMPORTANT: You should always close the course with the **Close** button, and **Log out** of SuccessMaker when finished running the courseware. If the browser window is abruptly closed, or a student on an iPad presses the **Home** button twice, and then swipes up on the browser window in which SuccessMaker is running, session data may be lost, the user left online, or the license may be left "in-use" for up to 30 minutes. This can prevent other students from being able to sign in and run the courseware during that time.

Preparing Students for a Touch Screen Mobile Device

In general, students running the SuccessMaker courseware through a supported browser on a supported mobile device can use standard gestures common to most mobile devices

with touchscreen capabilities. The list below provides some explanation and tips about using the courseware tools and navigation on a mobile device.

IMPORTANT: Portrait mode is not currently supported. If a student attempts to run the courseware on a mobile device in portrait mode, some text and images may not display properly. Students should use landscape mode only on all mobile devices.

IMPORTANT: By default, the **Allow Multiple Apps** and **Gestures** features are enabled on an iPad. These features cause instability in the math and reading courseware. If left enabled, the students may see a white screen or a freeze condition if they swipe from the far right portion of the screen to the left during a session.

To disable these features on an iPad, select **Settings** > **General**, and turn off **Allow Multiple Apps** and **Gestures**.

For additional information on optimizing performance on wireless devices, see [WIRELESS OPTIMIZATION TIPS AND CONFIGURATION RECOMMENDATIONS](#)

Running Reading Courseware

1. When a student begins a new reading course, a **Play** button appears. Tap the **Play** button to continue.



2. After the opening character animation plays, select the Ferris character in the lower-right corner, to begin the course.



Reading Player Audio

- When the course begins, instruction audio begins automatically. To replay audio, tap the word or sentence.

- In reading passages, the student can tap and hold text to play the rollover audio. The text color changes to orange and a narrator reads the selected text or word that an image represents.
- In some LOs, the student can tap a word to hear the word or word part read aloud.
- The volume control in the left menu bar, is unavailable for videos when running a reading course directly from a mobile device. Use the volume control on the device to increase or decrease the volume when the left menu bar volume control is unavailable.
- If **Suppress Audio** is set to **On** for the assignment:
 - Passage text audio is disabled for *Text Reader* and *Reading Portal* Learning Objects. Auto play, hover text, and click-to-play audio for the passage text WILL NOT play.
 - The **Read to Me** button is disabled, preventing the student from hearing the passage text read aloud.
 - Instruction audio, activity questions, answer options, Glossary entries, and Coach prompts WILL play.

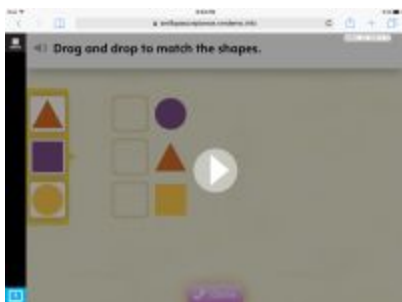
For more information on the student experience with the reading course, see the [Reading Reference Guide](#).

Running Math Courseware

1. When a student begins a new math course, a **Click To Begin** button appears. The student must tap the button to proceed in the course. This button also appears once during a session.



2. After the opening character animation plays, choose a character.
3. When the first LO displays, tap the **Play** button to continue.



4. After answering the question, tap the **Done** button, and then tap **Next** to move to the next LO.

- Once you have mastered an LO, you'll receive a reward animation. Tap the **Click to Begin** button to play the reward animation and continue through the course.

Math Player Audio

- When the course begins, instruction audio begins automatically. To replay audio, tap the speaker icon next to the question or feedback text to play the corresponding audio.



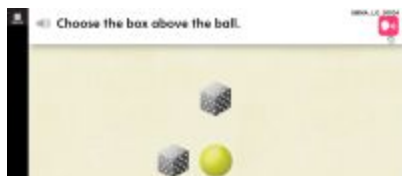
- For all audio, use the volume control on the device to increase or decrease the volume.

Spanish Translation

If you have the **Translate** enrollment option turned on for the course, the TextHelp icon displays in the upper right corner of the lesson.



Click or tap the TextHelp icon to turn on Spanish translation for the question or statement. The speaker icon turns pink.



With the Spanish translation on, click or tap the pink speaker icon to the left of the question.



The question is read aloud in Spanish, and the **Translation** window displays the question or statement in Spanish text.

For more information on the student experience with the math course, see the [Math Reference Guide](#).

Frequently Asked Questions

Q: As a teacher or administrator, can I use my mobile device to work in the teacher and administrator dashboards?

A: Yes. You can access SuccessMaker using a supported browser on a mobile device by typing the SM host address of the school's web server and signing in with a teacher or administrator **Username** and **Password**.

NOTE: To run reports, you must disable pop-up blocking in the mobile device browser settings.

Q: My student accidentally tapped one of the links on the Sign In page. How does he get back to SuccessMaker?

A: If a student taps the **Training Support - My Savvas Training** or the **K12 Curriculum and Assessment Support** link on the Sign In page, the site opens in an additional tab. Close the newly opened tab or select the **SuccessMaker** tab to reopen SM.

