Is my child the right age for Homer?

The Homer Learn-to-Read program is handcrafted for children ages 2 to 8. We have designated pathways that span children’s ages and their stages of development.

Our Toddler and Preschool pathways target pre-literacy skills and early work with the alphabet.  
  
Our Pre-K path helps children develop the visual, auditory and phonemic processing that are so crucial to success in reading, along with developing a strong understanding of our alphabet in preparation for cracking the alphabetic code.

Our Early Reader and Growing Reader paths, teach children to sound out and spell words with the five short vowels and words with digraphs and blends.

In addition to pathways, we also have a library of fiction and nonfiction digital books that can engage and inform our youngest learners as well as children who are reading beyond what we currently teach. There are stories about everything from oceanography to presidential pets to our five senses. There are fairy tales and fables, poetry and songs. A great resource for our older users!

# How to get my child started with Homer?

Homer allows you to create a customized pathway for your child based and their interests and reading ability! Before your child can use Homer, you'll answer a few simple questions, so that we can customize your child's experience in Homer. Here's how to get started:  
  
1. You will first fill out your child's name and birthdate, and can then assist your child with picking all of their unique interests. We suggest choosing at least 4 different interests, so your child has a lot of content to work with. We also encourage them to choose as many as they'd like!

2. Next you'll be asked a series of questions about your child's existing abilities. The questions will vary based on your child's age.

3. Once all of the information has been received, Homer will provide a recommended pathway for your child based on their age, interests, and existing reading ability. Homer currently offers 5 Reading Stages that grow with children as their reading skills progress.

4. You will be able to review the recommended stage before your child begins using Homer. You may also change this stage if you feel that would be best for your child.  
     a. To review your child's stage  
         i. Press "see more reading stages", then scroll left/right to view other available options.  
        ii. Press "start here instead" on another stage to change your child to that specific stage.

5. To get started, press Start Free Trial Now". You may then select to start your trial, or you can select "Not sure, see more" for more options.

# The content seems too easy for my child, how do I switch levels?

Keep in mind, the levels of a pathway do get harder as they progress, so we recommend trying several activities before deciding to try a different reading stage.

In order to change your child's reading stage, first go to "Settings" and tap on Edit “Your Child’s Name”, which will then relaunch the child setup screens.

You will then go through the Name, Age, Interests, and Reading Stage questions. (We suggest always choosing at least 4 interests, so your child has lots of content to work with.) On the Congratulations page, you will see the new stage we recommend for your child. You may also tap" See More Stages" to view all 5 reading stages and select what you feel is most appropriate for your child.

# The content seems repetitive. Why?

Although every child learns differently, there are commonalities. Everyone, children and adults alike, need review and repetition when learning new skills. We have to practice to gain mastery, whether we’re learning to ice skate, learning a new language, or learning to read.   
  
At Homer, we do, therefore, weave review and repetition throughout our Learn-to-Read program. Review and repetition seem similar, the content sometimes is similar, but they are, in fact, different teaching tools. Review is a reminder of how you do something you’ve learned before but might not have practiced recently or fully mastered. Repetition is used for initial skill building.   
  
We know that children need repeated exposure to skills before they become automatic. We create lessons, therefore, that are short but that target a particular skill, and then we give repeated practice with that skill to move a child toward mastery.  We know that sometimes this seems repetitive, but it is repetition with a clear purpose: making sure that Homer kids master the foundational skills to become strong, independent readers!

How do I cancel my subscription to Homer?

There are a few ways to cancel, depending on if you are billed through Homer, through the iTunes store, or through Google Play.  
  
1) Log into your Homer account at [https://learnwithhomer.com](https://learnwithhomer.com/) by clicking on the “Sign In” button on the upper right corner.  If you are already signed in, click on your email address in the upper right corner.  
  
2) Then, go to <https://learnwithhomer.com/tools/settings/> and click “Manage Membership”  
  
3) If you have a Homer subscription through iTunes or Google Play, it will be clearly stated that you have unlimited access to Learn with Homer through the iTunes or Google Play plan. [Click here](https://homerlearning.zendesk.com/hc/en-us/articles/115005496483) for iTunes cancelation instructions. [Click here](https://homerlearning.zendesk.com/hc/en-us/articles/115005496583) for Google Play cancelation instructions.  
  
4) If you have a Homer subscription through the Homer website, your membership plan and membership dates will be clearly listed.  
  
5) To cancel your subscription through the Homer website, select "Turn off automatic renewal".

6) \*\*IMPORTANT-DO NOT STOP HERE- Your account is not yet cancelled.  
  
7) Click continue on the bottom of every page you are directed to.  
  
8) On the final page, you will be asked to agree to the terms and conditions of the cancellation. Check this box.

9) After checking the box, click submit.

Once completed, your subscription will no longer automatically renew at the end of your billing period. All of our pricing and billing policies are outlined in the [Terms & Conditions](https://learnwithhomer.com/terms/) of your subscription. To confirm, you’ll receive no further charges and you will have unlimited access to the Homer Learn-to-Read Program until the end of your billing period.

# How can I log in and log out of my account?

**Logging in and out of the website:**  
To sign into your account through our website, simply visit [www.learnwithhomer.com](http://www.learnwithhomer.com/). In the top right corner, click "Sign In", and log in with your existing email and password.  
  
To sign out though our website, click your email address in the top right hand corner, and select "log out" from the drop down menu.     
  
**Logging in and out of the iOS app:**To sign into your account after opening our iOS app, tap "sign in" located in the top left corner. Enter your birth year to bypass the parent gate, then log in with your existing email and password.  
  
To sign out through our iOS app, tap the menu button in the top left corner. Tap the gear shaped icon, then enter your birth year to bypass the parent gate. Once in the settings menu, scroll all the way down, and tap log out.  
  
**Logging in and out of the Android app:**To sign into your account after opening our Android app, tap "sign in". Enter your birth year to bypass the parent gate, then log in with your existing email and password.  
  
To sign out from our Android app, tap the menu button in the top left corner. Tap "log out" from the drop down menu.   
 **Logging in and out as a member through Southwestern Advantage:**  
If you have a subscription for Homer through Southwestern Advantage, simply click "More Sign In Options" below the "Sign In" button on any device. Then enter your email address and password associated with your Southwestern Advantage subscription.

To sign out, follow the corresponding sign out instructions based on your device. 

**I think I signed in through Facebook?**   
If you email isn't being recognized, it may be because you created your account through your Facebook log-in. If this is the case, simply just log in through the Facebook sign-in.

If you’re not sure whether you signed up via email or via Facebook, no worries, just reach out to our Customer Support team at [support@homer.app.com](mailto:support@homapp.com) and we’ll be happy to check for you!

# I forgot or need to change my password.

**Resetting your password on the website:**Visit www.learnwithhomer.com and in the top right corner, click the "Sign In" button. Click "Forgot Password?". Enter the email address associated with your Homer account, and click submit. A password reset link will be sent to the corresponding email address, along with further instructions.  
  
**Resetting your password on the iOS app:**  
After opening the app, tap the "sign in" button in the top right corner. Enter your birth year to bypass the parent gate. Tap "Forgot Password?" Enter the email address associated with your Homer account, and click submit. A password reset link will be sent to the corresponding email address, along with further instructions.

**Resetting your password on the Android app:**After opening the app, tap "sign in", and enter your birth year to bypass the parent gate. Tap "Forgot your password?". Enter the email address associated with your Homer account, and click submit. A password reset link will be sent to the corresponding email address, along with further instructions.

**Are you having issues resetting your password?**   
If you don’t receive a reset-password link, it may be because you created your account through your Facebook log-in. If this is the case, simply just log in through the Facebook sign-in.

If you’re not sure whether you signed up via email or via Facebook, no worries, just reach out to our Customer Support team at [support@homer.app.com](mailto:support@homapp.com) and we’ll be happy to check for you!

# How can I switch to another child?

Switching to another child is very easy, and can be done on our app or the website!   
  
After you've logged into Homer, tap the menu button in the top left corner. Then tap the "switch user" icon from the drop down menu. Here you have the option to add a child, or switch children. Please note, you can add up to four children per account.

How do I add more children to my Homer account?

Adding another child profile to your account is easy, and can be done through our app or website.  
  
The first way to add children is though the website, under the "Settings" in your account:  
Log into the website and click your user name is the top right corner of the website. In the drop down menu, click settings. Then choose "add a child".

The second way is to add children through the app. Once logged in, tap the blue button in the top right corner to access the dropdown menu. Tap the gear icon and enter your birth year. Under your settings, scoll down to "Child Profile Settings" and you can then add another child account or edit an existing one. Keep in mind, the Homer program is only able to track 4 separate child at a time.

# How do I review Homer in the App Store or Google Play store?

Your opinion matters! You can give Homer a review in the iTunes store by clicking [here](http://bit.ly/DownloadHomer). After you sign in with your Apple ID, click "Write a Review.   
  
You can also give Homer a review in the Google Play store by clicking [here](https://play.google.com/store/apps/details?id=com.learnwithhomer.webapp&hl=en).

# What if I have a membership with Homer through Southwestern Advantage

For any inquires in regards to your Southwestern Advantage membership, please reach out to the Southwestern Advantage Customer Experience team and they'll be happy to help you! Southwestern Advantage will handle all billing and cancellations for Homer subscriptions purchased through them.   
  
You can reach Southwestern Advantage customer service at 1-888-551-5901 from 8am to 5pm CST Monday-Friday, or at customercare@southwesternadvantage.com.

Wondering how to cancel your Southwestern Advantage subscription?   
Visit https://skwids.uservoice.com/knowledgebase/articles/122447-how-do-i-cancel-my-subscription

# What if I have a membership with Homer through Great American Opportunities?

For any inquires in regards to your Great American Opportunities membership, please reach out to their customer experience team and they'll be happy to help you! Great American Opportunities will handle all billing and cancellations for Homer subscriptions purchased through them.   
  
You can reach GA customer service at 800-251-1542, or by visiting https://gaschoolstore.com/Home/ContactUs

# Does Homer have a Facebook page?

Yes! We often post fun activities, articles, press, and more on [our Facebook page](https://www.facebook.com/learnwithhomer/). Make sure to give us a "like" and stay connected!