Frequently Asked Questions

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General

How do I change my password?

1. Log into the Thinkgate Platform
2. Select the Account menu option in the banner.
3. Find the Change Password option
4. Select Change
5. Enter your current password, a new password and re-enter the new password
6. Select Save Changes and close the window

What happens if I forget my password, but have my email address stored in the system?

1. Open a new browser and go to www.thinkgate.net.
2. Select the Login button
3. Select reset password
4. Enter your user name and client ID and select Reset Password
5. An email will be sent to the address Thinkgate has on file containing a temporary password

How can I reset another user's password?

Not all users have this capability. Typically District Administrators are able to reset passwords for other users.

1. Log into the Thinkgate Platform
2. Find the user you would like to reset by entering their name on the Search tab of the Staff tile and clicking GO. You may also utilize the Staff Search screen by expanding the staff tile.
3. Select the user name in the tile you would like to reset. That user's portal should now be open in a new browser.
4. Select the Profile Menu in the banner
5. Locate the Reset Password option at the bottom of the Identification Tile. If you do not see this option, you do not have access to reset this user's password.
6. Select Reset Password
7. Enter a new password in the New Password field. Re-enter the password in the Re-enter field.
8. Select Save New Password

How do I find Thinkgate University?

1. Log into the Thinkgate Platform
2. Select the Help menu located in the top right of the screen in the banner
3. Select Thinkgate University in the menu list

How do I find the Reference Center?

1. Log into the Thinkgate Platform
2. Select the Help menu located in the top right of the screen in the banner
3. Select Reference Center in the menu list

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What browsers, versions and Operating Systems are compatible with Thinkgate?

Below are the recommended system requirements for the Thinkgate Platform:

• PC / Mac:	2GHz Processor 1 GB of Ram 500 MB of free Hard Drive Space
• Operating System (PC):	Windows 7, Windows XP SP3
• Browsers:	IE 8.x, IE 9.x, Firefox 9-11, Safari 5.0x, Safari 5.1x
• Optional Software:	MS Word and Excel (2003+) offers additional output for viewing content
• Bandwidth:	Internal networks with 10MB+ connection configured to support a reasonable level of internal and web-based activity

My display looks funny. What should I do?

The tiles are overlapping the navigation and I can't see or click on the links for the page.

1. Check your browser compatibility view
2. Check the browser and browser version you are using to confirm it is supported within the Thinkgate Platform

As a school or district admin, can I change someone else's user role?

Depending on the user role configuration, this capability may be available. If a user has this capability, the following steps may be followed:

1. Log into the Thinkgate Platform
2. Find the user you would like to modify by entering their name on the Search tab of the Staff tile and clicking GO. You may also utilize the Staff Search screen by expanding the staff tile.
3. Select the user name in the tile you would like to modify. That user's portal should now be open in a new browser.
4. Select the Profile Menu in the banner
5. Select the Edit Icon on the Identification Tile. If you do not see the edit icon, you do not have the appropriate access to change the role of a user.
6. Located the User Type field on the screen now being displayed
7. Select the dropdown menu and choose the appropriate role
   NOTE: You may not change a user to a role with higher security than yours.
8. Select the OK button

Instruction

How do I find resources?

Once you are signed into the Thinkgate Platform, select the Instruction menu. Each tile on the screen represents a specific resource type, such as, unit plans or lesson plan. The Resource tile is a collection of all resources in the system you have access to. You may scroll through each tile to see available resources. Selecting the Expand icon on any of the tiles under the instruction menu launches the Resource Search Screen. From here, you may select criteria to search for specific resources.

How do I create a new resource?

1. Select the Instruction Menu
2. Select Add New on the tile you would like to create a new resource for. For example, if you would like to create a new lesson plan, select “Add New” on the Lesson Plans tile.
3. Select the resource type and subtype. Depending on the tile, the resource type may be prefilled.
4. Select the location where you want to store the resource
5. Select whether you are creating a new resource or if you want to copy an existing resource and select OK. The steps for each of these options are provided below.

Selecting “Add New” Option

1. The edit screen appears once you have selected OK in step 5 above.
2. Add information into the desired fields
3. Select the Save button

Selecting “Copy an Existing Plan” Option

1. The system presents you with a search screen. Use this screen to search for and select the plan you want to copy. Select the plan by clicking the row.
2. Choose the Copy Selected Item button
    b. Select the check boxes for “Child Nodes” and “Associations” to keep embedded content such as embedded resources and tags.
3. Close the window. The screen will refresh automatically. The newly copied resource is now the first record in the tile.
4. Select the resource name hyperlink to open the resource in a new browser. This allows you to preview the resource.
5. To make changes to the resource select the edit icon () located in the top right corner of the screen. This launches the edit screen.
6. Make the desired updates to the resource and select the Save button.

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How do I add a lesson plan to a unit plan?

1. Select the Instruction menu
2. Locate the unit plan you would like to add a lesson plan to. The unit plan can be found in the Unit Plans tile or be selecting the expand icon on the Unit Plan tile and using the Resource Search screen.
3. Select the unit plan name hyperlink. This launches the unit plan in a new browser
4. Scroll down until you see the Add New icon ( ) next to the text "Add New Lesson Plan". Select this icon.
5. Select whether you want to create a new lesson plan or copy an existing plan and select OK. The steps for each of these options are provided below.

Select "Add New" Option

1. The edit screen appears once you have selected OK in step 5 above.
2. Add information into the desired fields
3. Select the Save button
4. Close the Edit Screen
5. The newly created lesson plan now displays within the unit plan

Select "Copy Existing Plan" Option

1. The system presents you with a search screen. Use this screen to search for and select the lesson plan you want to copy. Select the plan by clicking the row.
2. Choose the Copy Selected Item button
    c. Select the check boxes for "Child Nodes" and "Associations" to keep embedded content such as embedded resources and tags.
3. Close the window. The screen will refresh automatically. The newly copied lesson plan now displays within the unit plan.

What is the toolbar I see when I open a resource?

The toolbar that displays at the top of all resources is the Association Toolbar. The toolbar allows for standards, curricula, resources and tags to be associated to the selected resource. Associations provide additional information about the resource and also provide an easy way to search for resources.

How can I associate resources to instructional documents like unit or lesson plan?

1. Select the Instruction men
2. Locate the resource you would like to associate resources to. The resource can be found within the appropriate tile under the instruction menu or expand the tile to use the Resource Search screen.
3. Select the resource name hyperlink. This launches the resource into a new browser.
4. Select the Resource option within the Associations Toolbar. This opens the resource association screen.
5. Select the Available tab, if not already selected, and enter the desired criteria to search for resources. Then select the Search button.
6. Select one or more resources by clicking the rows where the results display.
7. Select the Associate Selected Resource button. The screen refreshes automatically and switches to the Current tab. The current tab shows the resources that are currently associated.
8. Close the resource association screen.
9. The Association Toolbar will update the count of resources currently associated.

What is a Curriculum Map and how do I use it?

A curriculum map is another resource type within the Thinkgate Platform. It is most often used as an instructional document that contains all unit plans and lesson plans for a given course. Once created, you can open a single curriculum map for a given course and access all unit plans, lesson plans and resources.

A curriculum map also contains a timeline. The timeline is populated based on the sequence and duration of all unit plans and lesson plans within the curriculum map. The timeline provides a visual representation of the order in which content for a course is to be delivered. It also represents the amount of time expect for each unit or lesson plan.

As a teacher, what resources do I see in the tile on the Instruction Menu?

Each of the tiles under the instruction menu is filtered to only show resources that are associated to the curricula that match the teachers classes. For example, a teacher that has only 9_12 Biology classes only sees resources that are associated to the 9_12 curriculum.

Teachers can view resources for all other curriculums by selecting the Expand icon () on any of the tiles under the instruction menu. The resource search screen is not filtered, so users can view resources for all grades, subjects and courses.

I see three different resource subtype options. What is the difference between each?

All resources in the Thinkgate Platform are categorized by type. Each type contains several subtypes. Each subtype is described below.

Form
A form is a pre-defined set of fields that make up a template like a unit plan or lesson plan. The form cannot be changed within the system. The user may enter information into any of the fields for the given form.

Attachment
An attachment is an uploaded file. By selecting this option, the user can provide a name and description for the resource, but the content of the resource is located within a file that is uploaded to the Thinkgate Platform.

Web-based
A web-based resource is a link to an external source on the internet. By selecting this option, the user can provide a name and description for the resource, but the content of the resource is located in an external source. The user enters the URL of the source where the resource can be found.

When I create a resource I am asked to choose the location? What does this mean?

All resources are stored in a folder when first created. Users only see folders in which they have access to. Each folder option is described below.

MyDocs
All users have a MyDocs folder. This is a personal folder for each user to create resources in. No one has access to another users MyDocs folder.

District
This folder is used to store all district resources. Only certain user roles have access to add and edit resources in the District folder. All users in the district have access to search in and use resources in this folder.

State
Not all clients will see a state folder. This is only exposed for clients that have a state site. This folder is used to store state resources. Only certain user roles have access to add and edit resources in the State folder. Al users in each district level site have access to search in and use resources in this folder.

What does it mean to copy an existing resource when I am creating a new one?

This option allows you to copy an existing resource such as a unit plan or lesson plan and then make modifications to it. In most cases, the copy is created in your MyDocs folder. Once copied, you can modify the name and any other fields. This option allows you to use existing material without having to create it from scratch.

Assessment

How can I find items that are associated with Addendums?

1. Log into the Thinkgate Platform.
2. Select the Assessment Menu in the banner
3. Select the Expand icon on the Items Tile
4. Select the Advanced tab in the criteria pane
5. Select the tooltip for the Addendum criteria option. This launches the Addendum Search Screen
6. Select the desired criteria and select Search. This returns a list of addendums matching your criteria.
7. Choose the Select button next to the addendum you would like to view items for. This closes the addendum search and enters the addendum name into the item search criteria.
8. Select the Search button
9. The Item search returns items for the selected addendum. The results are filtered to any other criteria that may be selected.

Why can't I print the bubble sheets directly from the browser?

1. The preview version of the bubble sheets are scaled to display in the window and will not print out the bubble sheet at full scale (100%)
2. You need to download the bubble sheet, open in Adobe Acrobat and adjust the print scale so that it is printed at 100%. (some of the adobe versions will indicate that scaling is set to none)

How do I get more than 4 distractors for an item?

The Thinkgate Platform currently supports 3, 4 and 5 distractor multiple choice item types. The number of distractors for a multiple choice item may be adjusted by changing the item type. This may be done in one of two locations:

1. When adding a new item to the system, the Identification screen contains a field for Item Type. The user may select one of the following:
   - ii. Multiple Choice (3 Distractors)
   - iii. Multiple Choice (4 Distractors)
   - iv. Multiple Choice (5 Distractors)
2. When editing an item on the Item Content Editor screen, an Item type dropdown is available. The user may change the item type to one of the supported multiple choice options

Can I proof multiple district assessments in a term?

Yes, as long as each test is a different test type. Only one test type can be proofed per term unless the Exam test type is used.

I would like to copy a pre-test and make it a post-test. Is this possible?

Yes, this is possible. The steps to perform this action are included on the following page.

Steps for an Unproofed Assessment

1. Select the Assessment menu in the banner
2. Locate the assessment in the District Assessment tile or expand the tile and use the assessment search screen.
3. Select the Edit Icon ( ). This launches the assessment content screen
4. Select the Copy icon in the toolbar of the assessment.
5. When the Identification screen displays, change the type dropdown to the desired selection.
6. Select the Copy button

Steps for a Proofed Assessment

1. Select the Assessment menu in the banner
2. Locate the assessment in the District Assessment tile or expand the tile and use the assessment search screen.
3. Select the Assessment Name hyperlink. This launches the assessment object screen.
4. Select the Actions menu in the banner
5. Select the Copy Option
6. When the Identification screen displays, change the type dropdown to the desired selection.
7. Select the Copy button

I have administered an assessment and scanned the bubble sheets. Is it possible to reset a student's score after an assessment has been scanned?

Yes. A student's score may be reset after an assessment has been scanned. The steps to perform this action are provided below.

1. Select the Assessment Menu
2. Locate the assessment in the District or Classroom Assessment tile (depending on the assessment and user).
3. Select the Administration icon ( ). If there are multiple classes eligible to take the assessment, proceed to step 4. If only one class is eligible to take the assessment, proceed to step 5.
4. The Assessment Assignment screen is launched. Select the Administration icon for the desired class.
5. The Assessment Administration Screen is now displaying. Select the student who needs their score reset.
6. Select the Reset icon and confirm this action by selecting OK on the proceeding dialog message

Resetting a student's results will completely clear their results from the system. The only way to recover the scores is to re-scan or manually input the score again.

I have created and proofed an assessment. How can I target this test to schools or teachers?

Once a district test is created and proofed it is automatically targeted to every teacher that has the particular grades/subject/course available to them that the test was created as. A district test does not need to be targeted in the same way a classroom test is.

How do I enable online testing?

In order to enable online testing, please follow the steps below.

1. Select the Assessment menu
2. Locate the assessment in either the District or Classroom Assessment tile (depending on the assessment). You may also locate the assessment by expanding either Assessment tiles and using the Assessment Search screen.
3. Select the Administration icon ( ).
4. On the Assessment Assignment screen, select one or more classes via the checkboxes. This activates the Enable Online Icon.
5. Select the Enable Online Icon

An assessment may also be enabled for online testing from within the Assessment Administration screen by selecting the Enable/Disable Icon.

I have administered an assessment and realized that one of the answers is incorrect. Can I change the answer of an item and if so, how will the score be affected?

Yes, the correct answer for an item may be changed after the assessment has been administered. To perform this action, please follow the steps below.

1. Select the Assessment menu
2. Locate the assessment in either the District or Classroom Assessment Tiles (depending on the assessment). You may also locate the assessment by expanding either Assessment tiles and using the assessment search screen.
3. Select the Assessment Name hyperlink. This launches the Assessment Object Screen.
4. Select the Edit icon ( ) on the Content Tile
5. Scroll to the desired item and change the correct answer.

All test events are automatically updated to reflect the correct answer change, regardless of the method of administration.

What can I change on an assessment after it has been proofed?

There are 3 main elements that can be changed after a test has been proofed:

8. Correct Distractor choice for an item
9. Items can be marked not to be scored
10. Standards attached to items can be changed

What does it mean when the content on a test is locked?

When assessment content is locked users are unable to see items on the assessment. This means that users are unable to view the assessment itself and also that no links are available to view the items through reports. For example if the content on an assessment is locked a user can run a distractor analysis and can see the item numbers students missed but they will not have a link to view the item content as they do when content is not locked.

If a student retakes an assessment, will that score override the original score?

In order for a student's score to be replaced, the score must first be reset. If a new bubble sheet is scanned when a score already exists it will not overwrite their current score.

How do I create an item?

1. Select the Assessment Menu
2. Select "Add New" on the Items Tile
3. Fill out each field on the Identification Screen and select the Continue button
4. On the Content Editor screen for an item there are four sections.
    a. Identification – Contains additional details about the item
    b. Standards – this section is used to search for standard to align to the item
    c. Addendum – This section is used to search for or create addendums to use with the item
    d. Images – This section is used to search for or create images to use with the item
    e. Content – Below the Images section is where the content of the item such as the item stem, distractors and distractor rationale are entered.
5. The Content Editor auto saves the work as it is entered. Once finished, simply close the Content Editor screen.

When creating items, there are different item bank options. What are the differences in the item banks?

In the Thinkgate Platform, there are 5 different item bank options. Below are the different item banks and an explanation of each.

Personal Bank
The Personal Bank is each user's private bank. When a user creates an item it will automatically be saved to this bank. Other users will not be able to use items from this bank unless the user shares the item.

School Bank
When a user shares an item through school bank, the item will be shared among all teachers in that particular school.

Teacher Bank
When a user shares an item through the teacher bank the item will be shared among all teachers in the district.

District Bank
The district bank is shared among users in the District Office. Once an item is designated for the District Bank it does not reside in any other bank.

3rd Party Banks
Thinkgate has partnered with various content providers. Clients may purchase access to these third party banks which are then made available to them. Content within 3rd party banks cannot be edited, only used on assessments.

How do I search for items in a specific item bank?

To search for items in a specific bank, follow the steps below.

1. Select the Assessment menu
2. Select the Expand icon ( ) on the Items tile
3. Select the tooltip icon ( ) for the Item Bank criteria option
4. Select the desired item bank(s) you would like to search

How do I add an item with an addendum?

1. Select the Assessment Menu
2. Select “Add New” on the Items Tile
3. Fill out each field on the Identification Screen and select the Continue button
4. Once on the Content Editor screen, you may choose to search for an existing addendum within the Thinkgate Platform or create a new addendum.

Search for an Existing Addendum
1. Select the Search icon ( ) in the Addendum section
2. Entered the desired criteria and select Search
3. Choose the Select button next to the addendum you would like to add to the item
4. The addendum name now displays in the addendum section as a hyperlink. Select the name to preview the addendum

Create a New Addendum
1. Select the Add New icon ( ) in the Addendum section
2. Fill out the Identification screen and select Continue
3. Fill out the Content Editor screen with the desired content to create the addendum
4. Select the Finish & Return button
5. The addendum name now displays in the addendum section as a hyperlink. Select the name to preview the addendum.

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When I try to administer an assessment online none of the students can login. Why can't they login?

There are a couple things to check if a student is unable to sign into an assessment. Please verify the situations listed below if students are having issues logging in:

1. Verify they are using the correct Student ID and Test ID (located on the Assessment Administration Screen)
2. Verify the Online Status for the assessment is Enabled (listed at the top of the Administration screen). If not, click Enable/Disable Icon.
3. Verify there is not a score or started date already present for the student (visible on the Administration screen). You will need to reset the score or date if the student is showing a score or started date.
4. If none of the above work it is possible there is a duplicate login ID's in the system or a caching issue. If none of the above solve the issue please contact your district administrator or Thinkgate Support (if permitted) to get the issue resolved.

How do the suspend and continue features work for an online assessment?

The suspend icon allows a user to select one or more students in the assessment administration screen to stop the assessment. This is useful in cases such as a student getting sick, lunch period or a fire drill.

The Continue feature allows a user to select one or more students to continue taking the assessment. The Continue feature is also used when students lock themselves out of the assessment. The locking feature for an online assessment prevents a student from searching external sources on their computer. If a student clicks anywhere outside the testing window they will be locked out of the assessment until the administrator of the assessment allows them to continue. We recommend that the student does not close the testing window if they become locked out.

- NOTE: The locking feature is a feature that can be turned on or off for a client.

If a student does not finish a test is there a way to allow them to continue the assessment at another time?

Yes. The assessment administrator may suspend the assessment and then continue it later. The steps to perform this action are below.

1. Select the Assessment menu
2. Locate the assessment in either the District or Classroom Assessment tile (depending on the assessment). You may also locate the assessment by expanding either Assessment tiles and using the Assessment Search screen.
3. Select the Administration icon ().
4. The Assessment Assignment screen is launched. Select the Administration icon for the desired class.
5. The Assessment Administration Screen is now displaying. Select the desired student(s).
6. Select the Suspend icon.
7. In order to continue the assessment, follow steps 1-5 above and the select the Continue icon. The student(s) will now be able to log back into the online assessment and continue.

How do I obtain the Thinkgate Plain Paper Scanning software?

Please contact your district point of contact or Thinkgate Support (if permitted) to receive the Thinkgate Plain Paper Software.

What scanners are supported by the Plain Paper Scanning software?

The Thinkgate Plain Paper Scanning software is compatible with the following scanners:

Brother DCP 8060
Brother MFC 8460N
Brother MFC 8480DN
HP Scanjet 5590
HP Scanjet N6010
HP Scanjet 8350
HP Scanjet 8420
HP Scanjet 8460
Ricoh MP 7001
Ricoh MP 7500
Ricoh MP 9000
Xerox 6180 MFP
(Others will be added to the list as testing progresses.)

Other TWAIN compatible scanners should work. Our support organization will explain how to test the scanner to confirm effective operation.

What are the different kinds of Plain Paper bubble sheets and what is the difference?

There are three kinds of bubble sheets available; student, roster and blank.

Student Form
A student form is unique to the student. It comes with the student ID and assessment ID pre-printed on it.

Roster Form
A roster form includes all students in the class and the student bubbles in his or her own name. The primary benefit of a roster bubble sheet is that one can be printed and then photocopied to save printer ink.

Blank form
A blank form is a bubble sheet with the assessment ID on it but no student information filled in. The student's name can be filled in manually. The blank form is used to administer a test to a student who may not be in the class roster. The bubble sheet can be scanned at a later date after the student has been enrolled.

Reporting

How can I access reports for assessments I have administered?

1. Login to the Thinkgate Platform
2. Select the Reporting Menu Option
3. Select the Expand icon on the Assessment Results tile
4. Enter the desired criteria on the Results Analysis Screen. Grade and Curriculum are required fields
5. Select the Search button
6. Depending on your user role, you may select the cells containing assessment scores to view a list of reports available. Select a report to open it in a new browser.

Teachers may also access the Assessment Results tile by following these steps below:

1. Login to the Thinkgate Platform
2. Teachers default menu is the Classes menu.
3. While the Classes menu is selected, choose a class tile in the top carousel by selecting the class name at the top of the tile
4. The bottom carousel populates with tiles related to the selected class.
5. The Assessment Results tile displays in the bottom carousel displaying data for the selected class.

What are the best reports for my teachers to use?

The Thinkgate Platform contains a number of reports that are helpful to teachers and administrators. The top 5 reports for teacher user are typically those listed below.

1. Item Analysis
2. Standard Analysis
3. Distractor Analysis
4. At Risk Reports
5. Mastery Reports

This does not mean that teachers should not run other reports. Teachers will find that many of the other available reports are just as useful.