

Istation Insider

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COLORADO
Department of Education

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News and Announcements

Istation's School-to-Home Connection

The situation around COVID-19 is changing every day, and it's clear that our lives are changing along with it. At Istation, we're focusing on new ways to strengthen our community and help students thrive while keeping them safe and healthy. [Learn about what to do during school closures here](#) and get access to helpful resources while using Istation at home.

Help Parents Get Started at Home

Istation offers engaging, game-like instruction in reading, math, and Spanish literacy for kindergarten through 8th grade to extend learning beyond the classroom. [Help parents get started here!](#) Also, visit [our Facebook page](#) for practical videos to also help parents get started at home quickly.

ISIP™ Progress Monitoring at Home Starts April 1, 2020.

In response to school closings due to COVID-19, ISIP Progress Monitoring at Home is now available for students at schools and districts using Istation's Indicators of Progress (ISIP) to assess and instruct students. [Read more here.](#)

Exiting the ISIP™ Assessment

[Click here to learn three easy steps to ensure every student's data is properly recorded](#) after taking the assessment.

A Special Message from our President and COO

Istation is committed to helping all educators, parents, and students during this challenging time. Our mission is to support you, and we are honored to be able to assist at this time! #RedCapeNation



Istation Tips & Tricks

Below are some great ideas
to save you time in the classroom and help students achieve their potential!

Learn more Information on distance learning with Istation's Home Handbook for parents, educators and students.

- [ISIP Assessment and Instruction](#)
- [ISIP Assessment and Instruction - Spanish](#)
- [Instruction Only](#)
- [Instruction Only - Spanish](#)

Helpful Hints from Support Services

How to change the domain on the login screen (all users):

1. Open the app.
2. In the username and password boxes, type the word *config* and hit **Enter**. This will take you to the domain configuration page.
3. Type the school domain using the following format: school name. the district. the state.

Password reset:

1. Go to the [Forgotten Your Username or Password](#) page
2. Input your district e-mail address. If you're in the system, you will receive an e-mail with your username and a link to change your password.

This will work for those who have forgotten their password as well as those who are new to Istation and have not yet set up their account.

How to access the training videos:

1. Go to the [Help Center](#) and log in.
2. Click **View Training Videos** on the right side of the page.

How to access the Interactive User Guide (IUG):

1. Go to the [Help Center](#) and log in.
2. Click on the green box that says **Go to FAQs**.

How to check if a student is still logged in to the program:

1. Go to the student's profile on the Istation website by searching for their name or selecting their name from your Classroom page.
2. On the student's profile, locate **Last Program Login**, which displays a status indicating how long the student has been logged in during the current session.
 - If there is no status listed, they are not currently logged in to the program.
 - If there is a status listed and the student is not actively using the program, you will need to contact Support to perform a forced logout.

How to install the Istation app:

1. Go to the [Istation Services and Support](#) page.
2. Select an option based on your operating system.

Note: The Chrome download is ONLY for Chromebooks and not the Chrome browser.

Technical Support Services:

- Hours of support: Monday-Friday 7 a.m.-6:30 p.m. Central Time
- 1-866-883-7323, option 2
- support@istation.com
- Online help resources: <https://secure.istation.com/TrainingCenter/Index>

When contacting support, especially via e-mail, providing as much info as you can will help us resolve your issue faster. Include the affected student's or teacher's name, the school or district, the student's or teacher's ID, any additional relevant information (report name, section within the program, etc.), and a good call-back number.

Let's Stay Social! Connect with Istation

