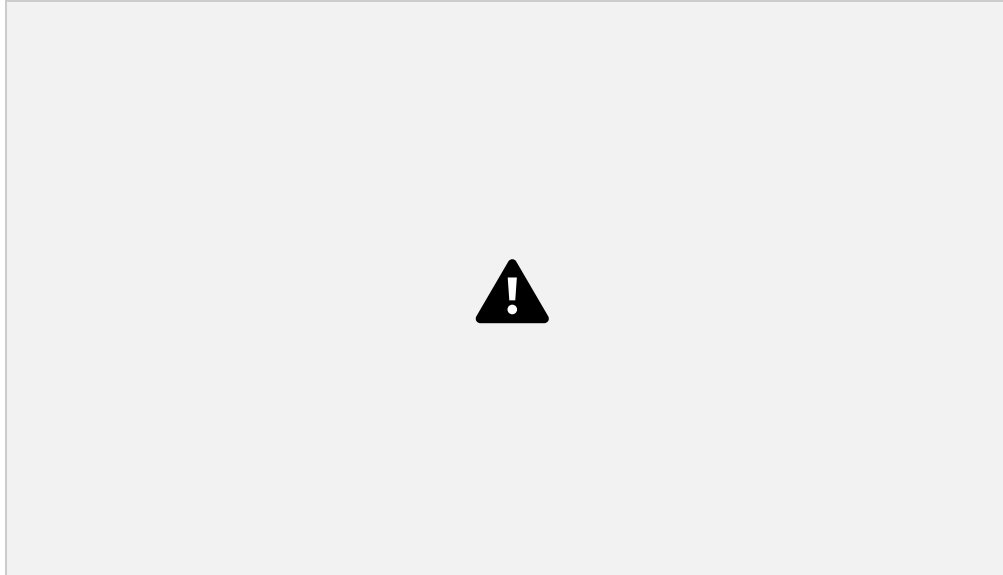


Q: How do I access StudySync?

StudySync is accessible via employee and student portals by clicking on the "McGraw-Hill" icon. Access to StudySync is based on teacher and student rosters in SIS. All teachers rostered for an English course in SIS will have access to StudySync.



Q: I do not see the McGraw-Hill icon on my employee portal.

If you are a teacher, check your SIS to ensure that you have classes/sections assigned to you. Special education, long term substitutes and other support teachers need to be attached to English sections they either push in or pull out and provide service in order to gain access to the product. The school's scheduler is able to add support teachers as co-teachers to sections they support. Once this is completed, please allow 48 hrs for access.

Q: I am not able to login to StudySync and am getting an error code "user not found"

If you are a teacher, check your SIS to ensure that you have English classes/sections assigned to you. If you do, then please submit a helpdesk ticket.

Q: I am a SBTL not able to login to StudySync and am getting an error code "user not found"

If you are a SBTL and cannot login, your principal may need to designate you as a Digital Learning Coordinator in RAD in order for you to gain school admin access. The DLC will have administrative access to all digital software purchased by your school. Please allow 48-72 hours for processing.

Q: I have students missing from my class list in StudySync.

Check your SIS to be sure they are rostered properly. If they are newly added, please give at least 24-48 hours for processing. Please see your school's scheduler if the student is missing from your SIS. Students must be rostered for an English class in SIS.