



LAUSD and Learning A-Z Frequently Asked Questions

After piloting our programs, LAUSD district leadership will be partnering with Learning A-Z to provide Raz-Plus for all PK-6 teachers and their students!

Learning A-Z has allocated a Reading A-Z and Raz-Kids (together these are called Raz-Plus) license for every teacher via your Clever automated rostering and single sign-on service.

How can I learn more?

Refer back to the [Learning A-Z Resources Page for LAUSD](#) that brought you to this page for helpful guides, videos and resources.

What are the system requirements?

Please find system requirements [HERE](#).

How do teachers access the resources?

Please access through your Clever login, www.clever.com/in/lausd. When you log in, you will be taken to your Roster. Your students have been automatically rostered for you. There is no need to add your students to your rosters, as Clever does this for you.

Please note: The Clever APP is named **Learning A-Z**, not Raz-Plus. Look for the robot:

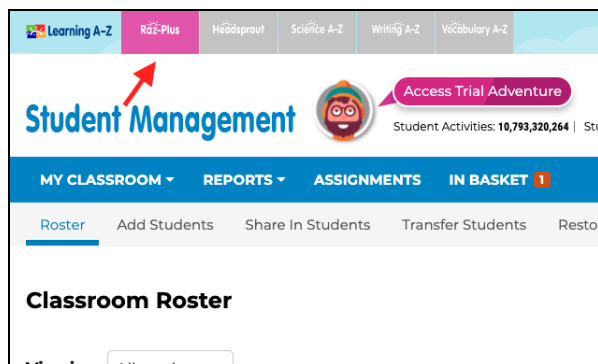


QR codes are available through Schoology. For help with the codes, please visit: bit.ly/PLSQRcodes or bit.ly/PLSQRCodeVideo

When you log in, you will be taken to your Classroom Management Page. Your **Roster Page** contains student reports and other valuable information.



To access Raz-Plus lesson plans, leveled readers and other instructional resources (and to assign those resources to students), please click on the Raz-Plus link in the top menu.



I have an existing account at my school. What does this mean for me?

Reading A-Z, Raz-Kids, and Raz-Plus licenses purchased at your school level will no longer be necessary. Licenses you may have to our other programs will not be affected.

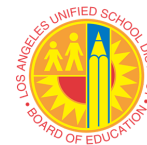
How do I access Clever support?

Clever support email is enterprise-support@clever.com or phone 1-800-521-6516.

For additional help QR codes are available through Schoology. For help with the codes, please visit: bit.ly/PLSQRCodes or bit.ly/PLSQRCODEVideo

As a teacher, I cannot find some students. How can I share students into my classroom from another classroom if I co-teach?

You may share in students from other classrooms. [Please see instructions here.](#) Remember, do **NOT** “Transfer Students”. Please use the “Share In Students” link instead so that you do not remove the student from their original classroom. **If you do not find the students using this method, please submit a ticket to <https://achieve.lausd.net/helpdesk>.**



Is it possible to add other programs that I have purchased through Learning A-Z (Science A-Z, Headsprout, Writing A-Z, ELL Edition, or Vocabulary A-Z) on my own or through my school to my district login so that I only have one login and students use their Clever login to access all programs from the same place?

Please contact your sales team with this question and any other account questions that pertain to ordering or managing your accounts:

If you have account or ordering questions, please contact your account managers:

Kristin Dahl

Account Executive – Inside

Learning A-Z

Kristin.Dahl@learninga-z.com

520-232-5033 Office

866-889-3731 x 5033 Toll Free Office

520-618-3438 Fax

In partnership with:

Tony McGuinness

Account Executive – Field

Learning A-Z

Tony.McGuinness@learninga-z.com

More Help:

If you have technical questions regarding Raz-Plus program usage, please check out our [Help Center](#) or [submit a support ticket](#).

As a parent, I am having trouble with the Kids A-Z app.

Please visit our troubleshooting site on this topic [HERE](#).

As a parent, I am having trouble enabling access to my microphone.

A few different things could be happening, depending on what type of device the student is using to access Kids A-Z. Please see the following help articles:

[Help with microphone in a computer browser](#)

[Help with microphone on a Mobile app](#)