Frequently Asked Questions

We've answered some of the most frequent questions about PDToolkit here, for your convenience.

Q: Whom do I contact for technical support?

A: Please visit the **Support page** to access Pearson Technical Support by chat, email, or phone.

Q: Whom do I contact if I am having trouble signing in?

A: Please visit the **Support page** to access Pearson Technical Support by chat or phone.

Q: Will I be notified when my subscription is about to expire?

A: Yes, you will receive an email when your subscription is about to expire. If you would like to check your subscription status, please **sign in here**.

Q: How do I renew my subscription to PDToolkit?

A: You will need an access code to renew your subscription. To purchase the renewal code, please visit the **Global Edition PD Toolkit page** and click on the **renewal link**.

Q: I'm having difficulty accessing the materials on my PDToolkit. What should I do?

A: Try **UPDATING YOUR BROWSER AND BROWSER PLUG-INS FIRST**. If you are still having difficulty, please contact the **Pearson Technical Support**.

Q: I am a K-12 Teacher. I registered for access to my PDToolkit, but my Confirmation & Summary page classifies me as a Student. How do I get teacher access?

A: Our system classifies K-12 Teachers as "Student access."
There are no restrictions to the content or tools when are you are registered as a Student.

Q: Are there documentation materials explaining how to use the site? If so, where can I find them?

A: Yes. There are documentation materials that can be accessed here.

Q: Can my students use the online sorting tool?

A: Students in your classroom won't be given their own username and password to the PDToolkit. If you'd like your students to use our online sorting tool, they can do so while signed in to your account. Please sign into the site yourself; we do not recommend you share your username and password to students.

Q: How can I print the online sorts so they fit on one page of paper?

A: Yes, this functionality now exists as part of the PDToolkit WTW site update.

Q: How do I add students to a class roster in a class already saved?

A: From the Assessment tab, locate your class by clicking the Manage My Classes button. Click "Edit" under your class name, or click your class name and you will see an "Edit" button below the name. Just as you did when you first set up your class, enter the student names under "Class roster", click "Add a student," and finally click "Save."

Q: Is there a limit to how many students a teacher may add to a class roster?

A: No, there is no limit to the number of students in your class roster, and you can manage multiple classes with your access.

Q: Can I delete a student once he or she is entered onto the class roster?

A: Yes, you can delete a student from the roster. From the Assessment tab, locate your class by clicking the Manage My Classes button. Click on your class name and you will see the students listed below. Under each student there is an option to "delete" him or her from the roster.

Q: Can the class roster carry over from year to year?

A: If you renew access, your classes will remain in your account. You cannot, however, transfer class data from one account to another (from your account to another teacher's account).

Q: How can I share students' assessment data with other members of the school staff?

A: You can export student data out as a PDF document to print.

Q: How do I set up groups and assign students to groups?

A: When you set up your class, you are prompted to select the number of groups you expect to need. If at any point you realize you need more or fewer groups than originally thought, you can edit your class to select more or fewer groups. To assign students to your groups, first you must assess your students. Then, click on the Groups tab from within your class page. Under each student name you will see a drop down menu with the groups listed.

Q: When I reassess a student, is the previous assessment saved?

A: The "Reassess" button is used as a "do-over." If you "Reassess" a student, however, it will delete the first assessment data and replace with the new assessment data.

Q: Can I download the Classroom Composite into an Excel document?

A: No, you cannot download the Classroom Composite into an Excel document.
You can, however, print the Classroom Composite from your browser menu.

Q: Within the Interactive Sorts, what is the SCORM export used for?

A: You can download a zip file of the Interactive Sort that allows an instructor to upload and use the activity in an alternative Learning Management System (LMS). SCORM refers to the industry standards and specifications by which content is packaged and supported in other technical environments.

Q: Can I download the Classroom Composite into an Excel document?

A: You can download a zip file of the Interactive Sort that allows an instructor to upload and use the activity in an alternative Learning Management System (LMS). SCORM refers to the industry standards and specifications by which content is packaged and supported in other technical environments.

Q: What are the system requirements for PD Toolkit for Words Their Way and Vocabulary Their Way Series?

A: The following OS and browsers are supported:

OPERATING SYSTEMS	VERSION	BROWSERS
Microsoft Windows	Windows 7 & 8.1.1	Chrome (Current and minus one) Firefox (Current and minus one) Internet Explorer Version 9 (Windows 7 only), 10 and 11 on both versions.
Apple Mac OSX	10.10 (Yosemite)	Chrome (Current and minus one) Firefox (Current and minus one) Safari 8
	10.9.5 (Mavericks)	Chrome (Current and minus one) Firefox (Current and minus one) Safari 7.1.3
Apple iOS	iOS 8.4	Safari iOS 8.4
	iOS 7.1.1	Safari iOS 7.1
Google Android	Android 5.1 (Lollipop)	Chrome Browser
	Android 4.4 (Kit Kat)	Chrome Browser
	Android 4.1–4.3 (JellyBean)	Android "Stock" Browser 4.1–4.3 and Google Chrome Browser