



Getting Started With HMH Hosting Services

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For use with HMH Hosting Services, HMH Teacher Central,
HMH Student Central and Student Achievement Manager
version 2.5 or later

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HMH Hosting Services

HMH Hosting Services eliminates the need for a district to purchase or maintain application servers in order to use HMH SAM and SAM Suite programs. The Student Achievement Manager (SAM), formerly the Scholastic Achievement Manager, is hosted on a server in a data center, allowing access to SAM from any computer with an Internet connection.

Students access all programs through a browser. Districts using *iRead*, *MATH 180*, *READ 180*® Universal, *READ 180* Next Generation, *System 44*®, or *System 44* Next Generation should install a Software Media Accelerator (SMA) to ensure faster delivery of media. See the [Software Media Accelerator User's Guide](#) on the [Product Support](#) website for more information on the SMA. Administrators should receive a confirmation email when your HMH Hosting Services are established. This email contains important information, including the district username and password. **Save this email for future reference.**

Workstation Requirements

See the [HMH SAM Suite System Requirements & Technical Overview](#) for version 2.5, available at the [Product Support](#) website, for server and workstation requirements.



Setting Up A Hosted SAM Server

To get started with HMH Hosting Services, follow these steps:

1. **Confirm URL, Access SAM, and Log In:** Using the Educator Access URL you received from your confirmation email or your Administrator, log in to the Student Achievement Manager (SAM). Use the username and password from the email. Bookmark this link for future reference, and change the default password after logging in for the first time.
2. **Transfer SAM Data:** The method for transferring SAM data depends on the district's current SAM installation.
 - **New technology customers:** If you are installing SAM in your district for the first time, proceed to Step 3.
 - **Current customers with local servers:** Transfer data from local installations to the Hosting server (this should be performed as part of the activation process). This transfer may only be done ONCE and should be done to a new Hosting database with no data. It should be performed as part of the activation process and requires several days to complete. If it was not performed as part of the activation process, contact your Administrator or Technical Support (*page 9*) for help. See the [*HMH Hosting Services User's Guide*](#) (at the [Product Support](http://ProductSupport.hmhco.com/sam/productsupport) website ProductSupport.hmhco.com/sam/productsupport) for more information on transferring data.
 - **Current Management Suite (SMS, v3.0.x or v1.6.1) customers:** This process requires an SMS-to- SAM conversion before migrating data to the Hosting server. Districts may perform this task or Technical Support will perform the SMS-to-SAM conversion and Data Migration for a fee. Contact Technical Support for more information.

The transfer of local SAM data may only be done ONCE and should be done to a new, empty Hosting database. Once the district starts using the Hosting database, local data may not be transferred to the Hosting server.

Migrating SMS data requires that students have student numbers in the SMS database (this is not a required field in SMS) and duplicate students be removed. Only student data may be migrated.

A NOTE FOR NEXT GENERATION PROGRAM USERS: If importing student data from *READ 180* versions 1.9 or 1.10 to a hosted SAM Server, only the following student data points will import: *READ 180* level, Topics completed, segments completed, and product controls. If importing student data from *READ 180* version 2.0 or later to a hosted SAM Server, all student data will import. When moving from *FASTT Math* Enterprise Edition to *FASTT Math* Next Generation, no data is imported. All data is imported when moving from *System 44* Enterprise Edition to *System 44* Next Generation.



3. **Set Up Your District Hosting Server:** Set up your district Hosting server as you would set up a local SAM installation. See [Getting Started With Student Achievement Manager](#) at the [Product Support](#) website for complete information on setting up a SAM server.
4. **Change the Default Password:** At first login after installation, administrators use the default username and password:
 - Username: dadmin
 - Password: SAM@dm1n

After this login, and before accessing SAM, a prompt opens allowing the administrator to establish a unique username and password. Click OK from the prompt to view the Edit District Administrator Profile screen.

District administrators should fill out all the fields (asterisks indicate required fields) and create a unique username and password using the onscreen password guidelines. Scroll over the question mark icon to see the password defaults. Districts using HMH Hosting Services should contact Technical Support ([page 9](#)) for help changing password defaults.

Administrator passwords must be between 8 and 16 characters and cannot be only the user's first or last name or a combination of the two. Passwords must also contain at least one uppercase and one lowercase letter and one numeral.

The default username and password will not log users in to SAM.



5. **Edit the District Profile:** To edit the district profile, click the Roster tab, then click **Edit District Profile** in the upper right corner of the screen under Manage Roster. Verify your district name and state, type the name of the district in the District Name box, then choose the state from the District Location pull-down menu. Finally, click the Contact tab and fill in the district's contact information. Click **Save** to save the profile and finish.
6. **Check Your Licenses:** From the Roster tab, click **Manage Enrollment** in the upper right corner of the screen, under Manage Roster. Click the Licensing tab to view the number of licenses for each program on the server. Verify that the licenses are correct. If they are not, contact your online administrator at InterventionSolutionsInquiries@hnhco.com. Click **Return to Profile** when finished.
7. **Check and/or Install Reading Counts! Quizzes:** Click the **Books** tab, then click the **Reading Counts! Quiz Manager** tab. Check the number of installed *Reading Counts!* quizzes on the right side of the screen.
 - If the district has *READ 180* only, 636 quizzes should be installed.
 - Only stage-specific quizzes are installed for *READ 180*. If a district only has *READ 180* Stage B, only Stage B quizzes are installed (this could affect the number of quizzes).
 - If the district has *System 44* only, 59 quizzes should be installed.
 - If the district has *READ 180* and *System 44*, 695 quizzes should be installed.
 - If the district is hosting *Reading Counts!* licenses in addition to *READ 180* or *System 44*, or hosting *Reading Counts!* licenses only, more quizzes will appear.

To install additional *Reading Counts!* quizzes, click **Install Quizzes** under Quiz Management to open the *Reading Counts!* Quiz Installation screen in a browser window. Click **Browse**, select the location of the quiz file (a ZIP file), and click **Open**. Click **OK** on the installation screen to install the quizzes (a large collection may take a few minutes). When finished, the Summary screen appears. Review the summary, then close the browser window.

Click the Quiz Manager tab again to refresh the screen. It should display the updated number of quizzes. If quizzes are missing, or if there are problems or errors installing quizzes, contact Technical Support.



8. **Add Schools:** Under Manage Roster, click **Add a School**. Fill in the school profile information (* denotes required fields).
- **Full School Name*:** Enter the school name. (If you are importing data from an existing SAM installation, the school name must exactly match the School_Name used in *.csv imports.)
 - **School Number*:** Enter school's cost center code or school's initials.
 - **Grades*:** Check the box for each grade in the school.
 - **School Type*:** Check the school's level.
 - **Title 1 Status:** Select the Title 1 status on the pull-down menu.
 - **School Starts*:** Use the calendar to select the first day of school.
 - **School Ends*:** Use the calendar to select the last day of school.
 - **Number of Grading Periods*:** Select the number of grading periods the school has on the pull-down menu.
 - **Period Starts*:** Select the first day of the grading period on the calendar.
 - **Period Ends*:** Select the last day of the grading period on the calendar. No dates may be blank.

When the school information is entered, click the Contact tab. Fill in the school's contact information (* denotes required fields).

- **School Contact Last Name*:** Enter the school contact's last name.
- **School Contact First Name*:** Enter the school contact's first name.
- **School Contact Middle Name:** Enter the school contact's middle name.
- **School Contact Title*:** Enter the school contact's title (principal, school tech, reading coach, etc.).
- **School Contact Email*:** Enter the school contact's email address.
- **School Mailing Address Line 1*:** Enter the school's address (use the actual address of the school, not the district).
- **School Mailing Address Line 2 and Line 3:** Enter additional mailing or department information for the school.
- **City, State, and ZIP Code*:** Enter the city, two-letter state abbreviation, and five-digit ZIP code for the school's mailing address.
- **School's Main Phone Number*:** Enter the school's full phone number.

Click **Save**. Repeat these steps for each school.



9. Add Other District Administrators: To add other district administrators, click Manage Admin Users under Advanced Settings. Next to Add an Account, click District Administrator. Fill in the profile information (* indicates required fields). Click the Permissions tab to modify or remove permissions for this account. Click Save. Repeat these steps to add other district administrators.

10. Add School Administrators: Schools must be added to SAM before school administrator accounts may be established. Conversely, each school added to the SAM server should have a school administrator responsible for the implementation, support, and monitoring and reporting of SAM Suite programs at the school level. Schools may have as many or few administrators as needed. School administrators may also add other school administrators.

In the lower right corner of the screen under Advanced Settings, click Manage Admin Users. Next to Add an Account click School Administrator. Fill in the school administrator's profile information (* indicates required fields). Use the pull-down menu at the bottom of the Profile screen to assign the administrator to a school. Click the Permissions tab to modify or remove permissions for this account. Click Save. Repeat these steps to add other school administrators.

11. Add Classes, Students, and Teachers: Classes, students, and teachers may be added to the hosted SAM Server either through *.csv file import or manual input.

- **CSV Imports:** See the Data Dictionary at the [Product Support](#) website. The Data Dictionary describes the headers and the required and optional fields for class, student, and teacher imports. The Data Dictionary also describes the data points that can be exported from SAM. Find additional import information and steps in the [HMH Hosting Services User's Guide](#), also at the website.
- **Manual Additions:** See [Enrolling and Managing Students in Student Achievement Manager](#) at the [Product Support](#) website. Adding classes before adding students is recommended, since manually added students must be placed in at least one class.

12. Enroll Students in Programs in SAM: See the *Settings and Reports* manuals for each program at the [Product Support](#) website to learn how to enroll students in particular programs.

Contact Technical Support for questions, problems, or errors regarding importing data.

If you do not have a district account... Districts that have only one school using HMH Hosting Services have only school accounts, not district accounts. These schools cannot perform exports; however, they may request up to two data exports per year. Schools requiring these data exports should contact Technical Support at 1-800-283-5974 or InterventionSolutionsInquiries@hmhco.com



Hosted Servers and Local Servers: Similarities and Differences

Hosted SAM Servers run in much the same way as local SAM servers, with the following exceptions:

- Server patches are automatically installed on the server.
- Hosting customers do not need to schedule SAM backups. Backups are automatically performed.
- Hosting customers have access to SAM from any Web browser through the Educator Access hosting URL.
- It is recommended that all districts hosting *iRead*, *MATH 180*, *READ 180*, *READ 180* Next Generation, *System 44*, or *System 44* Next Generation install the Media Accelerator on a server at the district level. See the [Media Accelerator User's Guide](#) at the [Product Support](#) website for more information.
- Hosting customers automatically have access to the *READ 180* Interactive Teaching System (ITS), the *System 44* ITS, and the Digital Training Zone (DTZ).
- Hosting users may not access the SAM Server Utility. Unlike a local SAM installation, administrators may neither change default password requirements nor restore a database.
- The default Hosting password requirements are six characters minimum and must include at least one number. If a database restore is needed, coordinate the process through Technical Support.
- Hosting users who host *Reading Counts!* licenses (excluding *Reading Counts!* licenses only included with *READ 180* and *System 44*) automatically receive *Reading Counts!* quiz updates through their HMM Hosting Services.
- Districts that use a hybrid environment—a mix of local servers and Hosting— may not aggregate data from local servers and the Hosting server.

The following functions work the same in a Hosting environment as they work on a local SAM server:

- *.csv student and teacher imports
- Adding and editing administrator, class, teacher, group, and student profiles
- Installing *Reading Counts!* quizzes and creating teacher-made quizzes
- Using Program Settings, Grading Tools, and Certificates (except for Expert 21 and xSkills, which only function in the Hosting environment)



Technical Support

For questions or other support needs, visit the [Student Achievement Manager Product Support](http://www.hmhco.com/sam/productsupport) website at: www.hmhco.com/sam/productsupport.

EDUCATION PRODUCT SUPPORT Programs Notices FAQs Contact Us Live Help

STUDENT ACHIEVEMENT MANAGER (SAM) PRODUCT SUPPORT

To access the latest technical information for the Student Achievement Manager (SAM), please select from our resources listed below. These resources include specific product information, the latest software updates, and detailed technical manuals.

Are you maximizing your technology investment? With Houghton Mifflin Harcourt's Product Support Plans your educators and technicians can communicate directly with our technical experts via phone, email or Web Chat. These cost effective plans also include access to free software point releases to ensure you have the latest features as they become available.

[Learn More About Product Support Plans \(PDF\) >](#)

INSTALLATION AND TROUBLESHOOTING TIPS
[Tips for Installing and Implementing READ 180 >>](#)
[Enterprise Edition Troubleshooting Guide >>](#)
[Technical Implementation Guide >>](#)

FREE MONTHLY TECHNICAL WEBINARS

NEW for customers with an active Premium Support Plan, Hosting Services, or Web Subscription programs. Learn about best practices, known software issues, and troubleshooting tips from our software experts.

Upcoming Webinars:
 May 17 1:00PM EST

To register, visit the [Training Zone](#). Log in with your SAM username and password. (SAM server must be registered with SAM Connect.)

PRODUCT INFORMATION SOFTWARE UPDATE MANUALS

Click on the appropriate document to download.

Title	Date	Version	Size	Pages	
SAM v2.4: Getting Started with Student Achievement Manager					
Whole Book	01-01-16	v2.4	1.2mb	29	Download Now >>
SAM v2.4: Enrolling and Managing Students Using Student Achievement Manager					
Whole Book	01-01-16	v2.4	2mb	32	Download Now >>
SAM v2.4: Using Resources in Student Achievement Manager					
Whole Book	01-01-16	v2.4	566kb	14	Download Now >>
SAM v2.4: Using the Book Expert in Student Achievement Manager					
Whole Book	01-01-16	v2.4	883kb	24	Download Now >>
SAM v2.4: Data Management Manual					
Whole Book	01-01-16	v2.4	2.7mb	53	Download Now >>
Next Generation Dashboard Guide					
Whole Book	01-01-16	v2.4	1.6mb	37	Download Now >>

At the site, users will find program documentation, manuals, and guides, as well as Frequently Asked Questions and live chat support.

For specific questions regarding the SAM, contact customer service to speak to a representative at: 1-800-283-5974.

For specific questions about using SAM and SAM Suite programs, click **Help** in the Quick Links section along the top of any screen in SAM.