



# SAM Connect User's Guide

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## Overview

SAM Connect is a suite of utilities that allows districts to better manage Scholastic's Enterprise Edition and Next Generation programs. SAM Connect links district's Scholastic Achievement Manager (SAM) Servers to Scholastic's central server over the Internet, enabling authentication for many of Scholastic's Web-based services and products as well as electronic software updates and point releases (with active Product Support Plans).

## About This Manual

There are two sections to this manual, which covers establishing the district's SAM Connect account as well as using the SAM Connect services and functions:

- **Setting Up SAM Connect** explains everything customers need to do before they begin using SAM Connect, specifically:
  - **Registering District SAM Servers to SAM Connect:** Districts must register each of their SAM Servers with SAM Connect in order to initiate contact between them.
  - **Creating SAM Connect Administrator Accounts:** SAM Connect requires an administrator at the district level to manage SAM Connect and establish other administrator accounts.
  - **Matching Schools:** In order for the connection between SAM Servers and SAM Connect to function efficiently, districts must correctly identify each school in SAM in the Profile and Contact tabs, so that SAM Connect matches their information to Scholastic servers.
- **Using SAM Connect** explains how to use the SAM Connect Home Screen, create additional SAM Connect administrators, and use the Update Manager and Authentication Tab.

While Scholastic recommends that customers register every SAM Server at the district before they log on to SAM Connect, they are not required to do so. If a new SAM Server is installed later, districts may register the server at any time. However, all servers must be registered before districts may fully use SAM Connect services.



This manual covers setting up and using SAM Connect. For other SAM reference issues, see the guide below. All manuals are available at the [Scholastic Education Product Support](#) website.

| <b>For information on:</b>  | <b>See:</b>  |
|---|--|
| Specific settings and reports for Enterprise Edition and Next Generation programs             | <b><i>Settings and Reports</i></b> manual for the specific Scholastic program.     |
| Getting started in SAM and setting up accounts at the district and school level               | <b><i>Getting Started With Scholastic Achievement Manager</i></b>                  |
| Adding and enrolling students in SAM  | <b><i>Enrolling and Managing Students Using Scholastic Achievement Manager</i></b> |
| The Book Expert   | <b><i>Using the Book Expert in Scholastic Achievement Manager</i></b>              |
| Using SAM Resources   | <b><i>Using Resources in Scholastic Achievement Manager</i></b>                    |
| Setting up an aggregate server, importing or exporting records, or other administrative tasks | <b><i>SAM Data Management Manual</i></b>   |

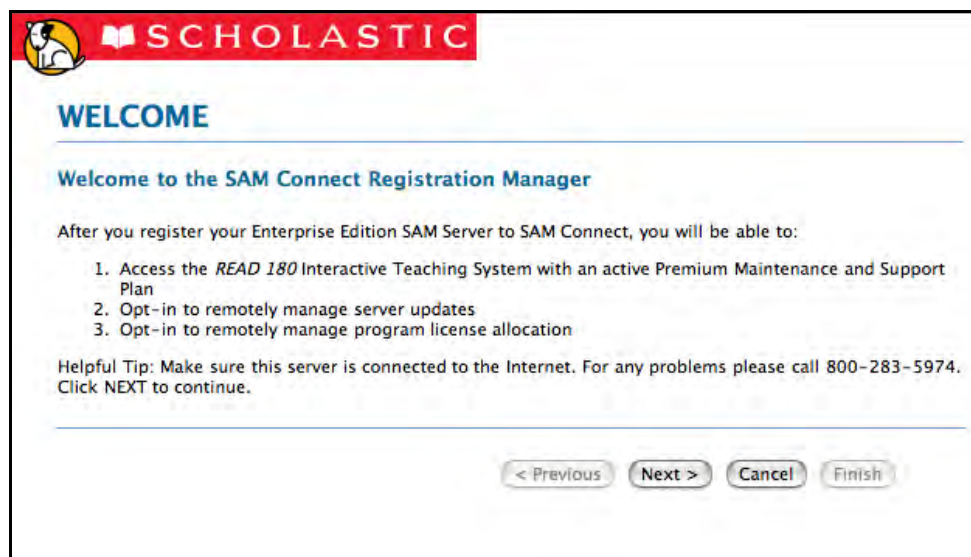


## Setting Up SAM Connect

Before districts may use SAM Connect, they must:

1. Register each SAM Server with SAM Connect;
2. Identify at least one SAM Connect administrator (either when they register their first SAM Server or by calling Technical Support);
3. Check that SAM Connect has correctly matched their schools on its SAM Server to the SAM Connect Server.

## Registering District SAM Servers to SAM Connect



SAM Servers must be registered with SAM Connect to be able to use the service and receive server updates.

To register a SAM Server with SAM Connect, install SAM Server v1.9 or later on the server computer, or upgrade the existing SAM Server to v1.9 or later. After the software is installed, the installer prompts users to register the server and download a registration key. Users do not need to have administrator permissions in SAM Connect to register a server. For more information, see the [Installation Guides](#) for any Enterprise Edition or Next Generation program.



## Creating SAM Connect Administrator Accounts

The user registering SAM Connect becomes the SAM Connect administrator. The SAM Connect administrator may create other administrators and manage optional services, such as changing the Update Manager settings. Each district must have at least one SAM Connect administrator, but may create as many as it needs.

There are two ways to create a SAM Connect administrator account:

- Create an administrator account during SAM Server installation or upgrade by checking **Request SAM Connect Account** on the Server Registration online form. See the SAM Server Installation section of any [Installation Guide](#) for more information.

OR

- Establish an administrator account directly with Scholastic Technical Support. To do this, follow these steps:
  1. Contact Technical Support at 1-877-234-7323 or through the [Scholastic Education Product Support](#) website to verify the administrator is a current district employee. This person then receives a welcome email containing a link to complete the SAM Connect Registration.

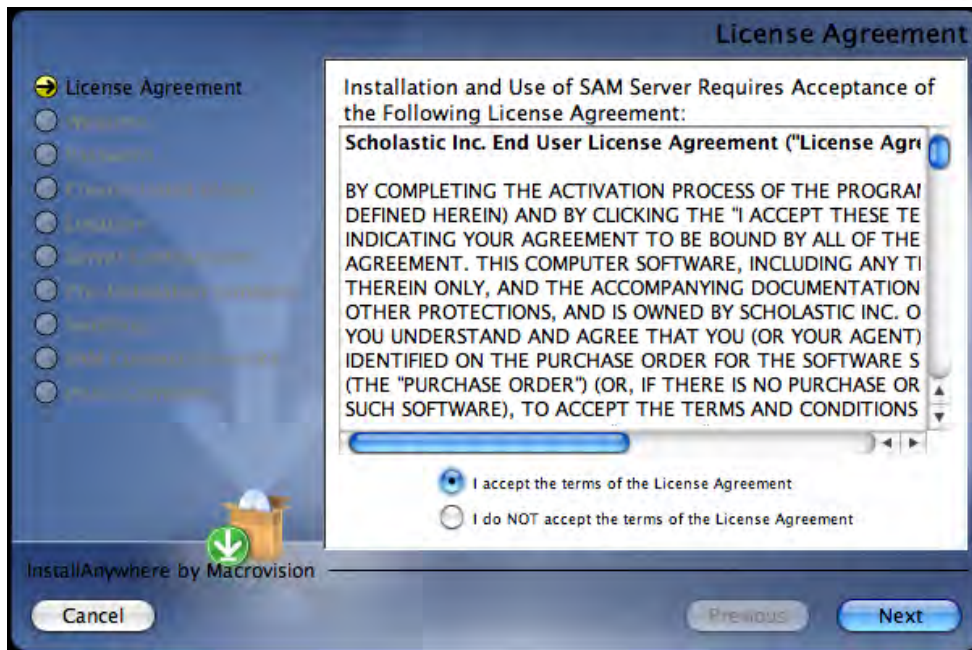
password

confirm password

Register

privacy statement | terms of service | SAM Connect © Copyright 2009 Scholastic Inc. All rights reserved.

2. SAM Connect automatically sets the username as the recipient's email address. Enter a password and click **Register**.



3. Use the username and password to log in to the site. If this is the first administrator in the district, the user must accept the **License Agreement**. Click the button next to **I Accept the Terms of the License Agreement** to accept the agreement and go on to the Home Screen of SAM Connect. Choosing **I Do NOT Accept the Terms of the License Agreement** opens a message window that reads: “The License Agreement must be accepted in order to access this site. Log in again to accept the License Agreement.”



4. When the License Agreement is accepted, or if the district already has one administrator who has accepted it, the SAM Connect Home Screen appears.

With an administrator account established, the SAM Connect administrator may establish other SAM Connect administrators, opt in to optional services, and set permissions. The new SAM Connect administrator has Read Only privileges until the Update Manager (*page 15*) is activated.

To create additional SAM Connect administrator accounts, use the Admins tab on the Home Screen (*page 34*).





## **Naming SAM Servers**

Name the district's SAM Server(s) as part of the SAM Connect registration process. Naming conventions are important, as they directly affect the ability to identify servers.

### **Best Practices for Naming SAM Servers**

- Server names **MUST BE** unique. Having two servers with the same name in the same SAM deployment will cause errors in data reporting and result in inaccurate reporting.
- Avoid generalities in naming servers ("the Scholastic server," "the reading server," "the math server").
- Use either a district or school name in the server's name ("Quincy District 1," "Quincy Middle School").
- If a server is dedicated to one program or suite of programs, use the name of the program in the name of the server ("Quincy District\_R180").



## Matching Schools

District SAM Servers must be matched to SAM Connect in order for optional features to fully function, as well as to authenticate and access the Interactive Teaching Systems (ITS) for *READ 180*, *READ 180* Next Generation, and *System 44*<sup>®</sup>. SAM Connect attempts to match schools based on the school name and mailing address as entered in SAM.

Registered SAM Servers synchronize with SAM Connect about once every 30 minutes. When a registered SAM Server informs SAM Connect of a change in data, SAM Connect attempts to match that school.



**READ 180 Next Generation Users:** Data received in SAM Connect is reported in the Teacher and Leadership Dashboards in *READ 180* Next Generation. In order for this data to be reported correctly and accurately, it is vital that the SAM Servers that communicate with SAM Connect be properly matched. Data from unmatched servers will be incomplete and can possibly result in inaccurate analysis.

If SAM Connect cannot match a school on a SAM Server, it sends an email to the SAM Connect administrator explaining the problem and providing a link to the **School Match** tab on the SAM Connect Home Screen.

There are two ways administrators may manually match schools. **Scholastic highly recommends following Option A**, as it ensures that a match remains once it is made, even if the school's information moves to another database. Administrators are directed to **Option B** if SAM Connect detects mismatched schools while trying to opt in to optional services.



**Quincy School Profile**

Contact Name: Greene, Sarah  
 Title:  
 Email: sgreene@quincy.org  
 Phone Number: 914-628-5555  
 Number of Students: 6

**Usage Summary**

| Class                | Teacher       | Fraction Nation | FASTT Math | READ 180 NG Stage A | READ 180 NG Stage B | READ 180 NG Stage C | READ 180 EE Stage A | READ 180 EE Stage B | READ 180 EE Stage C | ReadAbout | rSkills Tests Enterprise Edition | rSkills Tests Next Generation |
|----------------------|---------------|-----------------|------------|---------------------|---------------------|---------------------|---------------------|---------------------|---------------------|-----------|----------------------------------|-------------------------------|
| 3-301                | Greene, Sarah | 5               | 5          | 0                   | 4                   | 0                   | 0                   | 2                   | 0                   | 1         | 2                                | 4                             |
| <b>School totals</b> |               | <b>5</b>        | <b>5</b>   | <b>0</b>            | <b>4</b>            | <b>0</b>            | <b>0</b>            | <b>2</b>            | <b>0</b>            | <b>1</b>  | <b>2</b>                         | <b>4</b>                      |

**Programs**

| Program                          | Settings | Worksheets    | Certificates |
|----------------------------------|----------|---------------|--------------|
| Fraction Nation                  | Settings |               |              |
| FASTT Math                       | Settings | Worksheets    | Certificates |
| READ 180 Enterprise Edition      | Settings | Grading Tools | Certificates |
| READ 180 Next Generation         | Settings |               | Portfolio    |
| ReadAbout                        | Settings | Grading Tools |              |
| rSkills Tests Enterprise Edition | Settings | Grading Tools |              |
| rSkills Tests Next Generation    | Settings | Grading Tools | Portfolio    |

**Option A:** For each SAM Server with a non-matching school, follow these steps:

1. Sign in to SAM and double-click the school in the SmartBar that needs to be fixed to open the school's Profile Screen.

**Edit School Profile**

Profile \* | Contact \* | Demographics

School Profile & Grading Periods

Full School Name \* Quincy School

School Number \* 001

Grades \*  Pre-K  K  1  2  3  4  5  6  7  8  9  10  11  12

School Type \*  Elementary School  Junior High School  Middle School  High School

Title 1 Status None \* Required

School Starts \* 09/06/11 School Ends \* 08/22/12

No. of Grading Periods \* 1

Period 1 Starts \* 09/06/11 Period 1 Ends \* 08/22/12

Cancel Save

2. Click the **Edit School Profile** link in the upper right corner of the screen to open the Edit School Profile window. On the Profile tab, update the **School Name** field so that it is the full school name.



3. On the Contact tab, update the School Address Line, City, State, and ZIP Code fields so that they are the correct mailing address.

The SAM Server will update this information at the next scheduled SAM Connect synchronization. The SAM Server synchronizes with SAM Connect approximately every 30 minutes.

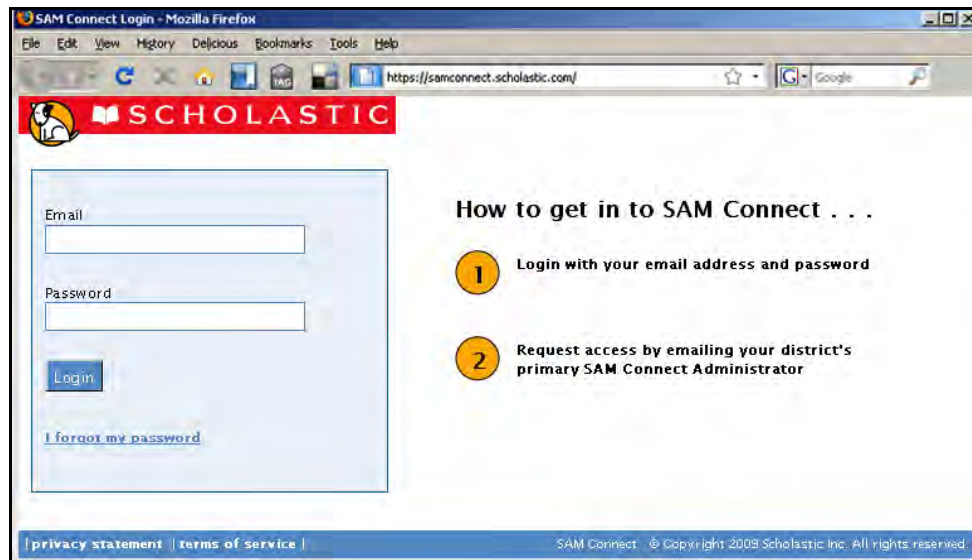
**Option B:** Use the School Match tab (page 36) in SAM Connect to match schools.



## Using SAM Connect

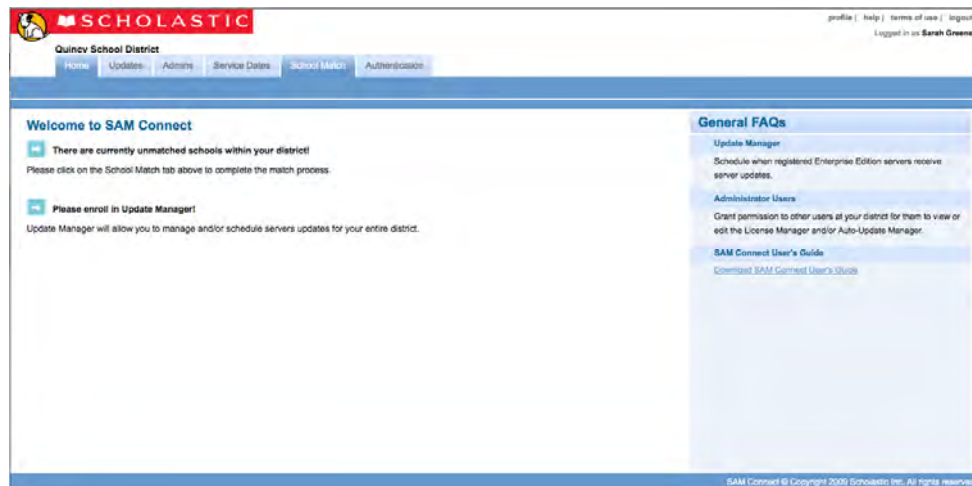
The SAM Connect Home Screen is the Web-based interface where administrators may manage their SAM Connect account and optional services.

### Accessing the Home Screen



To access the Home Screen, go to this URL: <https://samconnect.scholastic.com>. Enter the email username and password and click **Login** to go to the Home tab.

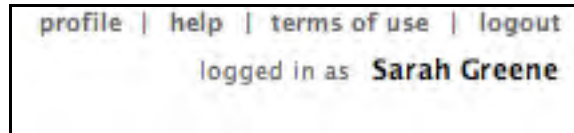
### The Home Tab



The Home tab provides general overall information about SAM Connect. The five tabs access the different functions of the program. Tabs that require special permissions do not appear for administrators who do not have those permissions.



## The Menu Bar



The Menu Bar appears in the upper right corner of every screen and includes the following options:

- **Profile:** This opens the **Edit Administrators** screen, displaying the data for the administrator currently logged in.
- **Terms of Use:** This links to the License Agreement accepted by the administrator when installing the SAM Server and registering with SAM Connect.
- **Help:** This opens the Frequently Asked Questions screen.
- **Logout:** This logs the user out of SAM Connect.
- **Logged In:** This displays the name of the administrator logged in.

Once a district has registered its servers and created at least one SAM Connect administrator, that district may use SAM Connect in read only mode. Once an optional service is activated, administrators may access tabs for those services, and they are no longer read only.



## The Updates Tab

Administrators with permissions to manage optional services may view the Update Manager screens as Read Only until opting in to the service.

### Opting In to the Update Manager

The **Update Manager** enables users to schedule server updates, point release updates, and content updates to registered SAM Servers. To activate the Update Manager, a SAM Connect administrator with Manage Server permissions must opt in to the service. Once the Update Manager is activated, it remains active for the district and any user may schedule automatic updates for each SAM Server.

To opt in to the Update Manager:

1. Register all of the district's SAM Servers with SAM Connect and log into SAM Connect as an administrator.

The screenshot shows the Scholastic SAM Connect interface for Quincy School District. The user is logged in as Sarah Greene. The 'Updates' tab is selected in the navigation menu. The main content area is titled 'I want to manage my district's Enterprise Edition Server Updates'. It provides instructions on how to schedule updates for the entire district. A 'Server' button is visible, and a 'Next Step' button is also present. The sidebar on the right contains several FAQ items related to updates, such as 'What is the difference between Auto Update and Available Updates?' and 'Will I receive a reminder email before an update is installed?'. The footer of the page indicates 'SAM Connect © Copyright 2019 Scholastic Inc. All rights reserved.'

2. Click the Updates tab.



**SCHOLASTIC** Quincy School District

Home | Updates | Admins | Service Dates | School Match | Authentication

Dashboard | Update Settings | Available Updates | Scheduled Updates | Completed Updates | ERIC Quiz Preferences | View Servers

I want to manage my district's SAM Server Updates

Update Manager will allow you to schedule server updates for your entire district.

Once granted, you will be able to manage Enterprise Edition and Next Generation SAM server updates (software updates, content releases, and content updates) across your entire district via this website. You no longer need to download server updates from the Product Support website nor upgrade servers with the latest point releases using CDs.

Note: Updates all data services within the district before updating Update Manager. This will ensure all SAM servers receive the latest updates available via SAM Connect. In addition, some third party Content Generators may be only available to SAM servers that are registered.

\* Only available with a paid Product Maintenance and Support Plan.

| Server         | Next Update         |
|----------------|---------------------|
| APRIL-2012-001 | 2011-08-27 14:43:00 |
| APRIL-2012-002 | 2011-07-15 11:17:37 |
| APRIL-2012-003 | 2011-07-15 11:00:43 |

**Update Manager FAQ**

**What is the difference between Auto Update and Available Updates?**

Auto Update will update all of your server programs, including SAM, when new updates are available. These will be automatically scheduled, and will only be installed during the designated Update Window. Set the Update Window and Auto Update by clicking on Update Settings. Both options are on the Update Settings page.

Alternatively, to schedule server updates server-by-server, click on Available Updates and then select which server receives which update. No updates will be scheduled or installed until scheduled individually.

Finally, if all Available Updates should be scheduled immediately, click on Available Updates, then the link called "Schedule All Updates Now" to have all Available Updates installed immediately.

**How do I set my server(s)'s Time Zone?**

Click on the "Update Settings".

**Can I schedule different servers to receive updates at different times?**

Yes. Choose Available Updates to select which servers and schedule each update individually.

**Will I receive a reminder email before an update is installed?**

Yes. Reminder emails are sent to the district's SAM Contact User(s) that manage Updates from one day to one week prior to an update is scheduled. There is also a summary list of all scheduled updates under "Scheduled Updates".

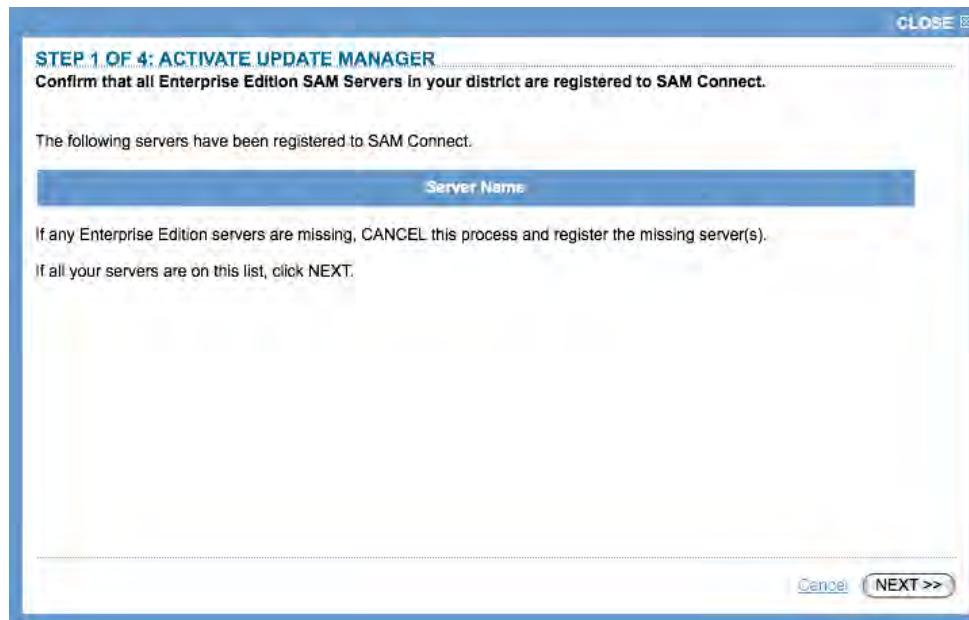
**Will I receive a summary email of all the completed updates?**

Yes, the following morning, a daily summary of all updates to servers is emailed to the district's SAM Contact User(s) who manage Updates. Also, there is a summary of all completed updates list under "Completed Updates".

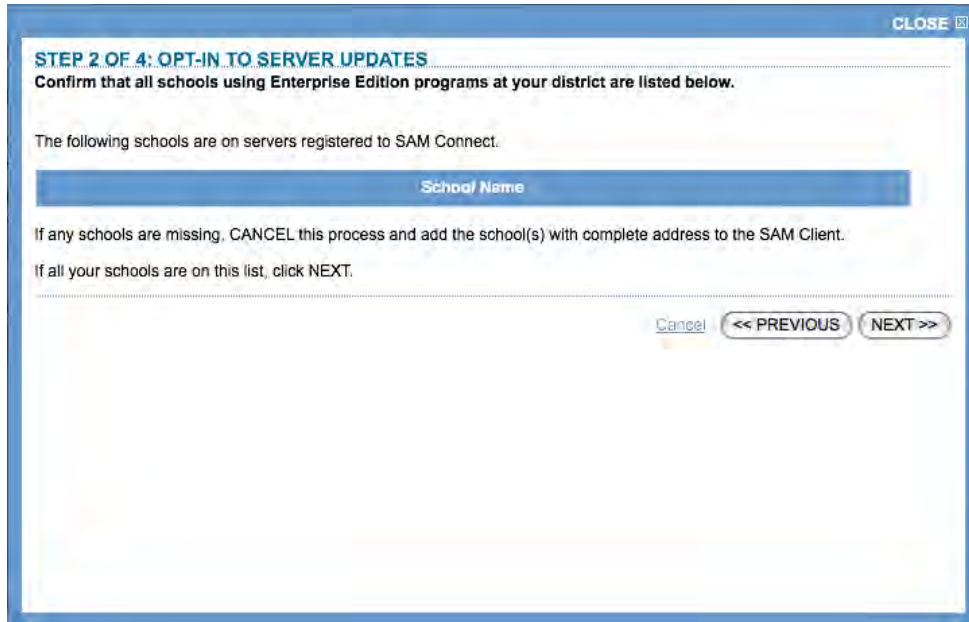
SAM Connect © Copyright 2010 Scholastic Inc. All rights reserved.

**3. Click I Want To Manage My District's SAM Server Updates.**





4. SAM Connect displays a list of the district's currently registered SAM Servers. If the list is complete, click **Next**. If more servers need to be added, click **Cancel** and register the missing servers with SAM Connect.



5. SAM Connect displays a list of every school name on the district's registered SAM Servers. If this list is complete, click **Next**. If this list is missing school names, click **Cancel**. A school name is missing because its SAM Server is not registered. Register the missing servers with SAM Connect.
6. SAM Connect attempts to match the schools on the registered SAM Servers. If every district school matches an existing school entry, click **Next**. If there are schools whose names or addresses don't match, SAM Connect displays their names here, as they exist on the SAM Servers. See *page 10* for instructions on matching schools.



**STEP 4 OF 4: OPT-IN TO SERVER UPDATES**  
 Verify servers and programs registered to SAM Connect are correct. If there are any discrepancies, please cancel this process and register the missing server(s) and/or install the missing EE product(s).

| Server Name        | Programs   |
|--------------------|--|
| District1_DeskLamp | SAM  |
| QA LAB 10.1 S.104  | SRC1 SRJ READ 180 Fastt Math SAM rSkills System 44 SPI ReadAbout |
| DeskLamp           | SAM  |
| QA 117ML           | SAM  |
| QA 117ML           | SAM  |
| Linux VM           | SAM  |
| QAVMS 10           | System 44 READ 180 SPI rSkills SAM Fastt Math ReadAbout SRC1 SRJ |
| QA 117ML - vS      | SAM  |
| QA 110PD           | SAM Fastt Math SPI   |
| DeskLamp           | SAM  |
| QA 126PD           | SAM ReadAbout READ 180 Fastt Math rSkills SRC1 SRJ System 44 SPI |
| QA 125MD           | SAM Fastt Math   |
| QA 125MD           | SAM  |

Cancel << PREVIOUS NEXT >>

7. SAM Connect lists each SAM Server that the district has registered with SAM Connect and the programs installed on each server. If the list is correct, click **Submit**. If there is an error in the list, click **Cancel** and contact Scholastic Technical Support (page 46).

**SCHOLASTIC** Quincy School District

profile | help | terms of use | logout  
 Logged in as Sarah Greene

Home | Updates | Admins | Service Dates | School Match | Authentication

Dashboard | Update Settings | Available Updates | Scheduled Updates | Completed Updates | SRC Quiz Preferences | View Servers

**Confirmation: Opt-in to Server Updates**  
 You have successfully activated Update Manager for all registered Enterprise Edition servers at the district.

< Previous Next > Cancel Finish

**Update Manager FAQ**  
 What is the difference between Auto Update and Available Updates?  
 Auto Update will update all of your server programs, including SAM, when new updates are available. These will be automatically scheduled, and will only be installed during the designated Update Window. Set the Update Window and Auto Update by clicking on Update Settings. Both options are on the Update Settings page.  
 Alternatively, to schedule server updates server-by-server, click on Available Updates and

8. Click **Finish** to go to the Update Settings heading to set up the Update Manager.



## Setting Up the Update Manager

After opting in to the Update Manager, the Update Settings Screen appears.

These settings must be initialized before automatic updates may be scheduled:

- **Time Zone:** Select the time zone from the Update Customer Time Zone pull-down menu. Click the **Save Time Zone** button to save the setting.
- **Automatic Update Settings:** Choose to receive updates automatically or schedule the updates as they become available. Set server updates to automatically install during the Update Window by clicking the Automatic Update Settings checkbox (the default setting is unchecked, or not set to Auto Update). Click **Save Auto Update Preference** when finished.
- **Update Window:** If using Automatic Update, set the time Automatic Update should run in the **Modify Update Window** section. Set the Update Window to a day and time when students or teachers are not accessing the SAM Server. The update window must be at least six hours long. Days apply to the Start Time. Click **Mon** and set **Start** to 10 P.M. to set Update Window from 10 P.M. Monday night to 6 A.M. Tuesday morning (the default is Friday 11 P.M. to Saturday 5 A.M. and Saturday 11 P.M. to Sunday 5 A.M.). When finished, click **Save Update Windows Settings** to see a summary of the selection.

When Update Manager is set up, administrators with permissions to manage optional services may change the settings at any time.



## Using the Updates Tab

**Update Settings**  
Customer configured time zone is set to (GMT-05:00) US/Eastern  
You have not selected Auto Update to install server updates during your Update Window. The following Update Window will be ignored. To schedule a server update, click on Available Updates and schedule each server update individually.

Wednesday 10 PM – Thursday 6 AM  
Thursday 10 PM – Friday 6 AM

[edit settings >](#)

**Available Updates**

| Program  | Version | # Servers |
|----------|---------|-----------|
| READ 180 | 1.7     | 2         |

[more details >](#)

**Scheduled Updates**

| Scheduled        | Program | Version | Server |
|------------------|---------|---------|--------|
| No Records Found |         |         |        |

[more details >](#)

**Completed Updates**

| Scheduled | Completed | Program  | Version | Server   |
|-----------|-----------|----------|---------|----------|
| 3/31/09   | 4/3/09    | READ 180 | 1.7     | Quincy 1 |
| 3/31/09   | 4/3/09    | READ 180 | 1.7     | Quincy 1 |
| 3/31/09   | 4/3/09    | READ 180 | 1.7     | FVHS1    |

[more details >](#)

**Update Manager FAQ**

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Alternatively, to schedule server updates server-by-server, click on Available Updates and then select which server receives which update. No updates will be scheduled or installed until scheduled individually.  
Finally, if all Available Updates should be scheduled immediately. Click on Available Updates, then the link called "Schedule All Updates Now" to have all Available Updates installed immediately.

**How do I set my server(s)'s Time Zone?**  
Click on the "Update Settings".

**Can I schedule different servers to receive updates at different times?**  
Yes. Choose Available Updates to select which servers and schedule each update individually.

**Will I receive a reminder email before an update is installed?**  
Yes. Reminder emails are sent to the district's SAM Connect User(s) that manage Updates from one day to one week prior to an update is scheduled. There is also a summary list of all scheduled updates under "Scheduled Updates".

The Updates tab is where administrators choose how to receive server updates, set the Update Window for automatic updates, and choose which servers or programs they need to update.

Only administrators with permissions to manage optional services may access this tab.

The Updates tab consists of the following screens:

- Dashboard
- Update Settings
- Available Updates
- Scheduled Updates
- Completed Updates
- SRC! Quiz References
- All Servers

When users first access the Updates tab, they arrive at the Dashboard. Access the other screens by clicking the headings in the menu.



## The Dashboard Screen

**SCHOLASTIC** Quincy School District

profile | feedback | help | logout  
logged in as Sarah Greene

Home | Updates | Admins | Service Dates | School Match | Authentication

Dashboard | Update Settings | Available Updates | Scheduled Updates | Completed Updates | SRC Quiz Preferences | View Servers

### Update Settings

Customer configured time zone is set to (GMT-05:00) US/Eastern

You have not selected Auto Update to install server updates during your Update Window. The following Update Window will be ignored. To schedule a server update, click on Available Updates and schedule each server update individually.

Wednesday 10 PM – Thursday 6 AM  
Thursday 10 PM – Friday 6 AM

[edit settings >](#)

### Available Updates

| Program  | Version | # Servers |
|----------|---------|-----------|
| READ 180 | 1.7     | 2         |

[more details >](#)

### Scheduled Updates

| Scheduled        | Program | Version | Server |
|------------------|---------|---------|--------|
| No Records Found |         |         |        |

[more details >](#)

### Completed Updates

| Scheduled | Completed | Program  | Version | Server   |
|-----------|-----------|----------|---------|----------|
| 3/31/09   | 4/3/09    | READ 180 | 1.7     | Quincy 1 |
| 3/31/09   | 4/3/09    | READ 180 | 1.7     | Quincy 1 |
| 3/31/09   | 4/3/09    | READ 180 | 1.7     | FVHS1    |

[more details >](#)

### Update Manager FAQ

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The Dashboard provides a snapshot of update settings. It has several panels:

- Update Settings:** Shows the current settings for the district's Auto Update, Time Zone, and Update Window options. To change these settings, click **Update Settings** or the **Edit Settings** link to open the Update Settings Screen.
- Available Updates:** Shows which updates are currently available to the district for download to registered SAM Servers. Updates are listed by Program, Version, and the Number of Servers the update applies to. Each time the update is successfully applied to a server, the number of servers decreases by one. If the district is receiving Auto Updates, updates appear in the Scheduled Updates list instead. Click **More Details** to access the entire list in a separate screen.
- Scheduled Updates:** Shows which updates are scheduled for the district's registered SAM Servers, displayed with the Scheduled Date, Program, Version number, and Server name. Once a scheduled update is completed, the listing moves to the Completed Updates list. To access the entire list, click **More Details**.



- **Completed Updates:** Shows updates that have been applied to the district's SAM Servers, displayed with the Scheduled Date, Completed Date, Program, Version number, and Server name. To access the entire list in a separate screen, click **More Details**.
- **Snapshot:** Shows how many active SAM Servers and schools on these servers are registered with SAM Connect, as well as the district's Update Manager status.
- **Alerts:** Shows how many SAM Servers have not synchronized with SAM Connect within the last 4 hours and the last 12 hours (servers should typically synchronize approximately once every half hour). Click the number to access the **All Servers** screen for more information.



## The Update Settings Screen

The Update Settings Screen enables administrators to choose whether to receive updates automatically. Administrators may also reset the Update Window and Time Zone from this screen. See *page 30* for instructions on scheduling updates.

The screen is divided into three sections:

- **Modify Update Window:** Allows users to change the times of scheduled updates. To change settings, select the day of the week and hour of the day to begin updates, and click the **Save Update Window** button to save changes.
- **Auto Update Settings:** Allows users to choose to receive updates automatically. To change the setting, click the checkbox to apply Auto Updates, or leave the checkbox empty to individually apply updates. Click **Save Auto Update Preference** to save changes.
- **Update Customer Time Zone:** Allows users to change time zone settings. To change settings, select the district's time zone and click the **Save Time Zone** button to save changes.





## The Available Updates Screen

The screenshot shows the 'Available Updates' screen for Quincy School District. At the top, there's a navigation bar with tabs for Home, Updates, Admins, Service Dates, School Match, and Authentication. Below that, a secondary navigation bar includes Dashboard, Update Settings, Available Updates (selected), Scheduled Updates, Completed Updates, SRC! Quiz Preferences, and View Servers. The main content area is titled 'Available Updates' and features a link to 'Schedule All Available Updates Now'. There are two buttons: 'View Updates By Program' and 'View Updates By Server'. A filter dropdown is set to 'Show All' with a 'clear filter' link. The table below has the following data:

| Program  | Program Version | Servers | Actions                  |
|----------|-----------------|---------|--------------------------|
| READ 180 | 1.7             | 2       | <a href="#">schedule</a> |

On the right side, there's an 'Update Manager FAQ' section with the heading 'What is the difference between Auto Update and Available Updates?'. The text explains that Auto Update schedules updates automatically during a designated window, while Available Updates allow for manual scheduling by server. A 'schedule' link is provided for each update in the table.

The Available Updates Screen displays the updates that administrators may apply to district SAM Servers by Program, Version Number, and the Number of Servers to which it may be applied. Software updates are available to all users. Point releases are available to customers with active Product Maintenance and Support Plans. SRC! quiz updates are available to customers with an active SRC! Content Renewal Plan.

Administrators may filter the table to see available updates displayed by program or by server by using the links at the top of the screen. They may filter the list by program using the pull-down menu. There is also a **Schedule** link that may be used to schedule the update. Once the update is scheduled, it moves from the Available Updates Screen to the Scheduled Updates Screen (page 30). If the district is set to receive updates automatically, no updates appear on this list; available updates appear automatically on the Scheduled Updates Screen.

Administrators may apply updates in two ways:

- **Schedule All Updates Now:** Click the **Schedule All Available Updates Now** link at the top of the screen to apply every displayed update to every eligible server immediately.
- **Schedule Updates Individually:** Click the **Schedule** link next to the selected update to apply updates to servers individually.



## The Scheduled Updates Screen

The screenshot shows the Scholastic SAM Connect interface for Quincy School District. The user is logged in as Sarah Greene. The navigation menu includes Home, Updates, Admins, Service Dates, School Match, and Authentication. The main content area is titled 'Scheduled Updates' and contains a table with the following columns: Scheduled At, Name, Program, Version, Server Name, and Action. To the right of the table is an 'Update Manager FAQ' section with the following content:

**Update Manager FAQ**

What is the difference between Auto Update and Available Updates?

Auto Update will update all of your server programs, including SAM, when new updates are available. These will be automatically scheduled, and will only be installed during the designated Update Window. Set the Update Window and Auto Update by clicking on Update Settings. Both options are on the Update Settings page.

Alternatively, to schedule server updates server-by-server, click on Available Updates and then select which server receives which update. No updates will be scheduled or installed until scheduled individually.

Finally, if all Available Updates should be scheduled immediately. Click on Available Updates, then the link called "Schedule All Updates Now" to have all Available Updates installed immediately.

How do I set my server(s)'s Time Zone?  
Click on the "Update Settings".

Can I schedule different servers to receive updates at different times?

The Scheduled Updates Screen displays any update currently scheduled to be applied to a SAM Server.

Once an update is applied to a SAM Server, that update moves from this list to the Completed Updates Screen. To cancel an update, click the **Cancel** link; to select a different Start Hour or Day for an update, click the **Reschedule** link.

Each row in the table represents one program update on one server. The table displays the following:

- **Starting After:** The Start Hour selected for the update on that server;
- **Program:** The program being updated;
- **Program Version:** The program's version number;
- **Server:** The server where the update is being applied;
- **Actions:** Any action taken (cancellations, reschedulings) during the update.



The Completed Updates Screen

The screenshot shows the 'Completed Updates' screen in the SAM Connect interface. At the top, there is a Scholastic logo and user information for Sarah Greene. A navigation menu includes options like Home, Updates, Admins, Service Dates, School Match, Authentication, Dashboard, Update Settings, Available Updates, Scheduled Updates, Completed Updates, SRC Quiz Preferences, and View Servers. The main content area is titled 'Completed Updates' and features a table with columns for Status, Scheduled At, Completed At, Program, Version, Server, and User. There are three rows of data, all showing 'Success' status. To the right of the table is an 'Update Manager FAQ' section with questions like 'What is the difference between Auto Update and Available Updates?' and 'How do I set my server(s)'s Time Zone?'. A 'Show Hidden Updates' link is located above the table.

| Status  | Scheduled At           | Completed At          | Program  | Version | Server        | User                        |
|---------|------------------------|-----------------------|----------|---------|---------------|-----------------------------|
| Success | 3/31/2009 05:09 PM EDT | 4/3/2009 12:03 AM EDT | READ 180 | 1.7     | Quincy 1      | Greene <a href="#">Hide</a> |
| Success | 3/31/2009 05:09 PM EDT | 4/3/2009 12:09 AM EDT | READ 180 | 1.7     | Quincy 1      | Greene <a href="#">Hide</a> |
| Success | 3/31/2009 05:09 PM EDT | 4/3/2009 12:19 AM EDT | READ 180 | 1.7     | FVHS1 Hammond | <a href="#">Hide</a>        |

The Completed Updates Screen displays each attempt to update district SAM Servers. Each row in the table lists the following:

- **Status:** The success or failure of update attempts. Failed updates instantly appear on the **Available Updates** screen;
- **Scheduled At:** The time the update was scheduled to start;
- **Completed At:** The time the update completed;
- **Program:** The program being updated;
- **Version:** The program's version number;
- **Server:** The server where the update was applied;
- **User:** The SAM Connect administrator who scheduled the update;
- **Hide:** A link that hides the row in the table. Click the **Hide** link to hide the row. Click **Show Hidden Updates** to show previously hidden updates.



## The SRC! Quiz Preferences Screen

Customer configured time zone is set to US/Eastern  
 SRC! Quiz Updates will automatically be installed during the following Update Window:

Monday: 7 AM - 6 PM  
 Tuesday: 7 AM - 6 PM  
 Wednesday: 7 AM - 6 PM  
 Thursday: 7 AM - 6 PM  
 Friday: 7 AM - 6 PM

| Server Item  | K-2                                 | 3-5                                 | 6-8                                 | HS                                  | Corrections                         | All                                 |
|--------------|-------------------------------------|-------------------------------------|-------------------------------------|-------------------------------------|-------------------------------------|-------------------------------------|
| 222          | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/>            | <input type="checkbox"/>            | <input type="checkbox"/>            |
| QA2015 v2    | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/>            | <input type="checkbox"/>            | <input type="checkbox"/>            |
| QA211s       | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/>            | <input type="checkbox"/>            | <input type="checkbox"/>            |
| QAMAC126     | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/>            | <input type="checkbox"/>            | <input type="checkbox"/>            |
| RELENG_1_9   | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> |
| RELENG_1_9_1 | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> |
| All Servers  | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input checked="" type="checkbox"/> | <input type="checkbox"/>            | <input type="checkbox"/>            | <input type="checkbox"/>            |

[Save SRC Quiz Preferences](#)

**Update Manager FAQ**

**What is the difference between Auto Update and Available Updates?**  
 Auto Update will update all of your server programs, including SAM, when new updates are available. These will be automatically scheduled, and will only be installed during the designated Update Window. Set the Update Window and Auto Update by clicking on Update Settings. Both options are on the Update Settings page.

Alternatively, to schedule server updates server-by-server, click on Available Updates and then select which server receives which update. No updates will be scheduled or installed until scheduled individually.

Finally, if all Available Updates should be scheduled immediately, click on Available Updates, then the link called "Schedule All Updates Now" to have all Available Updates installed immediately.

**How do I set my server(s)'s Time Zone?**  
 Click on the "Update Settings".

**Can I schedule different servers to receive updates at different times?**  
 Yes. Choose Available Updates to select which servers and schedule each update individually.

**Will I receive a reminder email before an update is installed?**  
 Yes. Reminder emails are sent to the district's SAM Connect User(s) that manage Updates from one day to one week prior to an update is scheduled. There is also a summary list of all scheduled updates under "Scheduled Updates".

**Will I receive a summary email of all the completed updates?**  
 Yes. The following morning, a daily summary of all updates to servers is emailed to the district's SAM Connect User(s) who manage Updates. Also, there is a summary of all completed updates list under "Completed Updates".

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The SRC! Quiz Preferences Screen allows users to set preferences for using SAM Connect to automatically update SRC! quizzes.

This service is available only to districts with an active SRC! content plan.

Use the boxes to set the servers that will receive updated quizzes. Click **All** to have SAM Connect update all the SRC! quizzes on a particular server, or use the boxes to select the grades on the server that will receive updated quizzes.

When finished, click **Save SRC Quiz Preferences** to save the selections.



## The View Servers Screen

**VIEW BY SERVER**

| Server                       | Next Sync             |
|------------------------------|-----------------------|
| <a href="#">QASACT02</a>     | 2009-10-09 16:11:36.0 |
| <a href="#">QAS2015</a>      | 2009-06-09 18:10:14.0 |
| <a href="#">QAS2015_V2</a>   | 2009-10-07 11:12:06.0 |
| <a href="#">QAS211a</a>      | 2010-02-11 18:00:47.0 |
| <a href="#">202</a>          | 2010-02-03 15:51:26.0 |
| <a href="#">SLENGT_1_3</a>   | 2010-03-25 13:58:13.0 |
| <a href="#">SLENGT_1_5_1</a> | 2010-03-25 14:00:06.0 |

**Update Manager FAQ**

**What is the difference between Auto Update and Available Updates?**  
 Auto Update will update all of your server programs, including SAM, when new updates are available. These will be automatically scheduled, and will only be installed during the designated Update Window. Set the Update Window and Auto Update by clicking on Update Settings. Both options are on the Update Settings page.

Alternatively, to schedule server updates server-by-server, click on Available Updates and then select which server receives which update. No updates will be scheduled or installed until scheduled individually.

Finally, if all Available Updates should be scheduled immediately, click on Available Updates, then the link called "Schedule All Updates Now" to have all Available Updates installed immediately.

**How do I set my server(s)'s Time Zone?**  
 Click on the "Update Settings".

**Can I schedule different servers to receive updates at different times?**  
 Yes. Choose Available Updates to select which servers and schedule each update individually.

**Will I receive a reminder email before an update is installed?**  
 Yes. Reminder emails are sent to the district's SAM Connect User(s) that manage Updates from one day to one week prior to an update is scheduled. There is also a summary list of all scheduled updates under "Scheduled Updates".

**Will I receive a summary email of all the completed updates?**  
 Yes, the following morning, a daily summary of all updates to servers is emailed to the district's SAM Connect User(s) who manage Updates. Also, there is a summary of all completed updates list under "Completed Updates".

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The View Servers Screen displays every SAM Server registered for the district by server name and next scheduled synchronization.

Click the server link to view or change server specification details, including available updates, scheduled updates, completed updates, products installed, and server settings.



### **Scheduling Updates**

There are three ways in which administrators with permissions to manage server updates may schedule updates:

- **Automatic Updates:** If administrators select the **Auto Update** checkbox on the Update Settings Screen (*page 24*), the district receives updates automatically as they become available and only during their established Update Window days and/or start times.
- **Individually Scheduled Updates:** If administrators do not select the **Auto Update** checkbox on the Update Settings Screen (*page 24*), they may apply any available update to individual servers at any time and schedule them individually.
- **Schedule All Updates Now:** If administrators do not select the **Auto Update** checkbox on the Update Settings Screen (*page 24*), they may apply every available update to every server immediately.

### **Automatic Updates**

Administrators choosing **Automatic Updates** set their district's update settings once. To set the Auto Update settings:

1. Click the Updates tab.
2. Click **Updates Settings**.
3. Under Modify Update Window, select the Start Hour, End Hour, and days of the week that updates are applied. These should be hours when no one is using the servers, and backups are not scheduled.
4. Click the **Save Update Window** button.
5. Under Auto Update Settings, select the check box for Install Updates.
6. Click **Save Auto Update Preference** to save and activate these settings.

Whenever Scholastic makes a SAM Server update available, administrators with permissions to manage server updates receive an email explaining that a new update is available. The new update appears in Scheduled Updates (*page 26*), and administrators may either reschedule the update or allow the update to proceed as scheduled.

When the servers are updated, SAM Connect sends an email to all administrators with permissions to manage optional services announcing whether or not the update was successful, and the date and time it was completed. In addition, the Completed Updates Screen lists the server, date, time, and specific update applied.

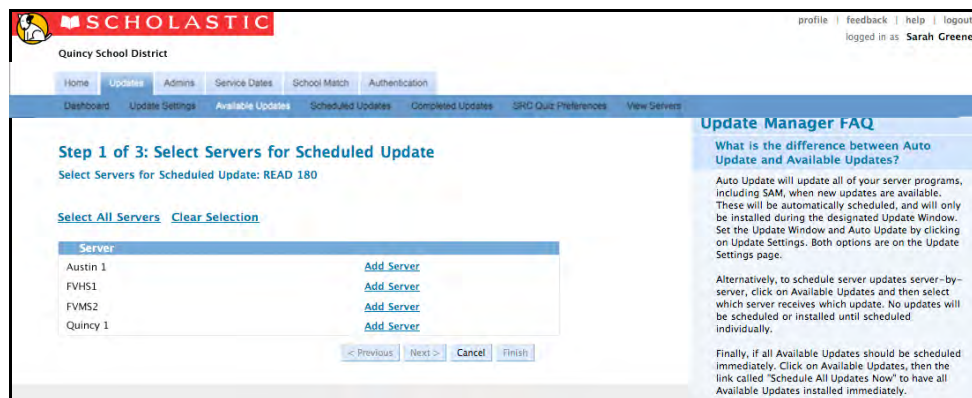


### Individually Scheduled Updates

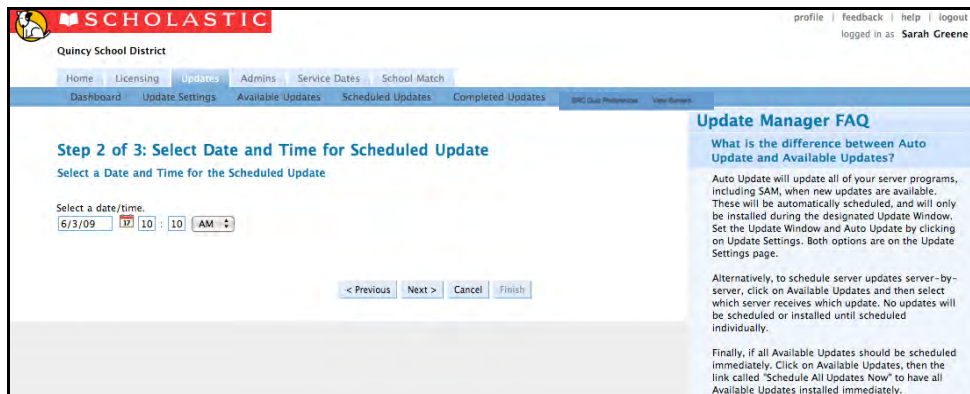
Districts that choose to control their updates directly may apply available updates individually to each server by not selecting the **Auto Updates** checkbox in the Update Settings Screen (page 24).

Administrators with permissions to manage server updates who choose to individually schedule updates receive an email alerting them that the new update is available. The update is also listed on the Available Updates Screen. To individually apply an update:

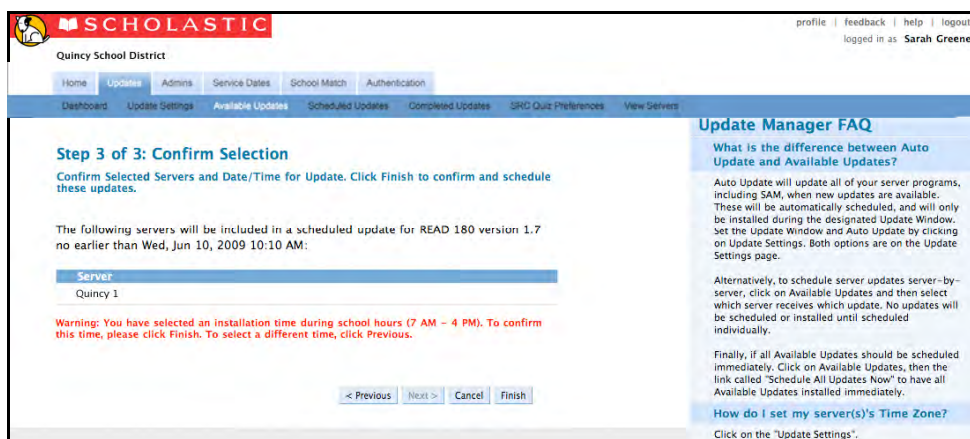
1. Click the Updates tab.
2. Click **Available Updates** (the list may be sorted by program or server and may be filtered by program).
3. Click the **Schedule** link next to the Update being applied to go to the Scheduling Wizard.



4. Clicking the **Schedule** link for a server requires selecting a program. Clicking the **Schedule** link for a program requires selecting a server. Select the checkboxes for any server or program in the list (or select the checkbox at the top of the list to select everything) and click **Next** when done.



5. Select the date and time to begin the update, then click **Next**. If SAM Connect cannot update the server at the selected time (if, for example, the server cannot sync with SAM Connect), it will attempt the update again during the next day or hours allotted in the Update Window.



6. If satisfied with the selections on the Confirmation Screen, click **Next**.

When the Individually Scheduled Update option is complete, the update moves from the Available Updates Screen to the Scheduled Updates Screen (if the update applies only to some servers, it remains on the Available Updates Screen with the number available decreased). Administrators with permissions to manage server updates receive an email explaining which servers will be updated and when. Each server downloads the update at the selected time, and sends a second email confirming the process is complete. The Completed Updates Screen lists the server, date, time, and update applied.





### Schedule All Updates Now

Districts that choose to update servers individually may apply available updates to every eligible server at once. Administrators for these districts should not select the **Auto Updates** checkbox in the Update Setting Screen (page 24).

Administrators with permissions to manage server updates will receive an email when new updates are available. Updates are also listed on the **Available Updates** screen. To apply all available server updates immediately:

1. Click the Updates tab.
2. Click **Available Updates**.
3. Click the **Schedule All Available Updates Now** link.

**SCHOLASTIC** profile | Feedback | help | logout  
logged in as Sarah Greene

Quincy School District

Home | Updates | Admins | Service Dates | School Match | Authentication

Dashboard | Update Settings | Available Updates | Scheduled Updates | Completed Updates | SPRQ Quiz Preferences | View Servers

**Confirmation: Schedule All Updates Now**

As each server checks in to SAM Connect, it will automatically stop JBoss and MySQL, install the updates, and then restart those services. Make sure there are no classes in session right now. Click OK to confirm all Available Updates will be installed now.

[OK](#) [CANCEL](#)

| Server   | Program  | Program Version |
|----------|----------|-----------------|
| FVHS1    | READ 180 | 1.7             |
| Quincy 1 | READ 180 | 1.7             |

**Update Manager FAQ**

**What is the difference between Auto Update and Available Updates?**

Auto Update will update all of your server programs, including SAM, when new updates are available. These will be automatically scheduled, and will only be installed during the designated Update Window. Set the Update Window and Auto Update by clicking on Update Settings. Both options are on the Update Settings page.

Alternatively, to schedule server updates server-by-server, click on Available Updates and then select which server receives which update. No updates will be scheduled or installed until scheduled individually.

Finally, if all Available Updates should be scheduled immediately, Click on Available Updates, then the link called "Schedule All Updates Now" to have all Available Updates installed immediately.

**How do I set my server(s)'s Time Zone?**

Click on the "Update Settings".

4. Click **OK** to update each of the listed servers with the available updates. Click **Cancel** to return to the previous screen.

After clicking **OK**, every eligible server downloads the updates upon next synchronization with SAM Connect. In other words, all Available Updates will begin to be applied to all servers within the next 30 minutes. Administrators with permissions to manage server updates receive an email explaining that the update has been completed, and the Completed Updates Screen lists the server, date, time, and specific update applied.



## The Admins Tab

The Admins tab allows SAM Connect administrators to create additional SAM Connect administrator accounts as well as manage all administrator accounts.

To create a new SAM Connect administrator account:

1. Click the **Add Admin** button from the Admin tab.
2. Fill in the information on the Add Admin Screen and hit **Submit**.
3. The administrator roster appears with the new administrator account listed.

To manage administrator accounts, click the **Edit** button next to the account name to edit that account's information and permissions.

To delete an administrator account, click **Delete** next to the account name.



## The Service Dates Tab

**Product Maintenance & Support Plans and Service Dates**  
Expiration Dates by District/School

Includes Product Maintenance & Support Plans, Scholastic Hosting Services, Read 180 Interactive Teaching Systems (ITS), and all types of Enterprise Program Service Dates.

| District/School        | Type of Service | Start Date   | Expiration Date |
|------------------------|-----------------|--------------|-----------------|
| Quinny School District | ExpertSpace     | Aug 01, 2009 | Jul 31, 2010    |

\* Premium Maintenance & Support Plans include access to software updates, maintenance releases, and the READ 180 ITS

**SERVICE DATES HELP**  
What are the types?  
**Read 180 Interactive Teaching System:** With a Premium Maintenance & Support Plan teachers get anytime, anywhere access to the Read 180 ITS.  
**Product Maintenance & Support Plan:** Each school with an active plan is listed on this page with corresponding expiration date.  
**Scholastic Hosting Services:** Each district that has purchased hosting services is listed on this page with corresponding expiration date.  
**Scholastic Reading Counts! Quiz Subscriptions:** Monthly delivery of SRC quizzes as part of your Student Access Fee or District Plan. Each school with an active plan is listed on this page with corresponding expiration date.  
What if I want to extend?  
Contact your Account Executive to renew your subscription or send in a new PO to renew for another year.  
**Support Plans and Hosting Service:** Visit [READ180\\_Support](#) for more information or to download an order form. Don't see your school? Contact Customer Service at 1-877-234-READ to make sure you have an active plan or place an order.  
To extend your SRC Quiz Subscriptions: Visit [SRC\\_Support](#) to download an order form. Contact the Scholastic Insite Sales team at 1-800-387-1437 for information about purchasing or renewing. We will contact you if adjustments need to be made to your order.

The Service Dates tab lists all the district's subscriptions with Scholastic by District/School, Type of Service, and Expiration Date. There are four types of services:

- **READ 180 Interactive Teaching System (ITS):** Provides teachers with online access to the *rBook® Teacher's Editions* and the three *Resources for Differentiated Instruction* books;
- **Product Maintenance and Support Plan:** Provides districts and schools various technical support plans;
- **Scholastic Hosting Services:** Provides a dedicated and secure application server for schools or districts;
- **Scholastic Reading Counts!® Quiz Subscriptions:** Provides monthly delivery of SRC! quizzes as part of a district's Student Access Fee or District Plan.



## The School Match Tab

**Unmatched Schools**

Below is a list of schools that could not be automatically matched to the Scholastic Database. Click on the Match button to manually select the matching school.

Before starting this process, it is HIGHLY recommended that you update the address and contact information for each school using the SAM client. Doing so may allow you to avoid manually matching your school(s).

| Address as Entered   | SAM Server Name |                       |   |
|--|-----------------|-----------------------|---|
| Forest Valley High School<br>2520 S. Main Street<br>Forest Valley, MA 01541    | FVHS1           | <a href="#">Match</a> | <input type="checkbox"/> Mark as "Test School Only" |
| Forest Valley Middle School<br>1 Forest Valley Road<br>Forest Valley, MA 01541 | FVMS2           | <a href="#">Match</a> | <input type="checkbox"/> Mark as "Test School Only" |

[Submit Test Schools](#)

**Unmatched Schools FAQs**

**What's the best way for me to match my school(s) with the Scholastic database?**

On each SAM server, go into the SAM Client, and under School Profile and Contacts tabs, add complete address information for your school(s) (including 5-digit ZIP Code). When this SAM server next checks in to SAM Connect, SAM Connect will try to automatically make the match and the Unmatched entry should be removed from this list on this Portal page.

**How do I handle "test" schools in SAM Connect?**

For schools that aren't real, click on the "Mark as Test School Only" check box. Once you are finished, click on the "Submit Test Schools" button at the bottom of the page, which will remove them from this list of unmatched schools.

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The School Match tab displays all unmatched schools in the district. The table displays the schools by address as entered in SAM (Address as Entered), and by the nickname of the SAM Server where the school is listed (SAM Server Name).

Click the **Match** button in the school's row to open the School Match Wizard, or click **Mark as "Test School Only"** if the listed school is not an actual school (some districts create fake schools for the purpose of running reports).



## The School Match Wizard

To use the School Match Wizard:

The screenshot shows the 'Unmatched Schools' page in the Scholastic SAM Connect interface. The page title is 'Unmatched Schools' and it includes a 'Match' button. Below the title, there is a list of schools with columns for 'Address as Entered', 'SAM Server Name', and 'Match' buttons. Two schools are listed: Forest Valley High School (FVHS1) and Forest Valley Middle School (FVMS2). Each school entry has a 'Match' button and a 'Mark as Test School Only' checkbox. A 'Submit Test Schools' button is located at the bottom of the list. To the right of the list, there is an 'Unmatched Schools FAQs' section with three questions and answers.

1. Click the School Match tab to display a list of unmatched schools. The school name is displayed as it is registered on one of the district's SAM Servers. If a district has created schools in the SAM Client merely for administrative purposes (to run different sets of reports, for instance), select the **Mark as "Test School Only"** checkbox for that school. Otherwise, click the **Match** button to open the School Match Wizard.

The screenshot shows the 'School Match Wizard' dialog box. The title is 'School Match Wizard' and it includes a 'CLOSE' button. Below the title, there is a text input field for the ZIP code, which contains '01541'. A 'Go' button is next to the input field. At the bottom, there are 'Cancel' and 'Match' buttons.

2. Enter the ZIP code of the selected school and click **Go** to display a list of every school in the Scholastic Customer Database in that ZIP code.



3. If the unmatched school is on the list, select the button for that school and click **Match** to open a confirmation screen.
4. The confirmation screen lists the name as it appears on the district server and as it appears in the SAM Connect database. Click **Finish** to return to the School Match tab to match another school.



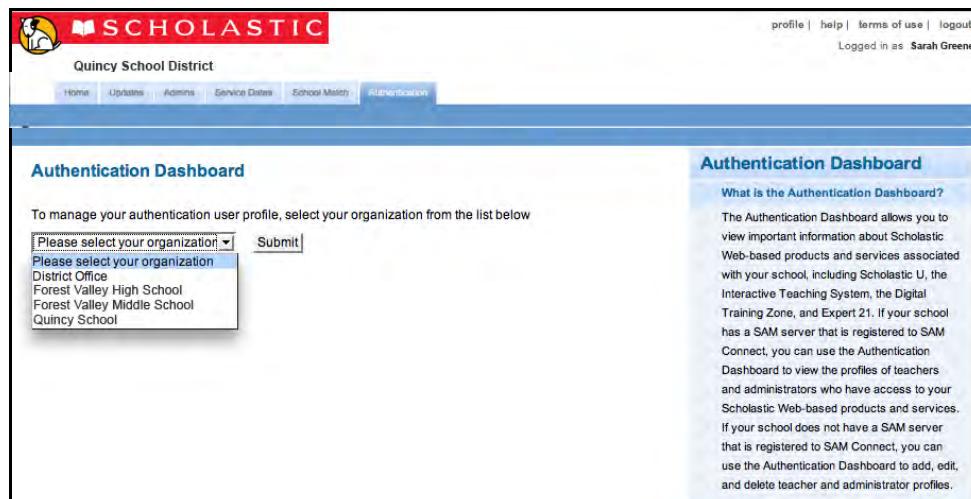
## The Authentication Tab

The Authentication tab allows SAM Connect administrators to view the district's Web-based programs (including Scholastic U™, Expert 21, the Interactive Teaching System, the Training Zone, and others) and manage access to them.

The Authentication tab works in one of two ways, depending on whether a district's servers are registered with SAM Connect:

- Schools and Districts with Registered SAM Servers:** SAM Connect administrators from districts with servers registered to SAM Connect may use the Authentication tab to view the district's Web-based programs and the users in their district who have access to these programs. User information on the Authentication Tab is read-only for schools or districts with servers registered to SAM Connect. Administrators may change the displayed information in SAM (see [Getting Started With Scholastic Achievement Manager](#)) and these changes will be reflected on the Authentication Tab at the next SAM Connect update.
- Schools and Districts without Registered SAM Servers:** Administrators from districts that do not have SAM installations, or whose school or district servers are not registered to SAM Connect, may use the Authentication Tab to import rosters of users or add, edit, or delete user profiles.

## The Authentication Dashboard



Clicking the Authentication tab opens the Authentication Dashboard. The pull-down menu lists all schools that have purchased Scholastic Web-based programs (including Scholastic U, Expert 21, the ITS, the Digital Training Zone, and others). Click the pull-down menu, then click the school name to open the School View Screen for that school. The menu also lists the District Office; select this to manage district administrators.



## School View Screen

The screenshot shows the Scholastic SAM Connect interface for Quincy School District. At the top, there's a navigation bar with links for Home, Updates, Admins, Service Dates, School Match, and Authentication. Below this, the current school is identified as Forest Valley High School. A dropdown menu shows 'Forest Valley High S' with a 'Submit' button. The main content area is divided into two sections:

- Available Products and Services:** A table with one row for 'Interactive Teaching System (ITS)' and two rows for 'Digital Training Zone'.
- Authentication User Profiles:** A table with columns: Role, First Name, Last Name, Username, Email, District User ID, Status, and Action. It lists two users: Sarah Greene (School Administrator) and Beverly Hammond (Teacher).

On the right side, there's an 'Authentication Dashboard' with informational text about the dashboard's purpose and how to use it.

Clicking a school on the pull-down menu opens the School View Screen. The School View Screen contains two tables:

- Available Products and Services:** This table shows the Web-based programs purchased by the district as clickable links. Click the links to open the login screen for that program.
- Authentication User Profiles:** This table shows the profiles of the school's Authentication users (those users who have been enrolled in the school's Web-based programs). If the selected school has a registered SAM server, the users will be teachers and administrators present on the SAM server associated with the school. The table will be read-only since user profiles are edited in SAM. If the school has a nonregistered SAM account, then the table will have live links to add new user profiles, import rosters, edit user profiles, and delete user profiles.





## Importing Rosters

Scholastic recommends registering district servers with SAM Connect. Rosters from registered SAM servers are automatically imported into SAM Connect and are updated to reflect any changes. Administrators of SAM Connect accounts without registered servers may import a roster of users from a \*.csv file. To import a roster, select the school from the pull-down menu and click the **Import Roster** link to open the Roster Import Screen.

The \*.csv file should contain the following fields for each user at the school level:

- **First Name:** The user's first name;
- **Last Name:** The user's last name;
- **Username:** The user's username;
- **Password:** Passwords must be 6 to 16 characters, one of which must be a numeral, and not use the user's first or last name or a combination of the two;
- **Email Address:** The user's email address;
- **User Role:** Enter "1" for teachers, "2" for school administrator, or "3" for technical administrator. To add a district administrator, return to the dashboard and select **District Office** from the pull-down menu;
- **District User ID:** The unique user ID associated with each user in the district.

Click **Download a sample CSV Roster Template** to view a sample of a correctly formatted \*.csv roster file.



Once the \*.csv roster file is correctly formatted, click **Browse** to select the file for importing. When the correct file is displayed in the Select CSV File window, click **Import CSV File** to import the file. To stop and restart the process, click **Cancel**. When the \*.csv file is imported successfully, the User Roster Confirmation Screen appears, displaying a list of all user profiles in the \*.csv roster file.

From the User Roster Confirmation Screen, administrators may edit or delete user profiles. When all user profiles are displayed correctly, click **Submit Roster**.

If the imported roster contains formatting errors, an error message appears at the bottom of the User Roster Confirmation Screen. Use the **Edit** link to correct the highlighted errors, then click **Submit Roster** again. Click **Cancel** to cancel the import.

Each teacher profile in the district that uses Scholastic's Web-based programs must have a unique username. If two or more teacher profiles have the same username, these accounts are temporarily disabled until the usernames are modified, either through the roster tab of SAM if the server is registered, or through the edit function of the Authentication Dashboard.

When the roster is successfully imported, all users appear on the School View Screen.



### Adding Users

Administrators from districts with registered SAM servers do not need to add users or update the user list in SAM Connect. Changes made to user profiles in SAM will be automatically updated in SAM Connect. See [Getting Started With Scholastic Achievement Manager](#) for more information. In these districts the user list appears as read-only.

Administrators of SAM Connect accounts without registered servers can add users through the School View Screen. To add a new user, click **Add New User Profile** from the School View Screen to open the Create New User Profile window.

Fill in the fields, choose the user's role from the pull-down menu (administrator or teacher), then click **Save** to save the user profile in SAM Connect. The user's profile appears on the user profile list. Click **Cancel** to return to the School View Screen.



### Editing Users

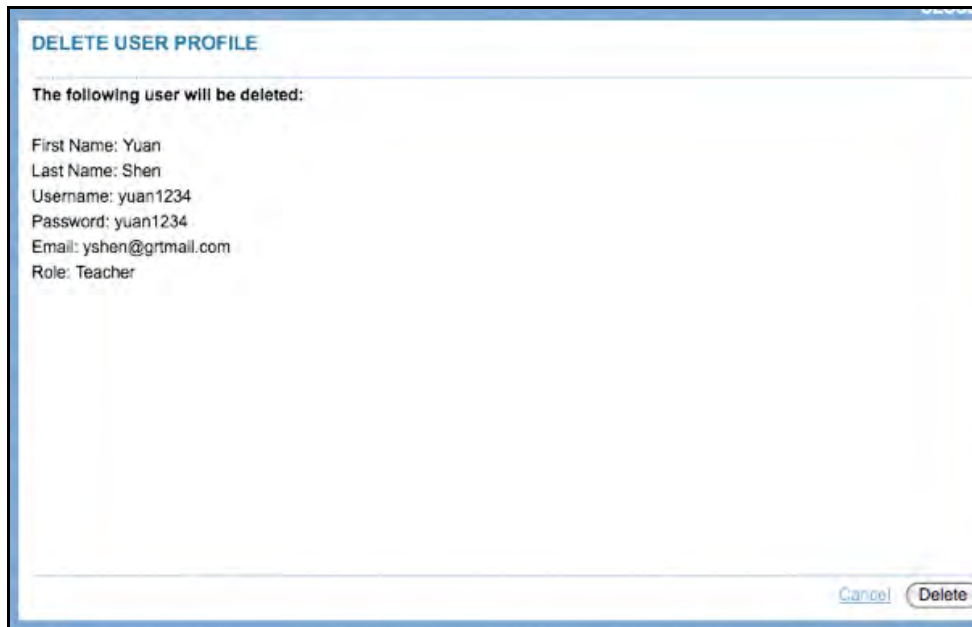
Administrators from districts with registered SAM servers do not need to edit user profiles in SAM Connect. Changes made to user profiles in SAM will be automatically updated in SAM Connect. See [Getting Started With Scholastic Achievement Manager](#) for more information. In these districts the user list appears as read-only.

Administrators of SAM Connect accounts without registered servers can edit user information through the School View Screen. To edit a user profile, click the **Edit** link next to the profile on the School View Screen to open the Edit User Profile window.

Edit the fields, choose a user's role from the pull-down menu if necessary, then click **Save** to save the edited user profile in SAM Connect. The edited profile appears on the user profile list. Click **Cancel** to return to the School View Screen.



## Deleting Users



Administrators from districts with registered SAM servers do not need to delete users in SAM Connect. Changes made to user profiles in SAM will be automatically updated in SAM Connect. See [Getting Started With Scholastic Achievement Manager](#) for more information. In these districts the user list appears as read-only.

Administrators of SAM Connect accounts without registered servers can delete users through the School View Screen. To delete a user profile, click the **Delete** link next to the profile on the School View Screen to open the Delete User Profile window.

Review the profile, then click **Delete** to delete the user profile in SAM Connect and return to the School View Screen. The deleted profile should not appear on the user profile list. Click **Cancel** to return to the School View Screen.



## Technical Support

For questions or other support needs, visit the [Scholastic Education Product Support](http://www.scholastic.com/sam/productsupport) website at: <http://www.scholastic.com/sam/productsupport>.

The screenshot shows the Scholastic Education Product Support website. The main heading is "SCHOLASTIC ACHIEVEMENT MANAGER (SAM) PRODUCT SUPPORT". Below this, there is a table of manuals with columns for Title, Date, Version, Size, and Pages. Each row includes a "Download Now >>" link.

| Title   | Date     | Version                   | Size  | Pages |                                       |
|---|----------|---------------------------|-------|-------|---------------------------------------|
| <b>SAM: Getting Started with Scholastic Achievement Manager</b>               |          |                           |       |       |                                       |
| Whole Book  | 11-07-08 | Enterprise Edition v1.8.1 | 1.5mb | 17    | <a href="#">Download Now &gt;&gt;</a> |
| <b>SAM: Enrolling and Managing Students in Scholastic Achievement Manager</b> |          |                           |       |       |                                       |
| Whole Book  | 11-07-08 | Enterprise Edition v1.8.1 | 4mb   | 44    | <a href="#">Download Now &gt;&gt;</a> |
| <b>SAM: Using Resources in Scholastic Achievement Manager</b>                 |          |                           |       |       |                                       |
| Whole Book  | 11-07-08 | Enterprise Edition v1.8.1 | 952kb | 11    | <a href="#">Download Now &gt;&gt;</a> |
| <b>SAM: Using the Book Expert in Scholastic Achievement Manager</b>           |          |                           |       |       |                                       |
| Whole Book  | 11-07-08 | Enterprise Edition v1.8.1 | 2.8mb | 34    | <a href="#">Download Now &gt;&gt;</a> |

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 Scholastic program suite, contact customer service to speak to a representative for each EE program at:

- 1-800-283-5974 (all EE products)
- 1-800-927-0189 (other versions)

For specific questions about using SAM with your Scholastic programs, click **Help** in the Quick Links along the top of any screen in SAM