

## Frequently Asked Questions: PMRN / Wireless Generation Data Bridge

### 1. After I enter new students in the Progress Monitoring and Reporting Network (PMRN), when will I see them on my handheld?

The PMRN system transfers students, assessment team members, teachers, reading coaches and class information to the mCLASS<sup>®</sup> system each night, using a secure data bridge between the two systems. Information entered by 7 p.m. EST is included in the transfer that same night. Information entered after 7 p.m. EST will be included in the transfer the following night.

The information transfers automatically in the middle of the night. Therefore, all updates made in the PMRN before 7 p.m. EST will be evident in the mCLASS system the next morning. To update your handheld with these changes, sync it the day after you modify the PMRN.<sup>1</sup>

### 2. When will our student results appear in the PMRN?

After assessing your students, and syncing your handheld computer to the mCLASS system, all student assessment results upload to our secure mCLASS server. Your student assessment results are transferred to the PMRN nightly through the secure data bridge. Therefore, you will see your student assessment results in the PMRN the day after you sync these results.

### 3. How often should I sync my handheld?

During your assessment window we highly recommend that you sync your PDA **at least** once a day. This ensures that your assessment results are stored safely in the mCLASS system for transfer to the PMRN that same evening.

### 4. My Assessment Team Members (ATMs) are missing student information on their handhelds after they sync. Why?

ATMs will not receive student information on their handhelds until an **SL2** User assigns them as owners of the classes they will assess. If your ATMs lack specific class information on their handhelds, please log in to the mCLASS Web site (<https://www.mclasshome.com>) and confirm that your ATMs are assigned to the correct classes. If they are not, please assign your ATMs to the classes they need to assess and must have on their PDA's. For instructions on assigning ATMs to classes, please see Step 3 of Preparing PMRN Users for mCLASS<sup>®</sup>:DIBELS<sup>®</sup> Administration.

If your ATMS are assigned to the correct classes on the mCLASS Web site and cannot view their class or student information after they sync, please contact the Wireless Generation Customer Care Center at 1-800-823-1969, ext. 3.

### 5. What will I be able to see and do on the mCLASS Web site?

- PMRN School Level 2 (SL2) Users receive System Access privileges. This is the highest level of access in the mCLASS system. Users with System Access may view all assessment results and assign class ownership to their staff using the mCLASS Web site (<https://www.mclasshome.com>).

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<sup>1</sup> Please note that this only applies to the Reading Coach, or SL2 Users in the PMRN. As an SL2 User, you will automatically be assigned as an owner of all classes in your school. You must use the mCLASS Web site to make ATMs owners of the classes they will assess before they can view class information on their handhelds.

By default, SL2 users are assigned as owners of every class in their school. As an **SL2 User**, all you need to do to begin assessing is sync your handheld!

- PMRN Assessment Team Members (ATMs) receive Full Access privileges within the mCLASS system and may view all assessment results on the mCLASS Web site.
- PMRN Core Level Users receive Standard Access within the mCLASS system and may view assessment results on the mCLASS Web site for the classes to which they are assigned as owners. Class ownership is assigned automatically as specified in the PMRN.
- PMRN Level 1 (SL1) Users will NOT be transferred to the mCLASS system and will be unable to view results on the mCLASS Web site.

**6. I am trying to add my Assessment Team Members as users of the PMRN, but I don't see Assessment Team Member listed as an access level. Why?**

The PMRN designates each school as a user of mCLASS:DIBELS after the school returns its Authorization for Release of PII. Only authorized schools participating in the mCLASS program will see the Assessment Team Member access level in the PMRN. If your school uses mCLASS:DIBELS and you do not see the option to select Assessment Team Member access level, please contact your school-level administrator in charge of the mCLASS program and ask if he or she has returned the authorization. If the authorization already has been returned, please contact your Wireless Generation Account Manager, Connie Landinez at [mlandinez@wgen.net](mailto:mlandinez@wgen.net) or at 1-800-886-9126 ext. 2039.

**7. I added my ATMs as PMRN users and waited a day, but I still don't see them when I log in to the mCLASS Web site. Why?**

Please confirm that you have entered your ATMs as PMRN users with an access level of Assessment Team Member. If your ATMs are PMRN users with different access levels, such as Core or Resource, you will need to add them again as PMRN Assessment Team Members. Access levels cannot be changed in the PMRN system. If you have confirmed that all PMRN access levels are set properly and continue to experience problems, please contact the Wireless Generation Customer Care Center at 1-800-823-1969, ext. 3.

**8. I entered new students and staff yesterday and confirmed that they were set up correctly in the PMRN, but I can't find them in the mCLASS system today. What should I do?**

Please call the Wireless Generation Customer Care Center at 1-800-823-1969, ext. 3, and a representative will investigate why your enrollment information has not transferred to the mCLASS system.

**9. After I assessed my students yesterday, I synced my handheld, but none of the assessment results transferred to the PMRN. What do I do now?**

First, verify that the assessment results transferred successfully from your handheld to the mCLASS Web site. Log in to the mCLASS Web site (<https://www.mclasshome.com>) and check whether the students in question have current results next to their names. If you do not see the current results, sync your handheld again. If the results now appear on the mCLASS Web site, you will need to wait until tomorrow for these results to appear in the PMRN. If your results still do not appear on the mCLASS Web site, or if they appeared on the mCLASS Web site but did not transfer to the PMRN after 24 hours, please contact the Wireless Generation Customer Care Center at 1-800-823-1969, ext. 3.