### Houghton Mifflin School Division
**eServices Quick-Start Guide**

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1 Introduction

Thank you for choosing Houghton Mifflin School Division eServices. This eServices Quick-Start Guide is designed to get you started creating accounts, distributing eServices to teachers and students, and providing necessary information to account holders.

1.1 What Are eServices?

Houghton Mifflin School Division eServices are online products designed to provide teachers and students with interactive resources, such as eBooks.

<table>
<thead>
<tr>
<th><strong>Types of eServices</strong></th>
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</thead>
<tbody>
<tr>
<td><strong>Teacher:</strong> eServices that can be distributed to teachers only (e.g., a Math eTeacher’s Edition)</td>
</tr>
<tr>
<td><strong>Classroom:</strong> eServices that are distributed to classrooms and accessed by students through a shared classroom account (e.g., an eMathBook)</td>
</tr>
</tbody>
</table>

**Note:** The term classroom is also used to refer to eService product packages in the Houghton Mifflin catalog and online store. Each package contains both a license for one teacher eService and a license for one classroom eService. This term usage occurs only in the initial passkey e-mail message. All other references to classrooms refer to shared accounts or shared eServices for students.

1.2 How Are eServices Accessed?

School Division eServices are distributed through accounts on the School Division eServices website. There are three Account Types based on a user’s role.

<table>
<thead>
<tr>
<th><strong>Types of Accounts</strong></th>
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<tbody>
<tr>
<td><strong>Administrator:</strong> accounts that provide full control of Teacher and Classroom accounts, including account creation, eService distribution, user profile updating, password management, and eService removal</td>
</tr>
<tr>
<td><strong>Teacher:</strong> accounts that provide access to restricted online resources (e.g., eTeacher’s editions), and allow teachers to update their profile and password. Teacher accounts can also be assigned limited administrator control over individual classroom accounts.</td>
</tr>
<tr>
<td><strong>Classroom:</strong> shared accounts that provide multiple students access to Student eServices. Students cannot modify any account information. Only an administrator or a teacher assigned that classroom can modify the account’s profile and password.</td>
</tr>
</tbody>
</table>

1.3 How Does the Setup Process Work?

All eServices start with the administrator, using the following steps:

1. The process starts when you receive an e-mail notification with eServices passkeys. Review the eServices listed for the order and follow the directions to establish yourself as the administrator for the eServices.
2. Create teacher and classroom accounts and distribute eServices to them.

3. Distribute account login information to teachers and students.

4. Manage accounts and eServices when changes occur.

1.4 Who Should Use This Guide?

The eServices administrator is responsible for managing the entire life cycle of an eService, including the following tasks:

- creating classroom and teacher accounts
- adding and removing access to an eService
- editing classroom and teacher account information

1.5 How to Use This Guide

No matter where you are in the process of setting up or using an eService, this guide is designed to assist you. The sequence is chronological, starting from the moment you click the registration URL to the final distribution of an eService to a teacher or a classroom.

You can always refer to this guide for instruction on managing changes to an eService or an account; each section is designed to stand on its own, allowing you to start at a point that provides you with the information you need.
2 Getting Started

In this section, you’ll learn how to activate your eService(s):

   Step 1—Using the Registration Link to Get Started
   Step 2—Registering as a New User, or Signing In
   Step 3—Registering as the Administrator for Your eService(s)

2.1 Step 1—Using the Registration Link to Get Started

A registration link for setting up your eService(s) is included in your e-mail notification. Click this link to begin the registration process.

2.2 Step 2—Registering as a New User, or Signing In

Your next step is to either register as a new user or sign in as an existing user.

Are You an Existing User?

If you currently have a School Division eServices account, simply enter your username and password (My Account Login screen) and click Login.

Note: If you have forgotten your username and password, please refer to the account information e-mail sent to you when you first registered your account. Alternatively, you can click the “Forgot Username or Password?” link.

Are You a New User?

If you’ve never used eServices before, click Register (located at the bottom left corner of the My Account Login screen) and follow these steps:

1. Create a username and password.

   Recommendation: Because usernames cannot be changed or modified, we strongly recommend that administrators keep usernames as generic as possible. Avoid using proper names, nicknames, or other personal references that might need to change in the future.

2. Choose a security question.
   If you forget your password in the future, we will ask you this question to confirm your identity.

3. Enter your personal information.

   Note: Your personal information will not be used for any marketing purposes. For more information about our privacy policy, visit http://www.hmco.com/privacy_policy.html.
4. After you have entered your account information, review the form to be sure that you have provided all required (*) information.

5. Click Submit.

   **Note:** You will be able to change your account information (other than username) at any time.

6. Review your account information, then click Continue.

   **Note:** To help you keep track of your account information, a message will be sent to the e-mail address you provided.

### 2.3 Step 3—Registering Your eService(s)

After you have registered as a new user, or signed in as an existing user, you must register as the administrator for your eService(s) by following these steps:

1. Make sure that all the eServices shown in your notification e-mail are listed on the eServices Administrator’s Agreement screen.

   **Note:** Classroom versions are packages containing both a teacher eService and a classroom eService. For each classroom version listed in the e-mail, you should find two eServices listed.

2. Review Administrator Responsibilities. This section outlines the duties of an eServices administrator.

3. Review License Agreement. This section outlines the terms and conditions for Houghton Mifflin School Division eServices.

4. Click Agree if you accept the Administrator Responsibilities and License Agreement.

   Once you click Agree, you become the administrator for the listed eService(s).
3 Creating New Teacher and Classroom Accounts

Accounts for eServices are created with the eService Type in mind.

<table>
<thead>
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<tr>
<td>Teacher: eServices that are distributed to individual teacher accounts</td>
</tr>
<tr>
<td>Classroom: eServices that are distributed to classroom accounts shared by all students in a classroom</td>
</tr>
</tbody>
</table>

Recommendation: Because usernames cannot be changed or modified, we strongly recommend that administrators keep usernames as generic as possible.

3.2 Creating a New Teacher Account

The following instructions apply ONLY if you are creating an account for a Teacher eService.

To create a new teacher account, follow these steps:

1. Click the eServices tab.
2. Click the Teacher eService you want to distribute.
3. Click Add Teachers to create a new eService User account.
5. Enter all the required information on the Create New Teacher Account screen (when creating a username avoid using proper names, nicknames, or other references that might need to change in the future) and click Submit.
6. This will both create a teacher account and assign the selected eService to it. A message containing the information you entered will be sent to the e-mail address you specified.
7. If you are finished, click Done. If you need to distribute the current eService to another new teacher, click Create Another Teacher and follow the steps listed above.

3.3 Creating a New Classroom Account

The following instructions apply ONLY if you are creating an account for a Classroom eService.

To create a new classroom account, follow these steps:

1. Click the eServices tab.
2. Click the Classroom eService you want to distribute.
3. Click **Add Classrooms** to create a new classroom account.

4. On the **Add Classrooms** screen, click **Create New Classrooms**.

5. Enter all the required information on the **Create New Classroom Account** screen (when creating a username avoid using proper names, nicknames, or other references that might need to change in the future) and click **Submit**.

6. This will both create a classroom account and assign the selected eServices to it. A message with the information you entered will be sent to the e-mail address you specified.

7. If you are finished, click **Done**. If you need to distribute the current eService to another new classroom, click **Create Another Classroom** and follow the steps listed above.
4 Distributing eServices to Existing Accounts

One method of distributing eServices is to distribute them to existing accounts. This is the most convenient method for administrators since it allows distribution of an eService to multiple accounts at once.

If you want to assign multiple eServices to a single account, use the Teachers and Classroom tabs.

4.1 Linking an eService Through the eServices Tab

An eService can be added to one or more existing accounts by following the instructions below.

Since linking eServices to existing accounts is identical for both Teacher and Classroom accounts, we have combined the instructions.

To add an eService to one or more existing accounts, follow these steps:

1. Click the eServices tab.
2. If applicable, select the school to which you would like to distribute passkeys from the drop-down list.
3. Click the eService you want to distribute.
4. Click Add Teachers... or Add Classrooms....
5. On the Add Teachers or Add Classrooms screen, check the box next to the teacher or classroom account(s) to which you want to distribute the eService.
6. Click Add Selected Teachers or Add Selected Classrooms.
7. The account(s) now include access to the eService you selected. When the account holder logs in, this eService will be displayed.
8. If you need to distribute other eServices to accounts, click the eServices tab and repeat the steps listed above.
5 Using Invitations to Distribute eServices

5.1 What Is an Invitation?

Houghton Mifflin School Division eServices can be distributed by copying a registration link into an e-mail or document you edit and distribute to teachers. Recipients can use the registration link both to create new accounts and to access new eServices.

We recommend that administrators manage the entire life cycle of eServices and teacher accounts themselves rather than using invitations. Once accounts have been created, it is easier for one person to distribute eServices and manage accounts than for account holders to maintain their accounts independently.

5.2 Sending Invitations to Teacher Accounts

Note: The number of invitations you create must correspond to the number of licenses available for an eService. If the number of invitations you send exceeds the available licenses, some users will not be able to register the eService.

A teacher invitation is a message used to invite one or more teachers to create their own accounts and link an eService to a new or existing account.

To create an invitation for a teacher eService, follow these steps:

1. Click the eServices tab.
2. Click the eService for which you want to create an invitation.
3. Click Add Teachers.
5. You can copy and paste the provided text into an e-mail or document of your choice for distribution to teachers.

Note: Do not modify the text of the embedded URL in any way.

6. When you are finished, click Done.

5.3 Sending Invitations to Classroom Accounts

Note: The number of invitations you create must correspond to the number of licenses available for an eService. If the number of invitations you send exceeds the available licenses, some users will not be able to register the eService.

A classroom invitation is a message used to invite one or more teachers or classroom account managers to create a classroom account and link an eService to a new or existing account.

To create an invitation for a classroom eService, follow these steps:

1. Click the eServices tab.
2. Click the eService for which you want to create an invitation.

3. Click Add Classrooms.

4. On the Add Classrooms screen, click Invite New Classrooms.

5. You can copy and paste the provided text into an e-mail or document of your choice for distribution to teachers and classroom account managers.

   Note: Do not modify the text of the embedded URL in any way.

6. When you are finished, click Done.
6 Removing Teacher and Classroom Accounts from an eService

Administrators can manage account access to eServices by removing an eService from one account and assigning it to another.

Since removing accounts from eServices through the eServices tab is identical for both Teacher and Classroom eServices, we have combined the instructions.

To remove accounts from an eService, follow these steps:

1. Click the eServices tab.
2. Click a specific eService to view its list of users.
3. In the eService Users section, click Remove Classrooms... or Remove Teachers....
4. Select the account(s) to remove and click Remove Classrooms... or Remove Teachers....
5. Review the list of selected account(s) to be removed and click Remove Classrooms or Remove Teachers.
6. Repeat steps 1–5 to remove additional accounts from eServices.
7 Managing Administrator, Teacher, and Classroom Accounts

After creating accounts and distributing eServices, there are many ways for administrators to monitor and manage teacher and classroom accounts.

In this section you will learn how to:

• reset account passwords
• modify account profiles
• add eServices to accounts
• remove eServices from accounts

7.1 Resetting Account Passwords

It may be necessary for an account administrator to reset account passwords.

To reset your administrator password, follow these steps:

1. Click the My Account tab.
2. Click Reset Password.
3. Enter the required fields, then click Submit.
4. A message is then sent to your account e-mail address regarding the password change.

To modify a teacher account password, follow these steps:

1. Click the Teachers tab.
2. From the Manage Teacher Accounts list, click the teacher account.
3. Click Reset Password.
4. Enter the required fields, then click Submit.
5. A message is then sent to the account e-mail address regarding the password change.
To modify a classroom account password, follow these steps:

1. Click the **Classrooms** tab.
2. From the **Manage Classroom Accounts** list, click the classroom account.
3. Click **Reset Password**.
4. Enter the required fields, then click **Submit**.
5. A message is then sent to the account e-mail address regarding the password change.

### 7.2 Modifying Account Profiles

Administrators can easily update contact information in account profiles (e.g., with a new e-mail address). Administrators can modify their account profile and the profiles of any teacher or classroom account.

To modify your administrator account profile, follow these steps:

1. Click the **My Account** tab.
2. Click **Modify Profile**.
3. Update fields as needed, then click **Submit**.
4. Review changes in the **User Profile** section.

To modify a teacher account profile, follow these steps:

1. Click the **Teachers** tab.
2. From the **Manage Teacher Accounts** list, click the teacher account.
3. Click **Modify Profile**.
4. Update fields as needed, then click **Submit**.
5. Review changes in the **User Profile** section.

To modify a classroom account profile, follow these steps:

1. Click the **Classrooms** tab.
2. From the **Manage Classrooms** list, click the classroom account.
3. Click **Modify Profile**.
4. Update fields as needed, then click **Submit**.
5. Review changes in **User Profile** section.
7.3 Adding eServices to Accounts

Administrators can manage account access to eServices by adding one or more eService to an account.

Since adding eServices to Teacher and Classroom accounts is identical for the Teacher and Classroom tabs, we have combined the instructions.

To add eServices to a Teacher or Classroom account, follow these steps:

1. Click the Teachers or Classrooms tab.
2. Click the Teacher or Classroom that you want to modify from the list.
3. In the User eServices section, click Add eServices….
4. Select the eService(s) to add from the available list, then click Add Selected eServices.
5. Repeat steps 1–4 as needed.

7.4 Removing eServices from Accounts

Administrators can manage account access to eServices by removing one or more eServices from an account.

Since removing eServices from Teacher and Classroom accounts is identical for the Teacher and Classroom tabs, we have combined the instructions.

To remove one or more eServices from a Teacher or Classroom account, follow these steps:

1. Click the Teachers or Classrooms tab.
2. Click the Teacher or Classroom that you want to modify from the list.
3. In the User eServices section, click Remove eServices….
4. Select the eService(s) to remove, then click Remove Selected eServices….
5. Review the eService(s) to be removed, then click Remove eServices.
6. Repeat steps 1–5 as needed.
8 Instructions for Teachers

Teachers invited by an administrator to manage a classroom eService can register the eService to a new or existing classroom account, distribute classroom account information to their students, and modify the classroom account information.

In this section you will learn how to:

- register a classroom eService
- add an eService to a new or existing classroom
- distribute account information to students
- modify a classroom account
- reset account passwords
- modify account profiles

8.1 Registering a Classroom eService

Step 1—Using the Registration Link to Get Started

A message containing the registration link to set up the classroom eService(s) has been sent to you via e-mail.

- click the registration link in your notification e-mail.

Step 2—Registering as a New User, or Logging In

After you have clicked the registration link, your next step is to either register as a new user or sign in as an existing user.

Are You an Existing User?

If you currently have a classroom account, simply enter your Username and Password, located in the section "My Account Login," and click Login.

Note: If you have forgotten your username and password, please refer to the account information e-mail sent to you when you first registered your account. Otherwise click the “Forgot Username or Password?” link.

Are You a New User?

If you don’t have an account, scroll down to the “Register Now” section, click Register.

1. Create a username and password.
   
   **Note:** Usernames cannot be changed, so choose a username carefully.

2. Choose a security question.
3. Enter your personal information.

   **Note:** Your personal information will not be used for any marketing purposes. For more information about our privacy policy, visit http://www.hmco.com/privacy_policy.html.

4. After you have entered your account information, review the form to be sure that you have provided all required (*) information.

5. Click **Submit**.

   **Note:** You will be able to change your account information (other than username) at any time.

6. Review your account information, then click **Continue**.

   **Note:** To help you keep track of your account information, a message will be sent to the e-mail address you provided.

After you have registered as a new user, or signed in as an existing user, you must register your eService(s) by following these steps:

1. Make sure that the eService shown in your notification e-mail is listed on the **Teacher/Classroom Agreement for Classroom eService** screen.

2. Review **Teacher/Administrator Responsibilities**. This section outlines the duties for the teacher or administrator of a classroom account.

3. Review **License Agreement**. This section outlines the terms and conditions for **Houghton Mifflin School Division eServices**.

4. Click **Agree** if you accept the Administrator Responsibilities and License Agreement.

### 8.2 Adding an eService to a New or Existing Classroom

After registering a classroom eService, a teacher or classroom administrator can assign the eService to a new or existing classroom.

**Distributing an eService to a New Classroom**

1. After clicking **Agree** on the **Teacher/Classroom Agreement for Classroom eService** page, review the **Add eService to Classroom** screen.

2. Click **Create New Classroom**.

3. Enter all required information, then click **Submit**.

4. This will both create a classroom account and assign the eService to it. A message with the information you entered will be sent to the e-mail address you specified.

5. Click **Continue**.
Distributing an eService to an Existing Classroom

1. After clicking Agree on the Teacher/Classroom Agreement for Classroom eService screen, review the list of classroom accounts listed on the Add eService to Classroom screen.

2. Select one account and click Add eService to Selected Classroom.

3. This will assign the eService to the selected classroom account. No message is sent for this to the e-mail after this action.

4. Click Continue.

8.3 Distributing Account Information to Students

Students will need to be informed of the login URL, username, and password in order to use the classroom account.

To invite students to use a classroom account, follow these steps:

1. Click the Classrooms tab.

2. Select the Classroom from the classroom list.

3. In the User Profile section, click Classroom Invitation.

4. You can copy and paste the provided text into an e-mail or document of your choice for distribution to students.

8.4 Resetting Account Passwords

Teachers can modify their account password and the password of any classroom account that they manage.

To reset your account password, follow these steps:

1. Click the My Account tab.

2. Click Reset Password.

3. Enter the required fields, then click Submit.

4. A notification regarding the password change will be sent to the e-mail address associated with your account.

To modify a classroom account password, follow these steps:

1. Click the Classrooms tab.

2. Click the Classroom that you want to modify from the list.

3. Click Reset Password.
4. Enter the required fields, then click Submit.

5. A message regarding the password change will be sent to the e-mail address associated with the account.

8.5 Modifying Account Profiles

Teachers can modify profile information in the event that contact information changes (e.g., a new e-mail address). Teachers can modify their account profile and the profiles of any classroom account that they manage.

To modify profile information for your account, follow these steps:

1. Click the My Account tab.

2. Click Modify Profile.

3. Update fields as needed, then click Submit.

4. Review changes in the User Profile section.

To modify a classroom account, follow these steps:

1. Click the Classrooms tab.

2. Click the Classroom that you want to modify from the list.

3. Click Modify Profile.

4. Update fields as needed, then click Submit.

5. Review changes in the User Profile section.