

Getting Started with ManageBac

For the Early Years and Primary Years Programmes



Contents



Your Subscription



Account Setup



FAQs & Technical Requirements



Unit Planning & Template Configuration



Portfolio Coursework



Task & Term Grade Assessment



Launching ManageBac for your School Community



Support & Implementation Services



Self-Service Resources

Hello, We Are ManageBac!

We provide a Curriculum-First Learning Platform for the world's leading international schools. Founded in 2006 by former IB students, we now serve over 800,000 students and 3,000 schools in 130 countries.

DESIGNED FOR THE MODERN ENHANCED EYP & PYP

- Collaborative real-time unit planning with integrated Student Portfolio, Assessment and Reporting.
- Flexible unit template editor and enhanced reflections designed from the ground up for the new PYP.
- Worksheets for Service Learning and Exhibition allow students to plan, record and reflect upon action as a dynamic outcome of agency.
- Harmonized into ManageBac's new User Interface for web & mobile.
- Broad curriculum support with over 600+ academic standards to support your national curriculum requirements.



What's involved in a IB PYP Subscription?

IB Primary Years

Unit Planners

- Collaboratively create, edit and share unit planners across year levels in real-time
- Built-in with transdisciplinary themes, key concepts, ATL skills, and more.
- · Browse whole-school curriculum and analytics to track coverage of concepts and skills
- Embed notes, files, photos, videos and websites with our drag & drop "Stream & Resources

Customisable Unit Templates

- With a host of improvements for your Early Years, Standard and Specialist (stand-alone) Planner templates.
- · Adaptable to your school needs and to assist guiding in-class teaching

Academic Standards & Curriculum Updates

- With over 600 sets of academic & accreditation standards and benchmarks to our schools comprising the world's largest indexed collection of over 1.5 million fully-licensed academic standards.
- Built in access to Scope & Sequence, ATLs & Learner Profile

Portfolio

Students gradually build a digital portfolio over time as they submit coursework in to their classes
for individual assessments. All submitted work is automatically grouped into subjects with learning
goals linked to learner profile attributes. All portfolios can be exported as PDFs or synced to our
partners for applying to higher education

Assessment

· Flexible assessment options directly integrated with Reporting.

ManageBac for Mobile iOS Android

- For Students, Parents, Teachers and Coordinators
- The new ManageBac mobile app supports all user types including students, parents, teachers, coordinators & admins across all curriculum programmes with an improved experience on tablet & phone for all key functions: from taking attendance, classroom management, messaging students and parents, to managing the PYP Portfolio

School to Home

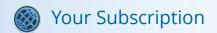
• The Parent Portal provides parents with a local language interface to keep track of their children's performance, view upcoming tasks and portfolio items, submit attendance excusals, and communicate directly with teachers for real time updates about their child's academic standing.

ADD IN MODULE: REPORTING

- Visual digital & printed reports
- Directly share to Parents and/or Students via web or mobile
- Include Units of Inquiry, Portfolio coursework & Advisory Comments
- Assess Learning Outcomes, ATLs, Learner Profile & Specialist subjects

ADD IN MODULE: ATTENDANCE

- Record Homeroom & Class Attendance
- Receive attendance excusals from parents
- Track absences, lateness & behavior
- Display attendance records on Reports
- Permit substitutes & academic advisors to record and track attendance



Enhanced IB Primary Years with PYP Next

Redesigned from the ground up for the Enhanced PYP





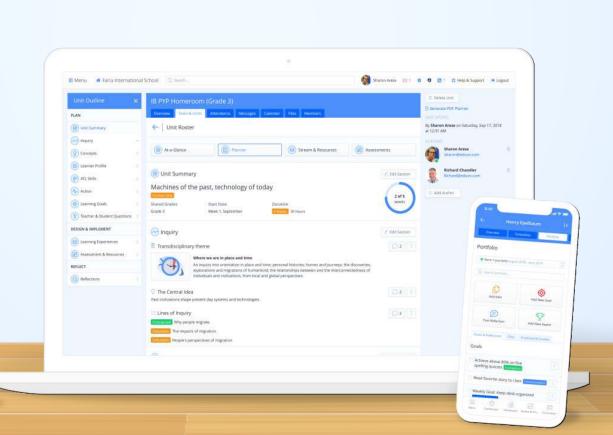






Plan

Learn & Teach Assess & Report School-to-Home Help & Resources





Account Setup

Start the New Academic year on the right foot

Common Implementation Types

You're a robust IB programme with high participation. Recommended Set-Up: You want an All-In-One system where students can track · Add all students, teachers and parents all of their school activity and IB requirements in one • Create 1 Homeroom class per year + # specialist School place. classes for Your students and parents are familiar with PYP and Specialist or national curriculum content online management systems. • Use our unit planner templates to create units with Your unit planning uses the PYP templates exclusively. IB PYP syllabus built in Schools with multiple specialists per subject • Utilize the Portfolio via Web & Mobile to central house Large Schools with multiple teachers per grade level all student coursework and engage students & parents Recommended Set-Up: Your IB programme is one of many options at your Add all students and teachers school Create 1 Homeroom class per year level to house all You are mandated to use a different gradebook for School UOIs, Stand-alone and Specialist content reporting by your district Focus on organising necessary work into the Portfolio You need a place to easily house Student coursework each year added by teachers You don't intend to open access for your younger students Schools looking for a simple streamlined solution One specialist per subject for each grade level Schools looking for a fast set up Recommended Set-Up: You're a new school or PYP programme You plan on gradually introducing your school • Add students & teachers initially. Add parents at the School community to ManageBac and PYP requirements beginning of next academic year. You need a system that can grow with your school's • Use our unit planner templates to create units with IB PYP syllabus and non-IB standards built in growing IB needs You're building your IB curriculum and unit plans in • Create 1 Homeroom class per year level for PYP, and tandem with other standards and benchmarks additional classes for non-IB curriculum Use Portfolio to collate coursework



Account Setup

Follow the Steps Below to Get Started!

Prepare your user imports 1 Hour Adjust your school settings 15 Minutes Add your academic terms 5 Minutes Select your IB EYP & PYP Subjects 15 Minutes Assign students to their advisors 30 Minutes Configure Task Assessment 30 Minutes Add Homeroom & Specialist Classes

- 8. Assign Student to Classes
- 9. Configure Unit Templates
- 10. Configure Scope & Sequence & Non lib Standarts

Using ManageBac for Assessment

- 11. Configure Assessment Models
- 12. Assessment Framework

30 Minutes

30 Minutes



<u>Prepare your user imports for teachers,</u> <u>students, and parents</u>



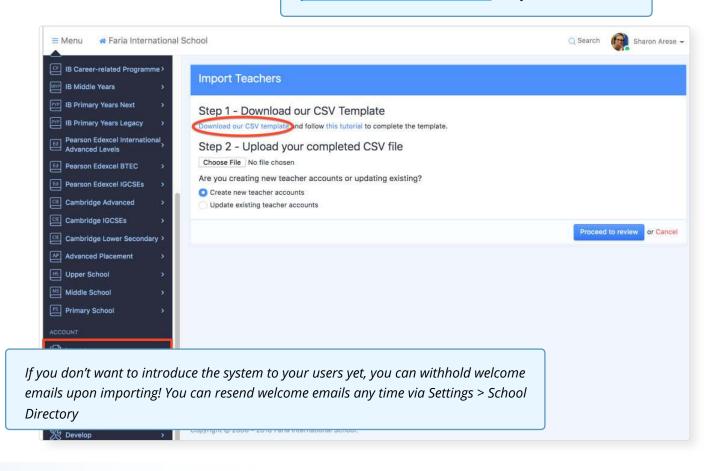
This time commitment will depend on how much data you already have available in Excel format, and is therefore an estimate only.

Navigate to Settings to download our CSV templates for each user type via our **Import** tab. Once completed, upload the file to upload your students, parents, or teachers.

If your younger students don't have email addresses, create fake ones for them using firstname.lastname@eduvo.com, our fake email domain

Make sure you have the following required information on hand before you begin:

- ✓ First and last names of each user
- ✓ Email address of each user
- ✓ Grade levels of each student (must match the labels in Grades & Programmes in your Settings)
- ✓ If your students will not use functioning emails, make sure manual passwords are included on this import







Adjust your school settings with the correct address, languages, year levels, and terminology



Via **Settings**, explore the **School Settings** options to ensure your ManageBac is set up with the correct information:



Name, Address & Logo

- ✓ Additional Languages of Instruction will allow your users to set their default preferred language for their user interface.
- Set your school's Timezone, Address and Grammar Checker Language here.

Terminology

 Change what advisors are called to match your school

Themes & Login

✓ What login screen do you want users to see? What colours do you want ManageBac in? Adjust all these details here!

Grades & Programmes

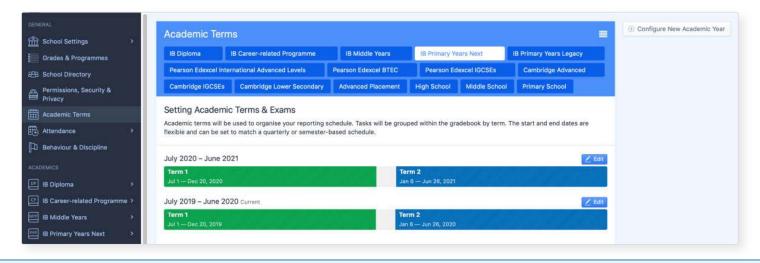
✓ Customise your grade level terms



Add your Academic Terms



You can add your **Academic Terms** in ManageBac each year, which will allow us to easily transition your system with the latest updates in curriculum by keeping track of which school year you are in.

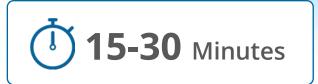


Term Dates are not visible to students & parents, but are used to **group tasks/units within the gradebook**. Each term set will provide a **clean gradebook** for your teachers to assess. Terms could be created specifically for a **reporting period**. If you wish to add an additional **End of Year comment/report**, you could create a term set accordingly.

When the new academic year becomes "Current", your tasks that fall within those dates will display in the unit planners. As academic term dates are not visible to students or teachers, **we recommend they are set to be continuous** (i.e. they should be inclusive of your school holidays in order to avoid gaps between terms, and tasks which would then not show in the gradebook).

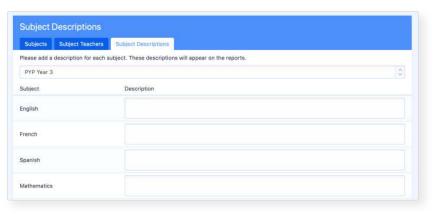


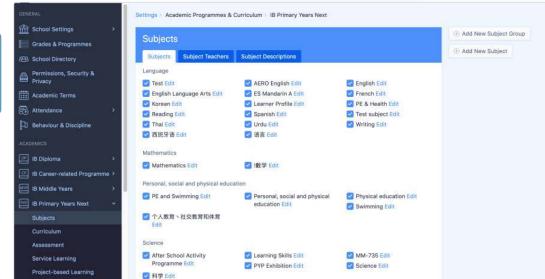
Select your IB EYP & PYP Subjects



Via the **Primary Years Next** tab in your **Settings**, you can select the **Subjects** and which **options and levels** your school offers. t's important to ensure the correct subjects are selected so that you will be able to register students for their IB exams via ManageBac, as well as allow students to select their Extended Essay topics from a list of allowed subjects.

Configure Teachers for certain Subjects and additional Subject Descriptions which can provide further guidance in PYP Report Cards





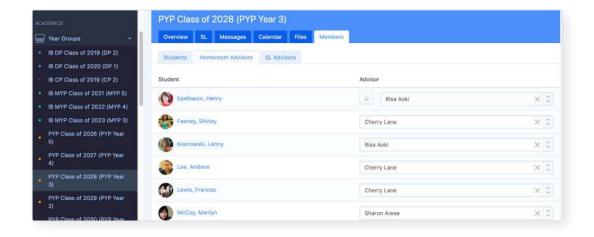


Assign students to their Homeroom advisors.

Now that your users are in the system, it's time to assign them to the correct advisors. This will allow easy communication between your students and teachers, as well as better roster organisation. From your ManageBac Dashboard, go to Year Groups, and select the year group you want to work with. You will be able to manually assign students via the **Members** tab by clicking on each category's Advisors tab, or download a CSV template to **Bulk Assign** students.



This time commitment will depend on how much data you already have available in Excel format, and is therefore an estimate only.



You'll need:

Student and teacher email addresses

If you're bulk assigning students, you're not limited to one year group at a time – fill your CSV file with students from both year groups at once!



Configuring Task Assessment





Via Settings > Assessment, Administrators can configure task assessment frameworks, task types, categories and grade scales via **Settings** > selecting your programme > **Assessment.**

Framework

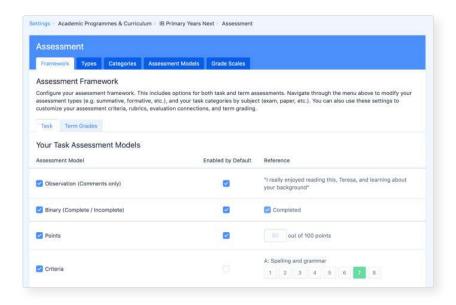
Framework, you can configure the assessment options available for teachers when they create a task.

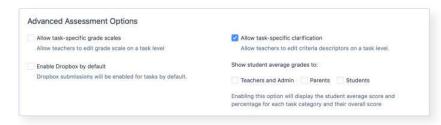
Ticking **Enabled by Default** will mean when your teachers add a new task, this option is enabled, however they can still disable on an as needs basis.

- Observation Allows Comments on the task to be entered in the Gradebook.
- **Binary** Permits marking a task as either Complete or Incomplete, Achieved / Not achieved, Pass/Fail etc.
- **Points** Assess a task out of a certain number of points. Teachers will be able to set the maximum upon task creation.
- Criteria Build custom criteria (such as A-E) to grade on.

Advanced Assessment Options

- Task-Specific Grade Scales Permits a teacher to set a specific scale for that task only. Useful for if a task falls outside the regular grading pattern of the class, such as Learning Support or Advanced assessments
- **Task-Specific Clarification** Permits the teacher to customize the criteria guidance visible to students on a task.
- **Enable Dropbox by Default** Enabling the ManageBac dropbox permits students (or teachers on behalf of students), to upload a file for the student to the task. The submission will be stored on the task and in student portfolios.
- **Show student average grades to** Enabling this option will display the task category averages and term grade average calculated for each student per class to the users this is enabled for.







Configuring Task Assessment





Task Types

> **Types**, customise the default task types available for teachers. By default Summative & Formative are configured on PYP accounts.

Add New Assessment Type to expand options for your teachers. Note, we would recommend to keep types to a minimum, and expand differentiation via task categories.

- Configure type Label colours which are reflected in your class and calendars. Enter a colour hex code or select from the colour panel. Types with tasks tied to them will be restricted from deletion.
- Configure an **Abbreviation** used throughout the ManageBac interface.

Teachers are not able to adjust type, and must link their tasks to one of the default configured.

Assessment Framework Types Categories Assessment Models Grade Scales Task Types Name Abbreviation Label Colour Delete? Summative S #478cfe Formative F #18a475d Add New Assessment Type Save Changes or Cancel

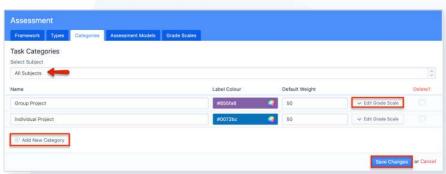
Task Categories

> Categories, find a default set of Task Categories have been configured on all PYP accounts. You can either edit those existing, or add additional as required.

Task Categories can be configured for **all subjects and / or for individual subjects.** We would recommend to configure a default for all subjects first, and then edit individual subjects where necessary.

- Add New Category to expand your category list. Edit existing categories by updating the text name. Please note, this will impact all tasks tied to this category past and present.
- Configure category Label colours which are reflected in your class and calendars. Categories with tasks tied to them will be restricted from deletion.
- Set a default weight for the category. Weights must tally to 100%.
 If you are not using a weighting assessment framework, you can ignore this field.
- Optionally configure the **Grade Scale** for tasks in that category.

Teachers further have the option to adjust their classes grade scale within their class directly.



Default types, categories and scales set in Settings will only be reflected in classes created AFTER the defaults have been set. (This is to avoid potential loss of data on existing tasks in current classes). Thus, it is recommended to configure defaults at the beginning of the term.







Under the **Menu > Classes > See All Classes** tab, click **Import Classes** - this will allow you to add multiple classes at once.

Step 1: Click **Download our CSV template**

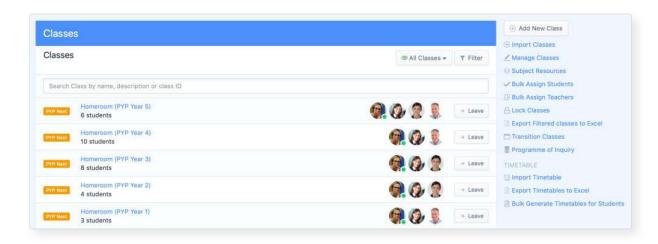
Step 2: Complete the required fields:

- Class ID (must be unique to each class)
- ✓ Year
- ✓ Group
- ✓ Subject
- ✓ Teacher Email

Step 3: Save the file as a CSV.

Step 4: Ensure to select your correct **Academic Year** to link the classes to.

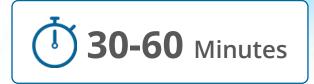
Step 5: Click **Choose File to upload your file, then click Next.**



Download the **Supported Subjects** document, to cross-reference the subjects you have enabled on your account.



Assign Students to classes



Under the **Menu > Classes > See All Classes** tab, click **Bulk Assign Students** - this will allow you to add multiple students at once.

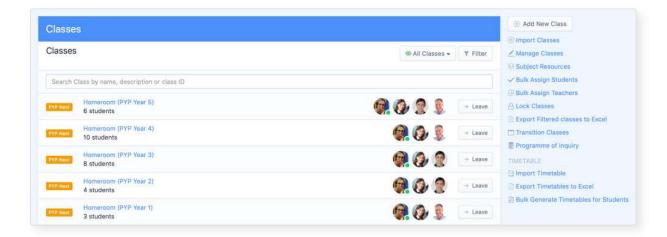
Step 1: Click **Download our CSV template**

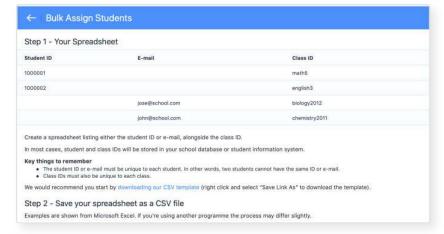
Step 2: Complete the required fields:

- ✓ Class ID
- ✓ Student ID or Email

Step 3: Save the file as a CSV.

Step 4: Click **Choose File to** upload your file, then click Next.





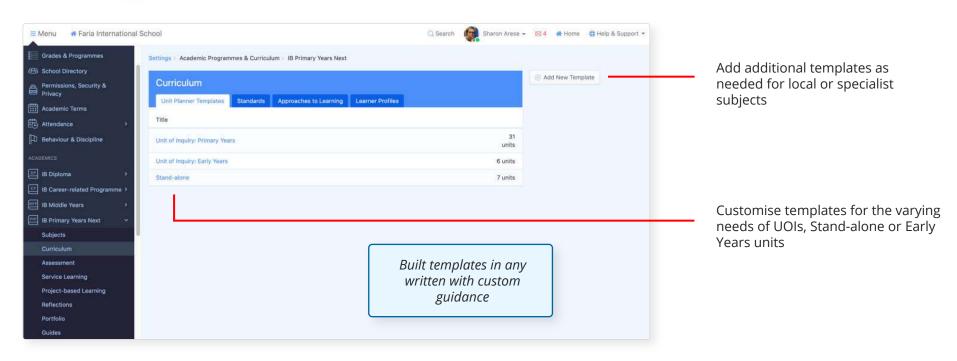


Use EYP/PYP default templates or Build-your-own

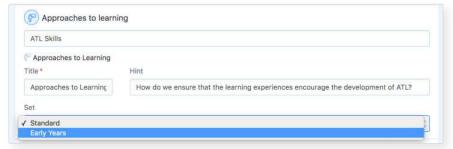


Review Unit Templates & Scope & Sequence



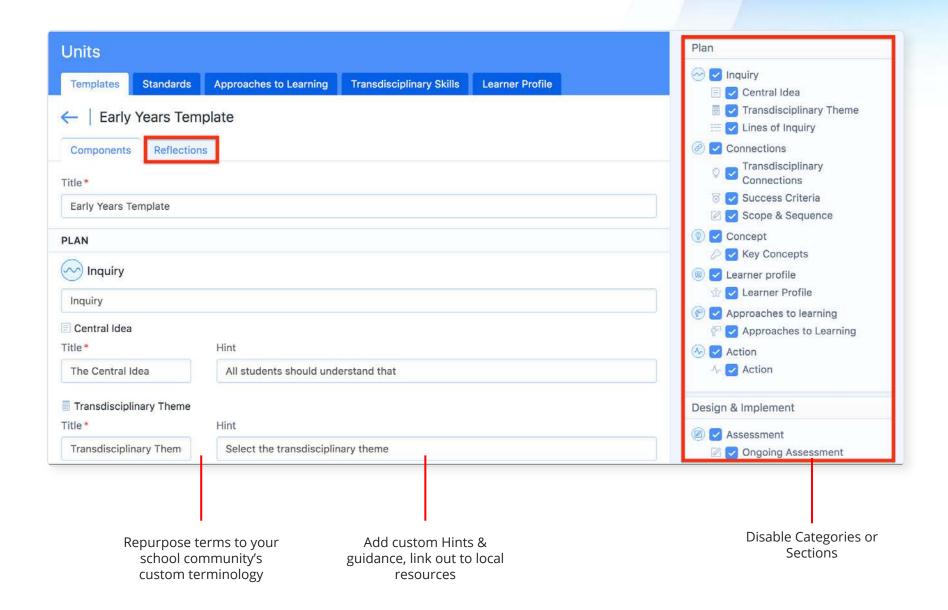


Set default sets per template such as Early Years ATLs





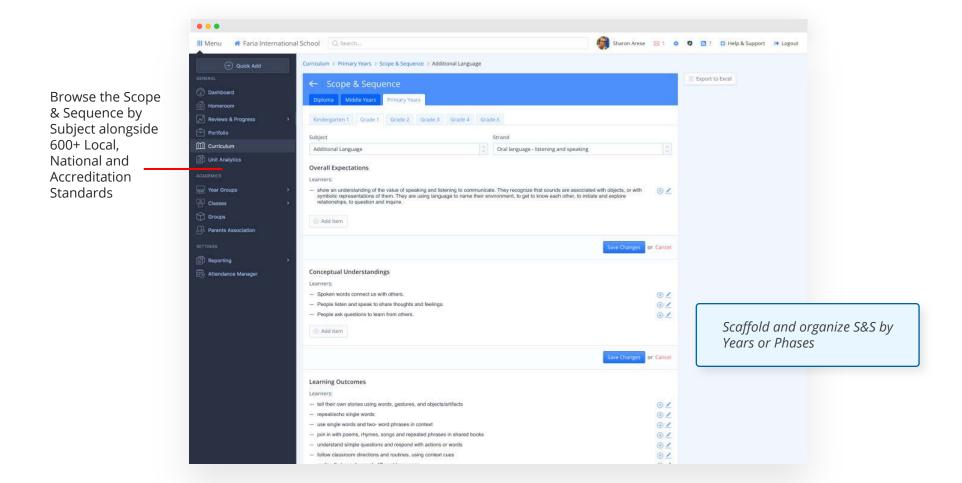
Customisable Unit Templates





Review Scope & Sequence





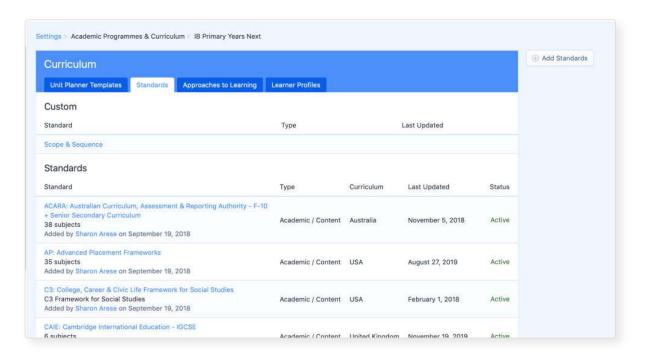


Add non-IB standards and benchmarks



If your school uses non-IB standards and benchmarks in tandem with your IB syllabus, you can create unit plans on ManageBac that include both options. First, however, you must add your standards to the system.

With over 600+ standards to choose from, select the standards you want your teachers to align to. Under the **units** area of each program, there is a **standards** tab that allows you to add selected standards to your system.



Build Assessment Models



Assessment Models

Via **Assessment > Assessment Models**, create assessment models such as ATLs, Scope & Sequence, Learner Profile, or local curriculum standards for assessment.

Add Assessment Models

Via **Add Assessment Model**, you can select from either Criteria, Rubrics & Options or Standards-based assessment models.

Criteria

Clicking a Criteria name will expand its list of values & descriptors. Via **Edit** you can update these options or modify the criteria's settings.

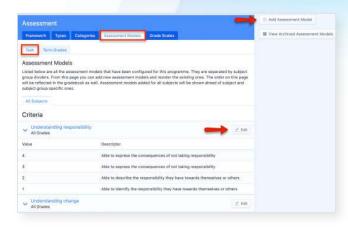
Criteria

Criteria can be differentiated across grades, or configured as uniform for all grade levels. Set a subject-specific criteria or enable for all

subjects. Add levels along with a descriptor, or edit existing values. Please note, editing your criteria will edit values passed and present, so as a best-practice, it is recommended to configure this prior to reporting and keep consistent throughout the term. **Drag and drop** values to re-arrange. Criteria no longer needed can be **Archived.**



30 Minutes



Rubrics & Options

Create rubrics & options, which are completed by teachers together with their term grades.

Click **Add Rubric** to define your rubric title. There are three types of rubrics & options:

- 1. **Criteria:** this is a set of criteria that teachers will select as a dropdown menu (e.g. Effort grades may be set using a range of 5 to 1 with 5 being excellent effort and 1 being the worst).
- 2. **Custom Field:** this is a customisable field allowing teachers to enter in any type of text with a defined suffix (e.g. attendance in % terms).
- 3. **Formula**: Formulas allow you to calculate a rubric value based on Custom Fields or Criteria rubric values.

After adding the title of the rubric and selecting the type, click **Create Rubric**.





12

Configuring Term Grade Homeroom Assessment

The following can be assessed by criteria or comment:

- Observation Comments
- Rubrics & Options
- Unit Assessment
- Learner Profile
- · Approaches to Learning
- Subjects

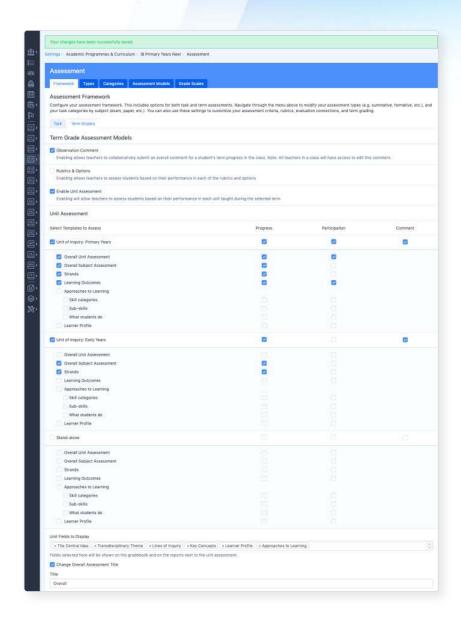
Unit Assessment

Unit Templates can be assessed on:

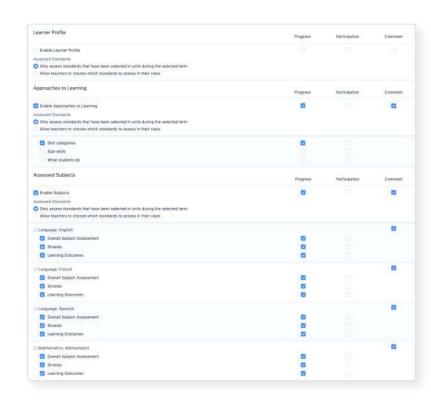
- Overall unit assessment
- Subject assessment
- Strands
- Learning Outcomes
- · ATLs and their sub-categories and sub-skills
- Learner Profile

Advanced Options

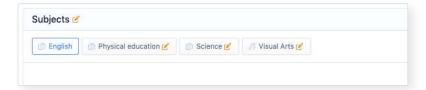
- Configure assessment options differently for each template you have created
- Decide on which Unit components will show within the Gradebook
 - In Report templates you can further customize which unit components display
- Customise Overall titles to your local needs
- · Add as many criteria to assess as you like



Configuring Term Grade Homeroom Assessment



Drag 'n drop the subject to set the order from top-tobottom in your Gradebook listing, and the Report card itself.



Learner Profile

- Optionally enable Learner Profile for assessment
- Assess by criteria and/or comment
- · Optionally assess the LP by
 - Assessing what has been selected in units across the term
 - Allow teachers to select different select LP standards

Note: You can customise your Learner Profile from the default PYP built in to your account, or add your local profile attributes in addition

Approaches to Learning (ATLs)

- Optionally enable assessment of ATL Categories, Sub-stills or "What students do"
- Assess by criteria and/or comment
- · Optionally assess the ATLs by
 - Assessing what has been selected in units across the term
 - Allow teachers to different select ATLs standards

Subject Assessment

- · Optionally enable assessment of each subject individually
- Assess by criteria and/or comment
- Assess Overall subject, strands and/or learning outcomes
- Optionally assess the subjects by
 - Assessing what has been selected in units across the term
 - Allow teachers to different select standards





FAQs & Technical Requirements

Answers at your finger tips!

Account Setup FAQs

What do you need from me to get setup?

We provide a 30-day implementation period upon your school's purchase of ManageBac. You will be assigned a dedicated Implementation Manager, who will walk you through our set-up process, learn your school's goals for the upcoming academic year, and tailor your implementation schedule accordingly. They will then be on-call to assist in inputting your school's data, and providing training for your staff during the implementation period.

How do users access ManageBac?

Users can be sent welcome emails where they can set their own password. Email Address & Password are used to sign-in. Each ManageBac school is configured with a unique domain, such as yourschool.managebac.com.

What if my school does not have access to student emails?

If you do not have access to student emails, we can help by providing you with fake emails that your students can use to log in. Get in touch with your Implementation Specialist for help, or email <a href="mailsourge-mai

Technical Requirements FAQs

What is required to run ManageBac at my school?

ManageBac is a web-based application that is hosted on our servers. All you need is an internet connection and a modern web browser with JavaScript enabled. We would recommend using Google Chrome for the best experience, but the latest versions of Safari, Firefox, and other internet browsers should all work on both Macs & PCs. ManageBac for Mobile is available for students, parents, teachers and coordinators with full equivalency of web functions. You can download ManageBac for your phone or tablet device on the Apple AppStore, Google Play, and five key Chinese AppStores.

Where are you hosted?

ManageBac is hosted in the cloud across <u>Amazon Web Services</u> data centers in Canada, the US and China. Your hosting location is dependent on the location of your school and local data protection laws.

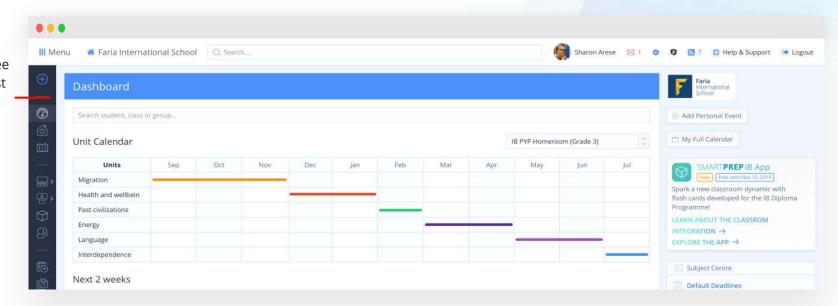
How secure is ManageBac?

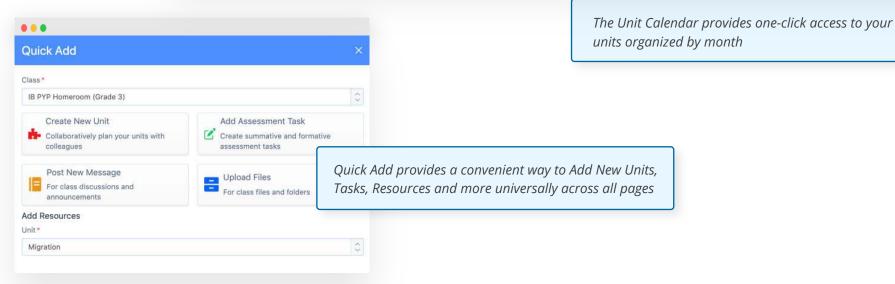
ManageBac is committed to keeping your data safe and secure, by using best practices to protect our systems. These range from SSL connections to continuous security review of our source code. We are proudly ISO 27001 certified, as well as GDPR compliant.

As a condition of our license with the IB, we undergo an annual security audit. For further details, refer to our <u>Security and Compliance page.</u>

Dashboard UX: Quick Add & Lite Menu

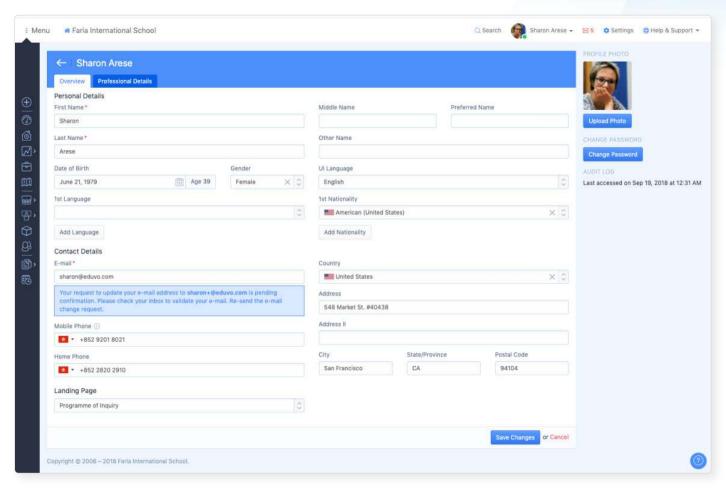
The Lite Menu provides more screen width to see what matters most from your most recently accessed class to Portfolio items as well as Year Groups





Tip: Set Default Landing Page

For EYP/PYP Admins & Teachers who do not need to review MYP or DP, you can configure a default landing page to your Programme of Inquiry.

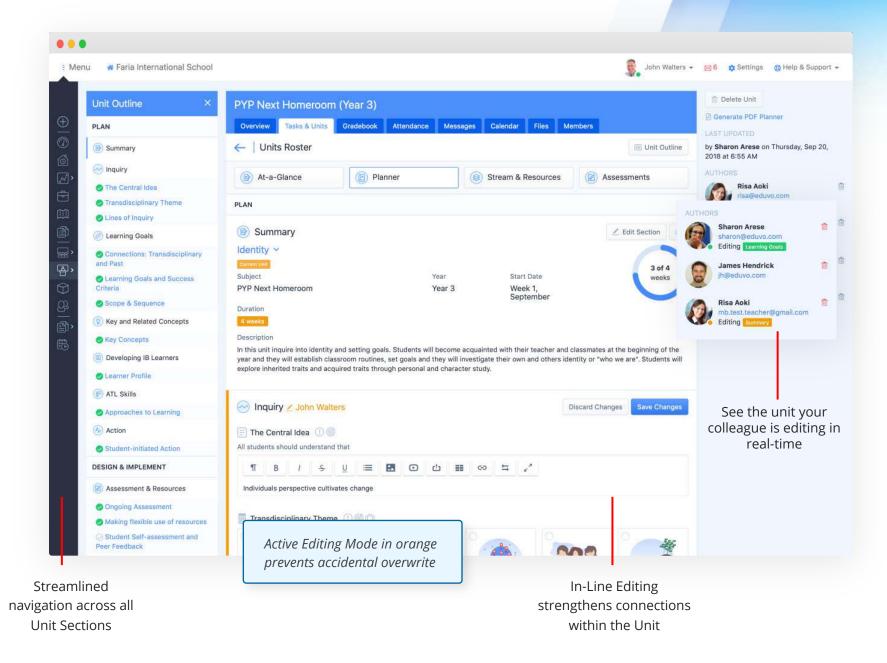


Click **your name** in the upper right corner of your account > **Profile**. In the **Landing Page** dropdown, select **Programme of Inquiry**.

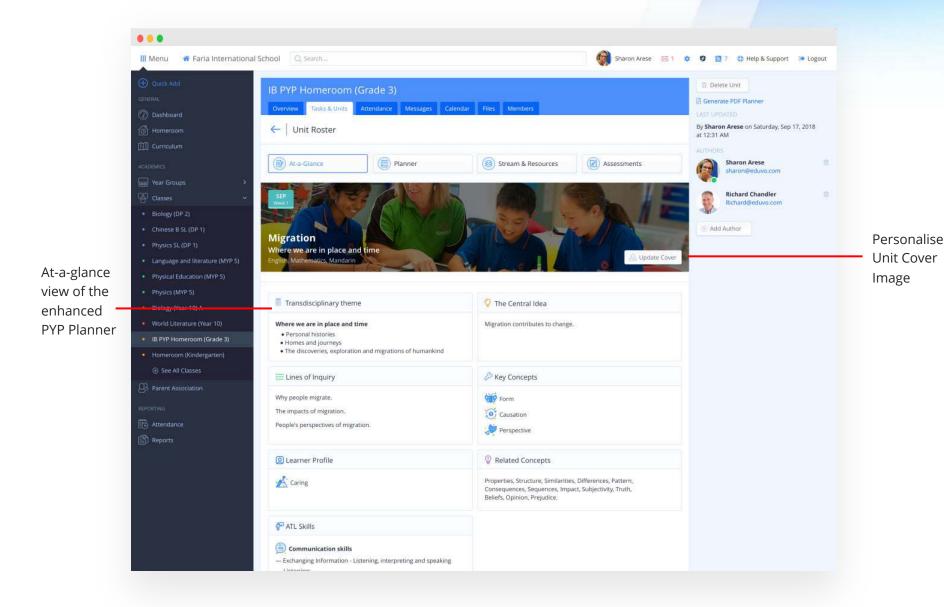


Unit Plans & Curriculum

Collaborative Real-Time Unit Editor

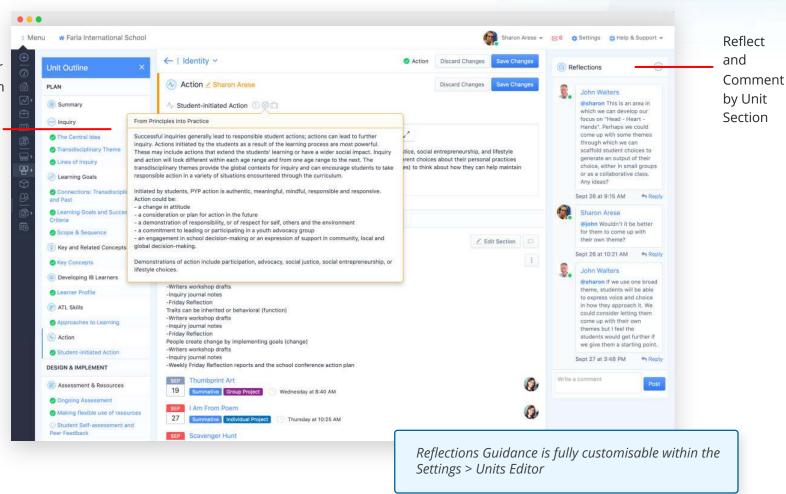


Planner At-a-Glance

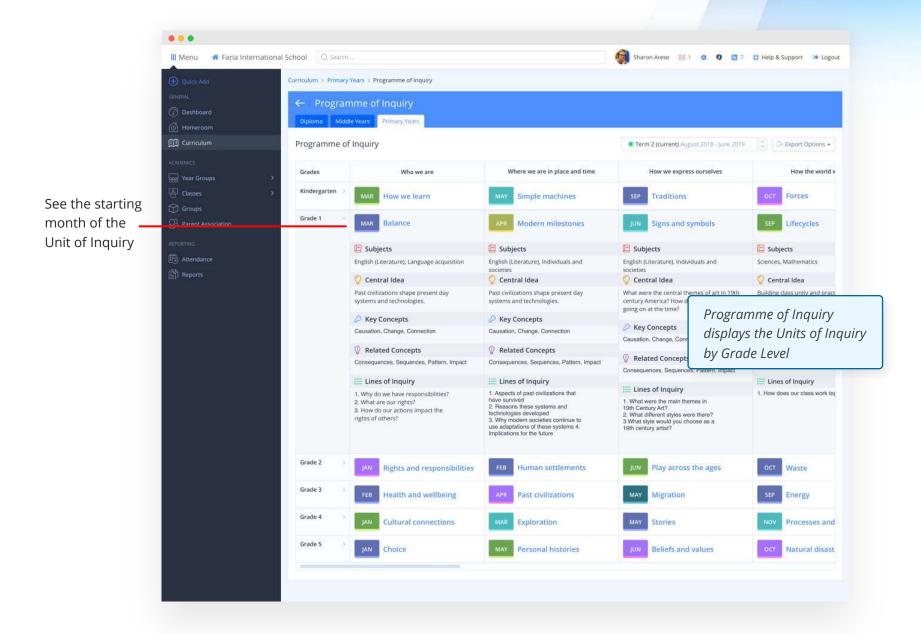


Planner Guidance & Reflections

Tooltip hover for PYP Planner Guidance, From Principles into Practice, and Standards & Practices reference

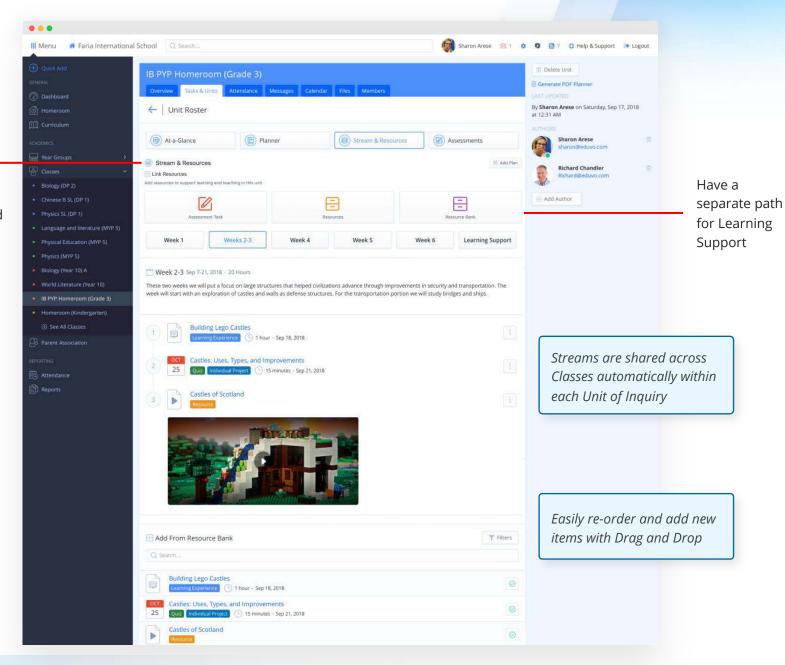


Programme of Inquiry



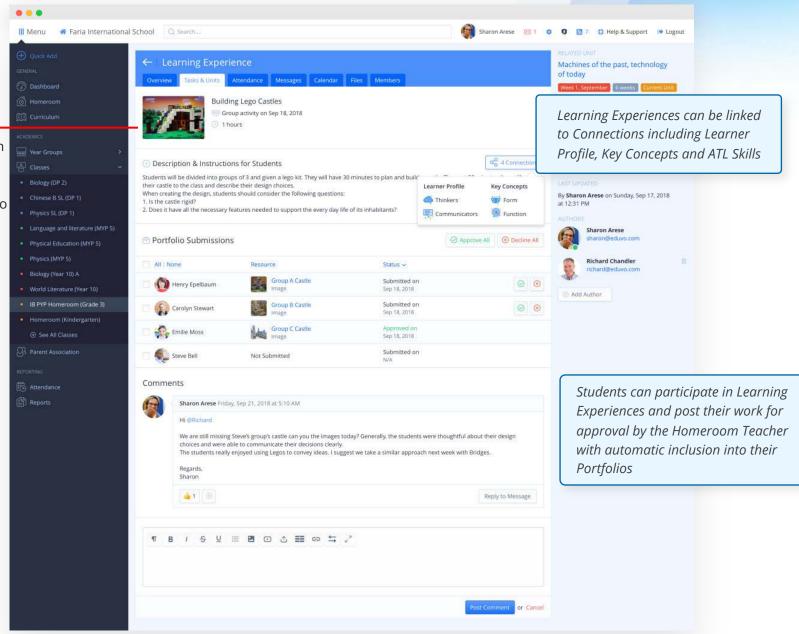
Stream & Resources

Stream &
Resources
including
Assessment
Tasks, Learning
Experiences and
Resources are
organized via
Weekly Plans or
Lesson Plans

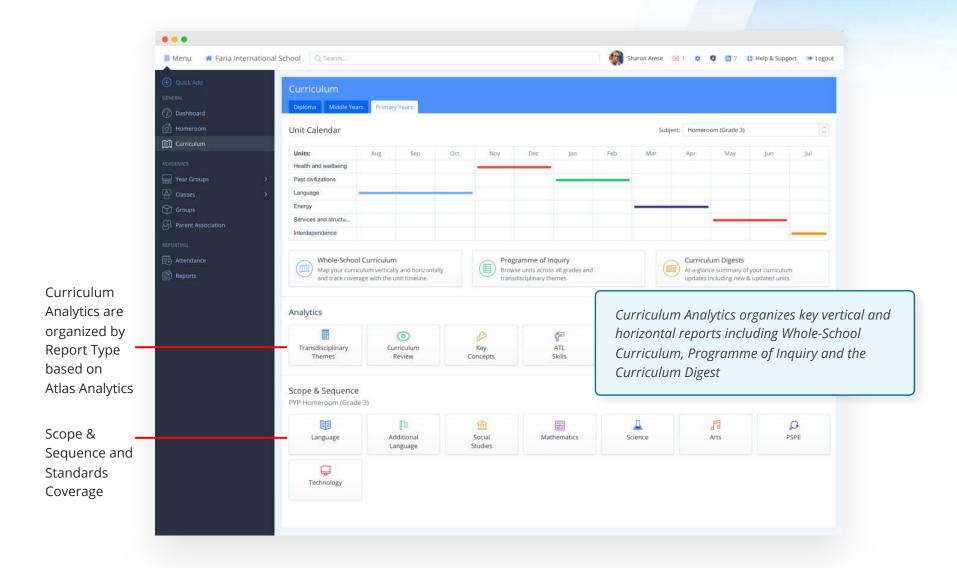


Learning Experiences

Learning
Experiences
capture
activities within
and outside of
the Classroom
via the Portfolio



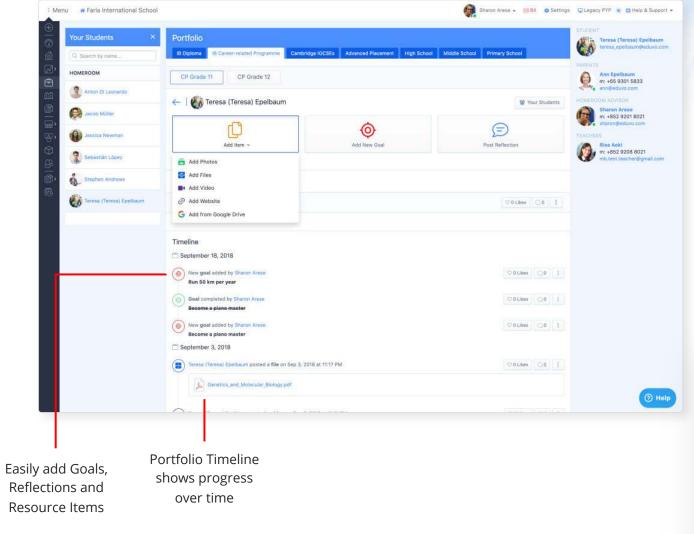
Curriculum Analytics





Portofolio Coursework

Portfolio > Overview



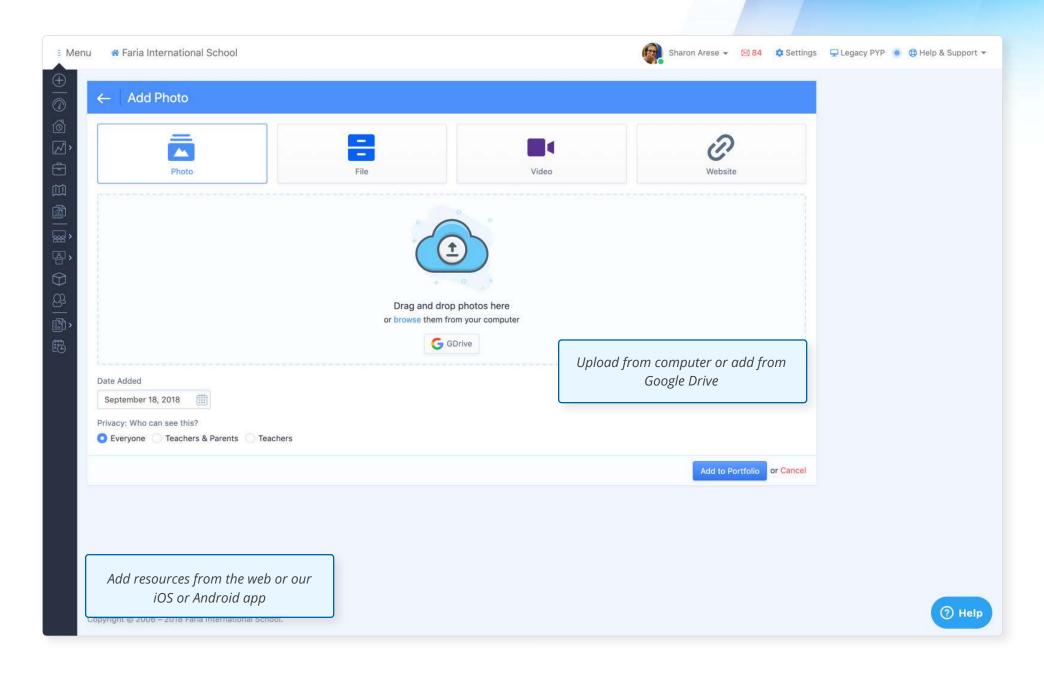
Organize the Exhibition and Custom Project-based Learning Worksheets

Enhance school-to-home engagement with Parental Participation and Feedback

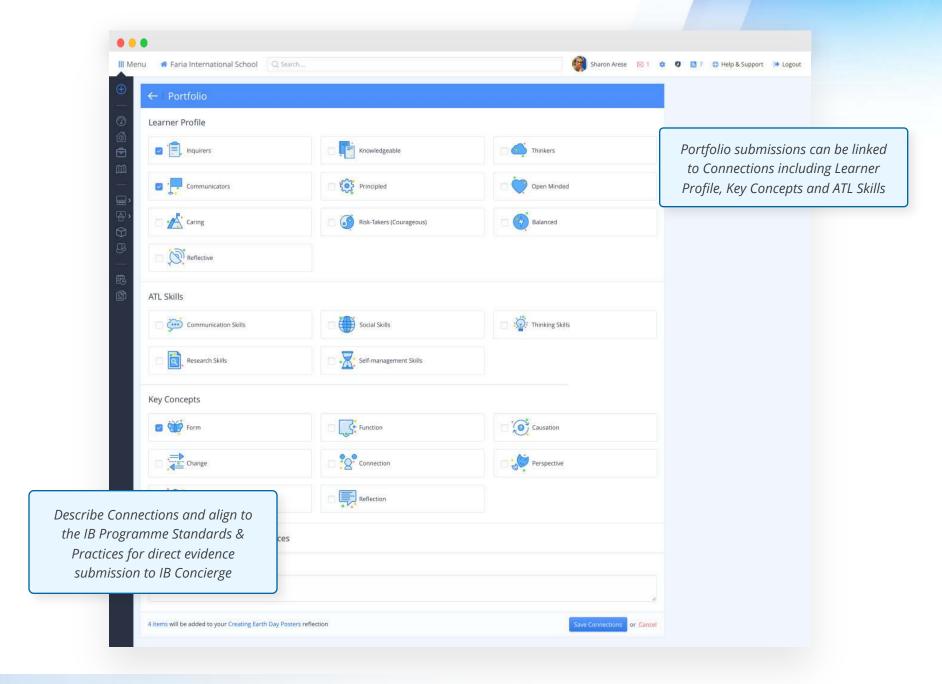
Share Portfolio Access via QR Code or PDF



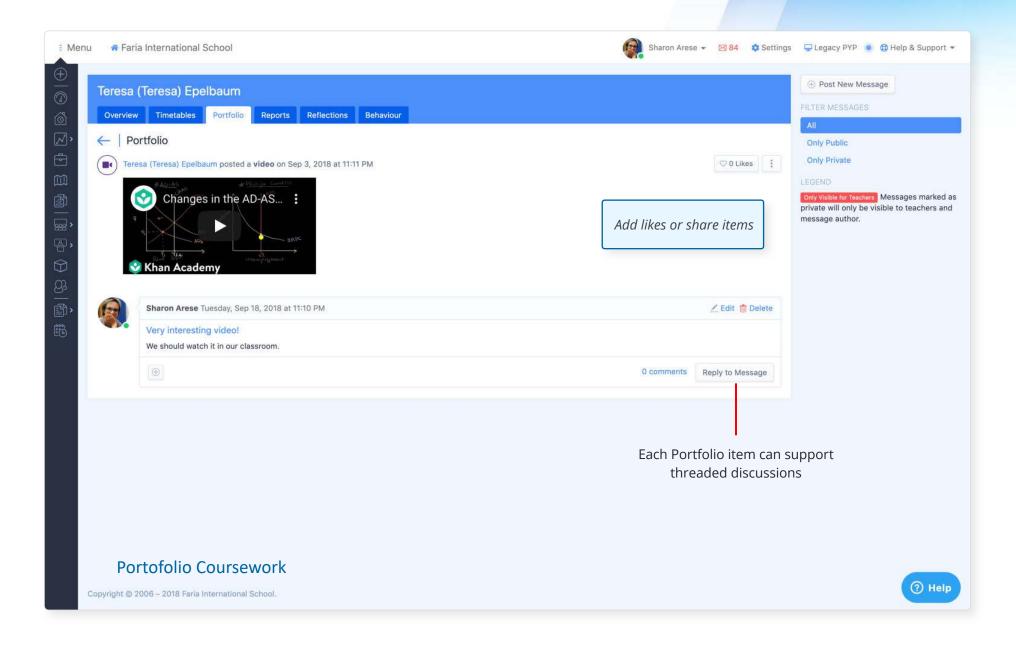
Portfolio > Add Item



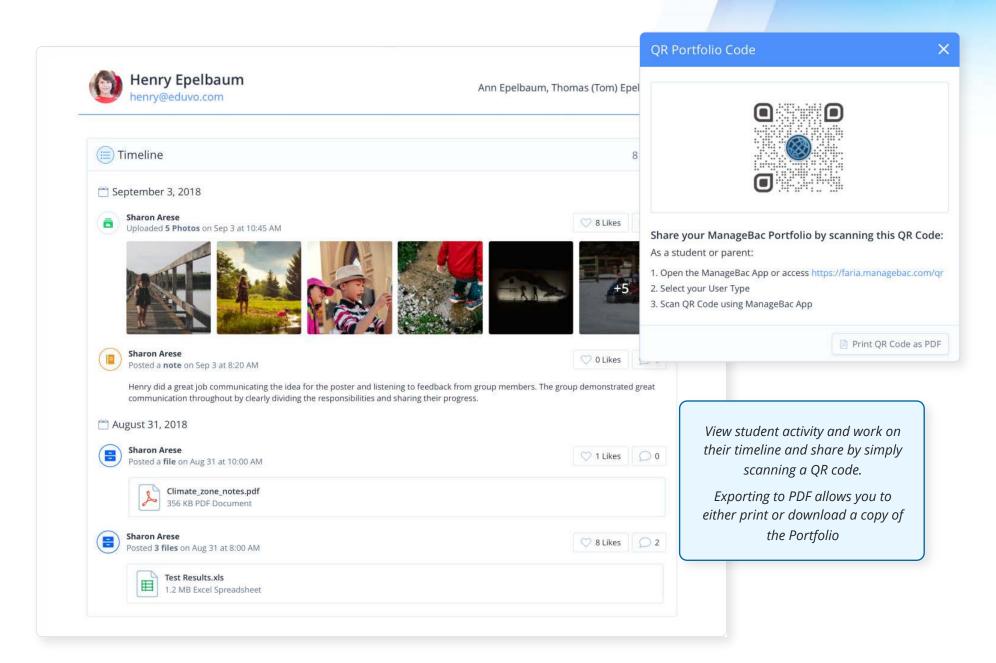
Portfolio > Add Connections



Portfolio > Browse Item



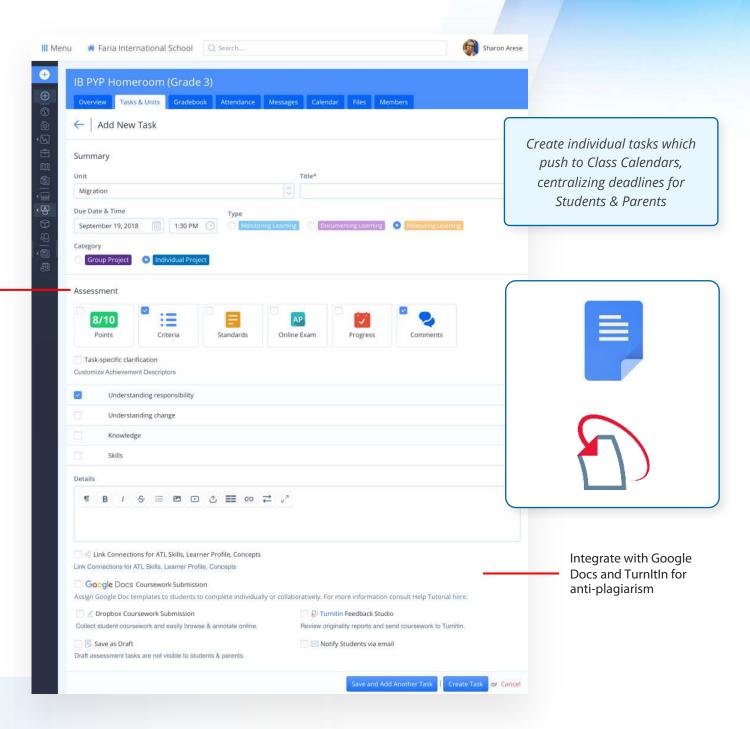
Portfolio > PDF Export





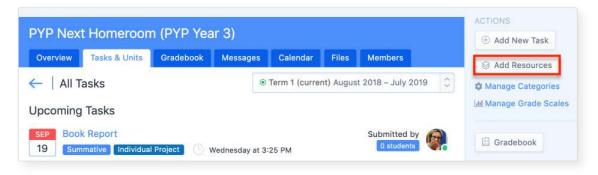
Assessment

Add Assessment Task



Flexible Assessment Options including Points, Criteria, Standards-based Grading, Completion and Anecdotal Observations

Managing Resources

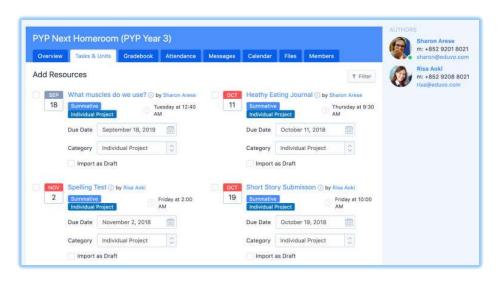


Once your assessment task has been created, it will be permanently saved in the **Subject**

Resources section of ManageBac, this will allow you to easily re-use the same task in future academic years without having to recreate it.

Add Resources

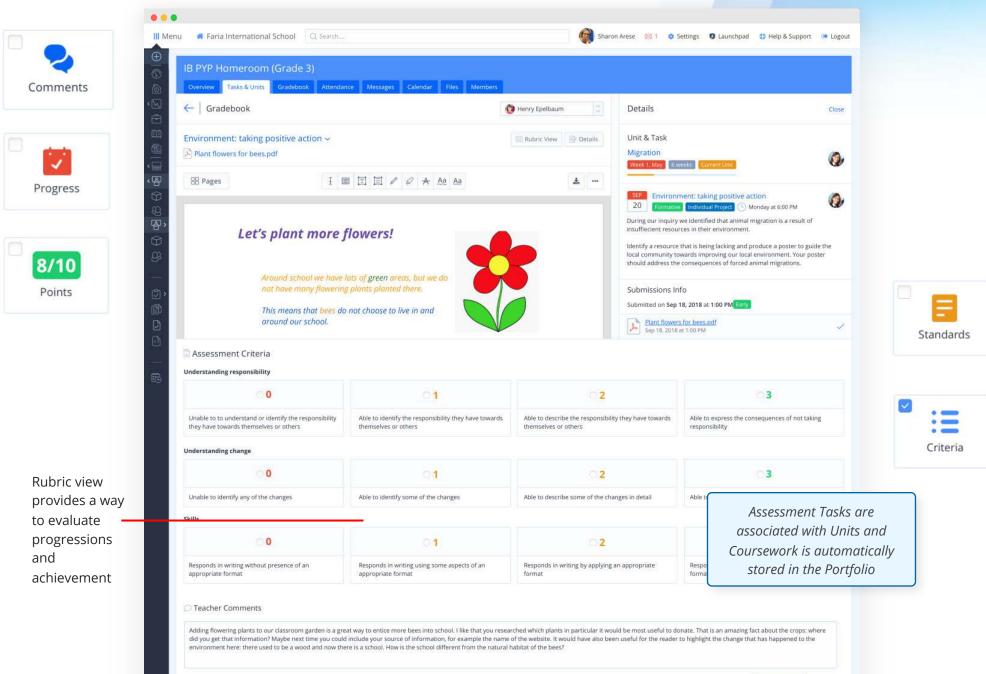
Navigate to **Tasks & Units > Show Tasks > Add Resources.** Here teachers can re-use tasks created previously, either by themselves or by other authors.



This will allow you to select from previously created tasks. By ticking the checkbox next to a task name and setting the due date, you can add tasks to your class by clicking **Add Resources** at the bottom of the page. **Filter** tasks by category, teacher, and grade level.

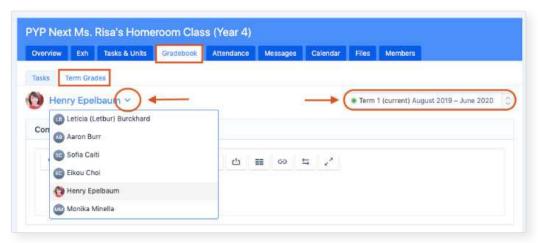
Files can also be added in via the Classes > Files tab > Add Resources or from a Unit Plan > Stream & Resources > add in from the Resource list.

Task Gradebook



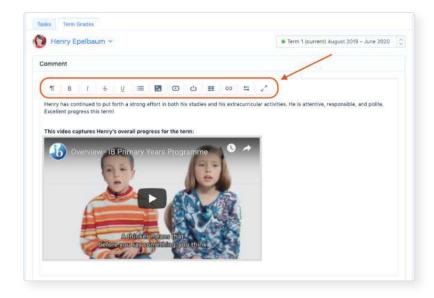
Homeroom Gradebook Assessment

Navigate to your class > Gradebook > Term Grades.

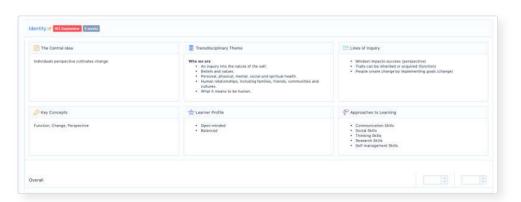


Click the student name to switch students. Select the **Term dropdown** to change the academic term that grades are added to, or view grades from a previous term in the same year.

Enter Subject or Term Grade comments



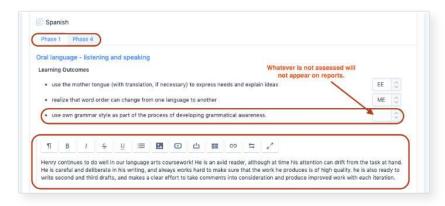
Review & Assess Units of Inquiry & Stand-alone units by Criteria and Comments



Assessing Curriculum Components

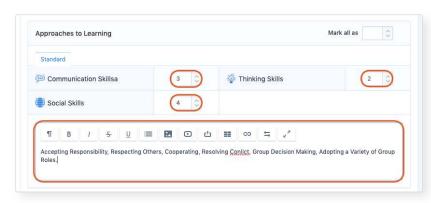
Please note: For PYP Gradebooks and Reports, only what is assessed in the gradebook for the student will display in report cards. Thus to view what the final report card will accurately look like, we suggest to **enter dummy grades.**

Learning Outcomes



ATLs

ATLs enabled in the units taught during the term will appear for assessment in the term gradebook, along with a comment box with text formatting options.



Unless they have been shared within your settings, Term Grades are not visible to students and parents

The scope & sequence enabled in the unit plans taught during the selected term will then appear for assessment. Only what is assessed will appear in reports, un-assessed outcomes will not be shown on reports.

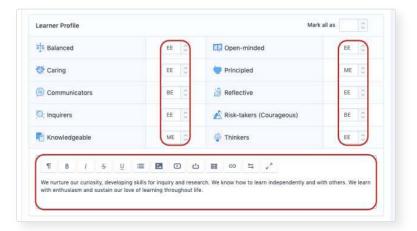
For subjects with scope & sequence organised by Phase, you will see the phases beneath the subject name.

If scope & sequence items are missing from the gradebook, navigate back to the unit planners taught in the term and enable any missing scope & sequence items. See <u>Creating a Unit of Inquiry</u> for further guidance.

- If Allow teachers to choose which standards to assess in their class has been enabled in setting up Assessment settings, teachers will not see a list of outcomes covered in unit plans they are teaching. Instead, they will see a Edit button:
- Clicking Edit will show a list of all scope & sequence for all subects & year levels, so teachers can select which outcomes should be assessed on.

Learner Profile

Learner Profiles enabled in the units taught during the term will appear for assessment in the term gradebook, along with a comment box with text formatting options.



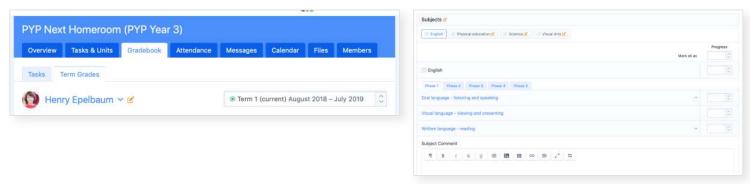
Specialist Subject Assessment

Subjects chosen for Assessment will display via a Classes **Gradebook > Term Grades** according to:

- Assessment Configuration via Account Settings. See Pg 14
- The Classes Subject via Class Settings. See Pg 16

Via the Homeroom Class

For Specialist subjects that all students partake in, you can assess directly via the Homeroom Term Grades tab.



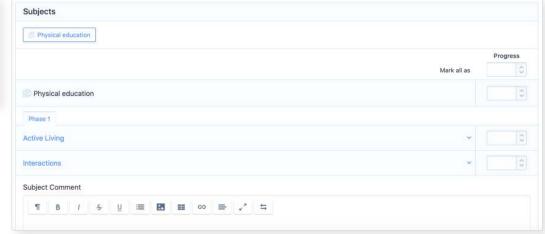
Via a Specialist Class

For Specialist subjects that only certain students partake in, and you have created a specialist class to manage that subject, specialist teachers can enter assessment in their class gradebook.



Access the subject via:

- Overall assessment
- Subject Strands
- Learning Outcomes
- Leave subject comments





Assessment



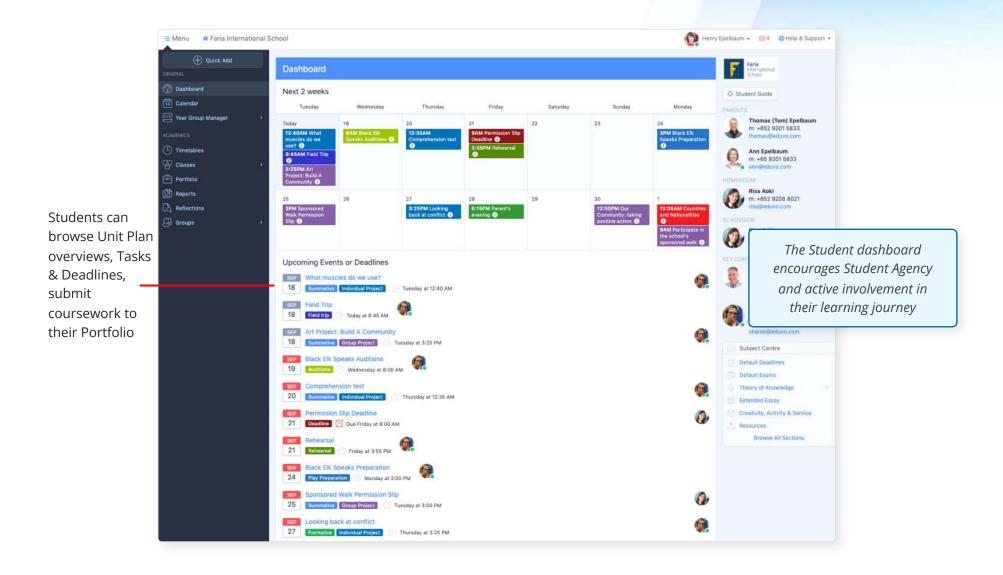
Launching ManageBac

For your School Community

Tips on Opening ManageBac to Students

- ✓ To get students on board, teachers need to be on board first! Make sure your teachers are confident with the system. Check out our training option on page 9.
- ✓ Each year, we recommend on-boarding new IB Diploma students to ManageBac with an in-person information session, or a personalized online video hosted by your IB coordinator, to provide them with school-specific details and deadlines.
- ✓ Import your students **before** sending them welcome emails, unless you're ready for them to log in immediately! We recommend providing them with login access **after** they have been assigned to their advisors, dates and deadlines are on the calendar, and they are assigned to all their classes.
- ✓ With more students preferring mobile to computers each year, ensure your students are familiar with our iOS and Android app option, which provides all the same functionality as our web browser version of ManageBac.

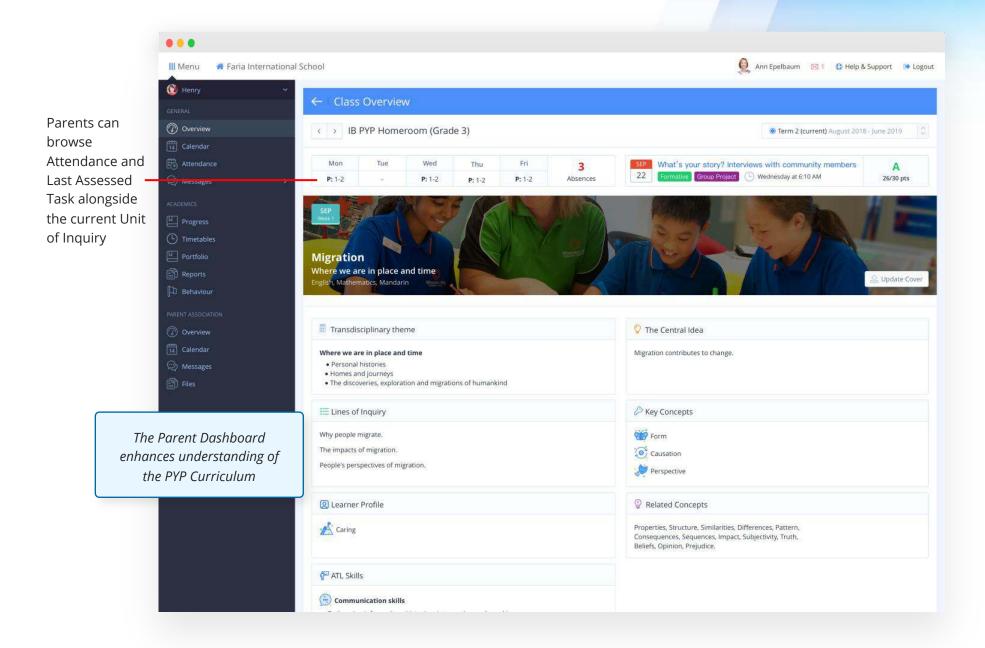
Student Dashboard



Tips on Opening ManageBac to your Parent Community

- ✓ To get parents on board, the school should be fully populated ensure all students are assigned to classes, and you have the correct advisors added to each.
- ✓ Each year, we recommend on-boarding new IB Diploma parents to ManageBac with an in-person information session, or a personalized online video hosted by your IB coordinator, to provide them with school-specific details and deadlines.
- ✓ Import your parents **before** sending them welcome emails, unless you're ready for them to log in immediately! We recommend providing them with login access **after** your informational session.
- Parents often want to know how to get in touch ensure you have the correct people listed as the **Principal**, **PYP Diploma Coordinator within the admin profiles**, and that the correct teachers are assigned to each class – parents will be able to see all of the above as key contacts on their side, along with the relevant emails.

Parent Dashboard



ManageBac Mobile

With board curriculum support for your entire school community.

Redesigned from the ground up with full functionality:

- Classroom Management
- ✓ Service & Project-based Learning
- ✓ Portfolio
- Curriculum Planners
- ✓ Gradebook
- Reporting
- Attendance

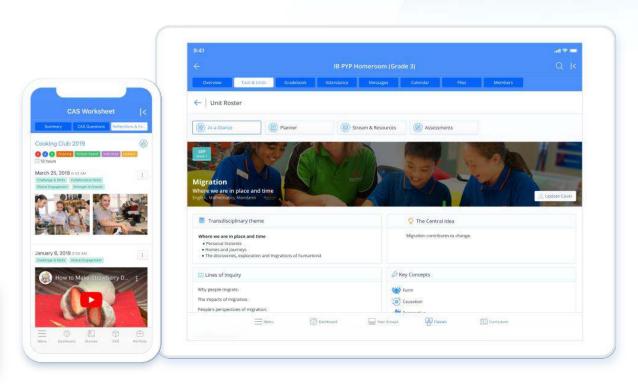
Sharing on Airdrop

Easily submit Coursework, post Reflections and update Project journals on the go!

Available on:











Resources & Support

Support

First Class Support

	Online Support Centre	Telephone Support	Email Support
Includes	Fully indexed documentation with keyword search allowing users to find tutorials quickly: ✓ 20+ QuickStart guides ✓ 100+ video tutorials, ranging from 3 min short tips to 30 min step-by-step guides ✓ 350+ tutorials with annotated screenshots and written instructions ✓ Free webinars for prefessional development	Our friendly, knowledgeable support team privides fast phone support with no phone trees! Performance in 2019: ✓ Calls received: 6,500 ✓ Average duration: 04:00 minutes	Requests are handled by a globally distributed support team through a dedicated ticketing system called ZenDesk. All replies are sent within 24 hours of the original request. ✓ Performance in 2019: ✓ Requests received: 35,000+ ✓ Replies within 1 hour: 20% ✓ Replies within 1-4 hours: 44% ✓ Resolved within 8 hours: 60%
When	24/7/365 across any device with printable PDF export for every tutorial and guide	24 hours a day during the work week, starting at Monday 8am HKT (GMT+8) and ending at Friday 6pg PST (GMT-7/-8 depending on daylight savings).	24 hours a day during the work week, starting at Monday 8am HKT (GMT+8) and ending at Friday 6am PST (GMT-7 / -8 depending on daylight savings). Dedicated weekend support for urgent queries.
Where	Visit us at <a href="https://new.new.new.new.new.new.new.new.new.new.</td><td>Local Direct Dial Telephone Numbers
for each region to save on long-
distance charges.</td><td>Email us at support@managebac.com or sumbit a Support Request within ManageBac directly.		

Implementation Services

Each new ManageBac school will be assigned a dedicated Implementation Specialist for the first 30 days, to ensure all questions are answered and teachers are fully trained!

You will be emailed with your personal specialist's direct email and meeting booking link.

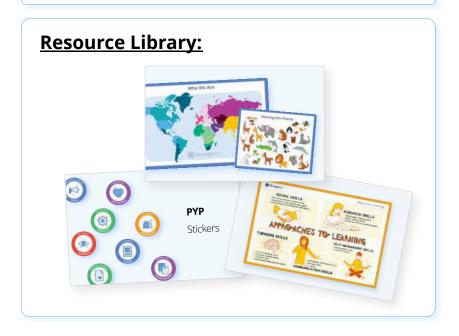
Following your implementation period, you may schedule additional online trainings via:

managebac.com/schedule-training

Self-Service Resources

Useful links:

- Sending Welcome Emails to Students & **Teachers**
- PYP Exemplar POI



ManageBac Support:

For assistance with organising & preparing ManageBac portfolios

- **Email:** support@managebac.com, or submit a Support Request from within ManageBac directly
- **Telephone:**
 - +1 866 297 7022
 - +44 208 133 7489
 - +852 8175 8152
 - 400 009 9225
 - +61 2 8006 2335
- **Help Centre:** help.managebac.com

Get started with ManageBac today at managebac.com/signup.



+1 866 297 7022

+44 208 133 7489

400 009 9225



***** +852 8175 8152



+61 2 8006 2335