

## Edmentum Sensei for Families Frequently Asked Questions

### What will Edmentum Sensei for Families allow me to do?

Sensei for Families allows you to stay connected to your student's education. You can view his or her current assignments, end dates, progress through assignments, grades, and the amount of time he or she is spending on Edmentum assignments for Edmentum Courseware and Edmentum Assessments.

### How can I get started using Edmentum Sensei for Families?

You must be invited by your student's school to register for an account. You can contact the Edmentum administrator at your student's school or district to request an invitation.

### Does it cost anything to use Edmentum Sensei for Families?

No, you do not have to pay for access to Edmentum Sensei for Families. It is included as a feature of the Edmentum subscription that your student's school or district purchased.

### How can I find out my Edmentum Sensei for Families login information?

An email address and password are required to log into Edmentum Sensei for Families. The email address associated with your account is managed by your student's school. If you are unsure of the email address being used, you can contact the Edmentum administrator at your student's school to find out. You create a password when registering for an account. If you forget your password, you can access the "Forgot your password?" link on the login screen to reset it.

### How do I log into Edmentum Sensei for Families?

The login page can be accessed at <https://auth.edmentum.com/family/login>. Your email address and password are required to log into Edmentum Sensei for Families.

### Why haven't I received an Edmentum Sensei for Families invitation email when I know my school sent it?

Be sure to check your spam and junk folders. Depending on your email client and security settings, system-generated messages are occasionally filtered to these folders. To help ensure that Edmentum Sensei for Families emails are always delivered to your inbox, add Edmentum ([noreply-elf@edmentum.com](mailto:noreply-elf@edmentum.com)) to your contacts and "Safe Senders" list.

## Does Edmentum Sensei for Families protect the security of my student's personal information?

Yes, all Edmentum products are subscription based and password protected. In some cases, your student's school or district may provide personal identifying information such as name, grade level, and class assignment to enroll your student as an individual authorized user. However, Edmentum will never make this information publicly available online. To learn more about Edmentum's dedication to protecting your student's personal information, please review our [Privacy Policy](#).

## Does Edmentum Sensei for Families allow me to track my student's progress on all of his or her assignments?

You will be able to access progress information for all of your student's active assignments that are managed through Edmentum Courseware and Edmentum Assessments.

## Can I see my student's current class grade through Edmentum Sensei for Families?

You will be able to view his or her grade for Edmentum Courseware assignments. Keep in mind that the grades displayed are electronically calculated and may not reflect actual grades. All final grades are submitted by the instructor.

## Does Edmentum Sensei for Families allow me to track how much time my student is spending on his or her assignments?

Yes, you will be able to view your student's "Total Time on Task" for each of his or her active Edmentum Courseware and Edmentum Assessments assignments. The value displayed reflect the total time your student interacting with content and could include activity from several sessions.

## What if my student uses Edmentum products in multiple classes? Am I able to view his or her progress in each class?

Yes, you will be able to view progress for each of his or her active classes and assignments that use Edmentum Courseware and Edmentum Assessments.

## Can I communicate with my student's instructors through Edmentum Sensei for Families?

You can view the name of the instructor who created each of your student's assignments but cannot contact them directly through Edmentum Sensei for Families.



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## Am I able to access my student's assignments through Edmentum Sensei for Families to see what he or she is working on?

No, you will be able to view the names of the assignments but cannot access the content directly.

## How accurate is the information I am seeing about my student's progress or grades?

The progress data in Edmentum Sensei for Families is presented in real time and reflects current progress as it is recorded in the system.

## What information do the Edmentum Sensei for Families progress reports include?

Learner Progress Reports contain detailed data regarding a student's status for an assignment. Depending on the assignment, report data may include the following points: Completion, Exemption, Mastery, Completion Dates, Tries, First Used Date, Last Used Date, Time on Task, and Score.

## How do I unsubscribe from Edmentum Sensei for Families?

If you no longer wish to view learning results for a student, you can contact the Edmentum administrator at your student's school and request to remove your association to the student.

## Who do I contact if I have more questions?

- If you have questions regarding your student's progress or assignments, please contact your student's school.
- If you have questions regarding your access to Edmentum Sensei for Families, please contact the Edmentum administrator at your student's school.
- If you are experiencing technical issues with the system, contact Edmentum Customer Support at 800.447.5286 or [info@edmentum.com](mailto:info@edmentum.com).