



NEO

by CYPHER LEARNING

Getting started Guide for Parents

Table of Contents

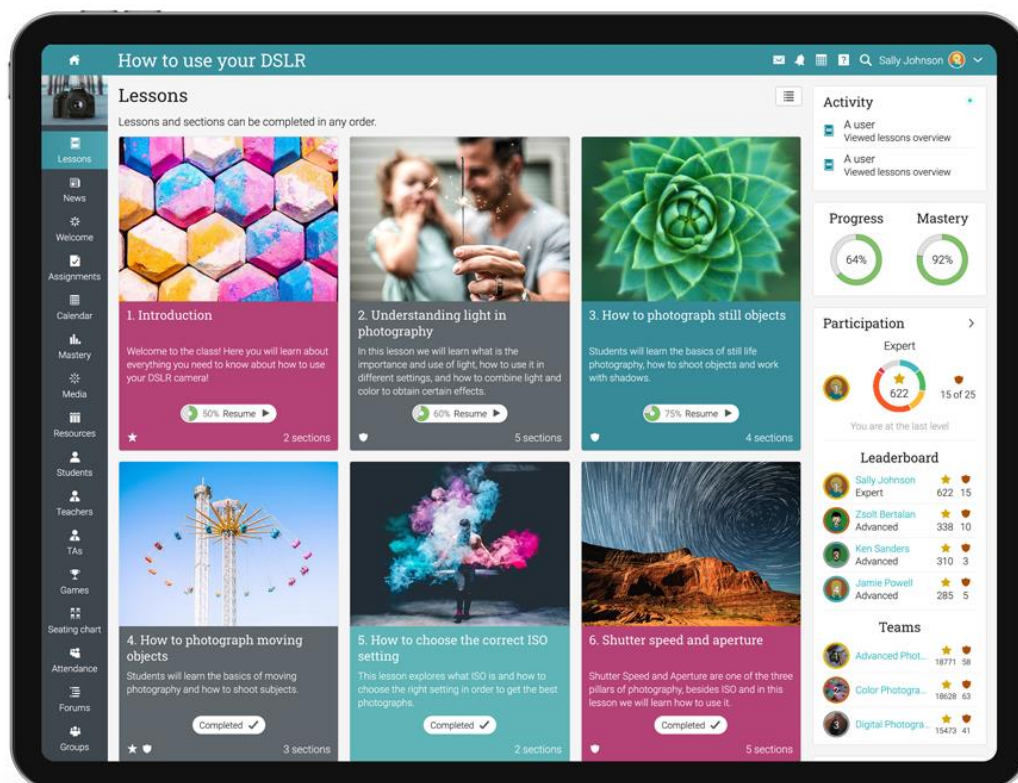
Introduction	3
Creating your account	5
Navigating the platform.....	7
Help center.....	11
Accessing children information	12
Viewing classes	14
Profile.....	16
Contacting staff	18
Groups for parents	19
Classes for parents	20
Summary.....	21

Getting started guide for Parents

Introduction

NEO is a world-class, award-winning learning management system (LMS) for schools and universities. The platform is known for delivering a great user experience while incorporating all the essential tools schools need to support effective teaching and learning.

NEO is a product of CYPHER LEARNING, a company that specializes in providing learning platforms for organizations around the world. CYPHER LEARNING provides a similar LMS for use by businesses called MATRIX and an LMS for use by entrepreneurs called INDIE. CYPHER LEARNING products are used by over 20,000 organizations, have millions of users, and have won several awards.



Getting started guide for Parents

We want users to get the best results when using our site, especially when they are first starting out. That is why we created three getting started guides for the main types of users on NEO: administrators, teachers, students and parents.



[Getting started guide for Parents](#) (this guide) explains topics such as: creating your parent account, accessing children's information, and how to navigate the platform.



[Getting started guide for Students](#) explains topics such as: enrolling in classes, submitting assignments, and communicating with teachers.



[Getting started guide for Teachers](#) explains topics such as: creating a class, using competencies, and grading assignments.



[Getting started guide for Administrators](#) explains topics such as: navigating in NEO, configuring features, customizing the platform, and managing users.

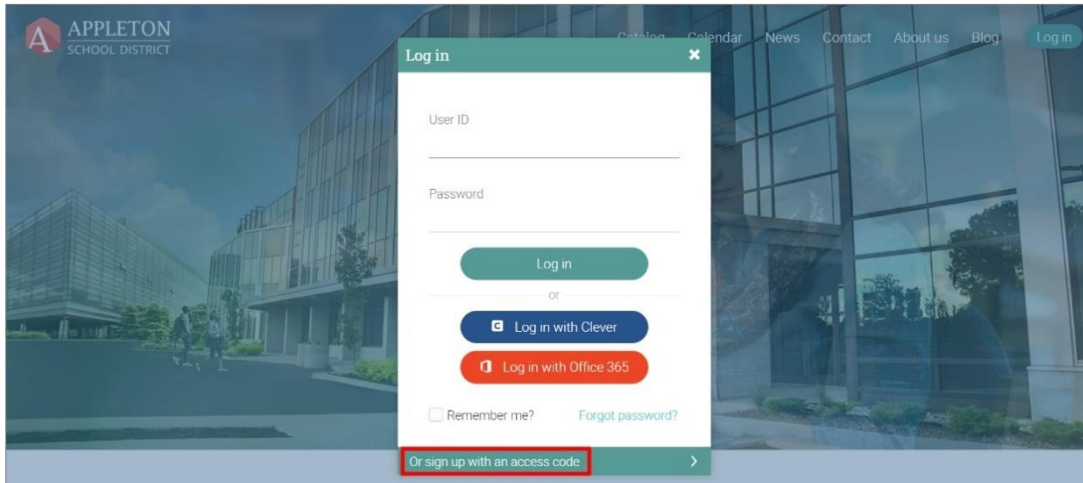
This guide covers the most common steps [parents](#) go through when they start using NEO. Please consult the table of contents if you want to find a specific topic.

If you have any additional questions or want to explore more of the platform's features, please browse the Help Center.

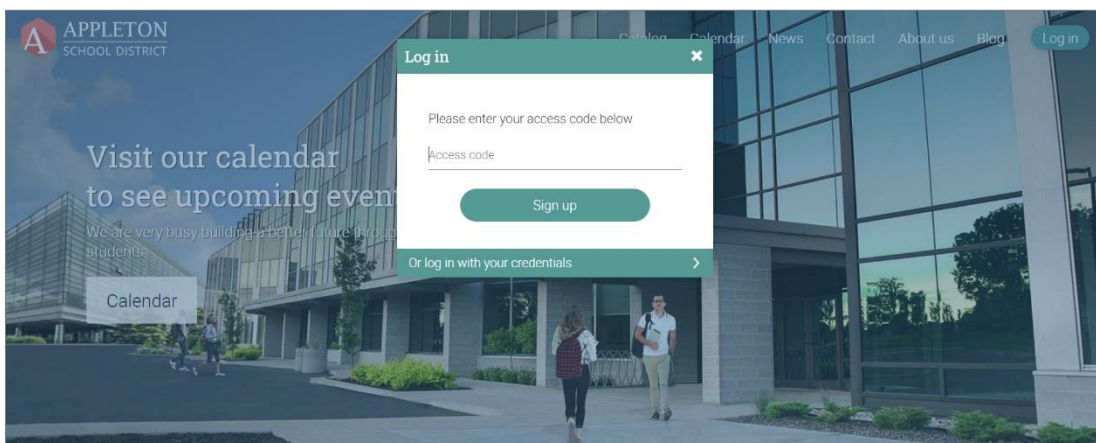
Getting started guide for Parents

Creating your account

Parent accounts are usually created by the school administrator. In that case, you will receive the log-in details via email.




If the school administrator enables sign-up for parents, they can also create an account on their own using an access code. To create an account, go to the school portal, then click on Log-in and select Sign Up/ Sign up with an access code.



Getting started guide for Parents

Enter the access code and then fill in your account details.

 **APPLETON**
SCHOOL DISTRICT

CatalogCalendarNewsContactAbout usBlogLog in

Sign up

Sign up

To finish joining, enter your details and click Submit.

Name

First name

Last name

Log in

User ID

Password

Confirm password

Basics

Organization

Birthdate

Contact

Email (optional)

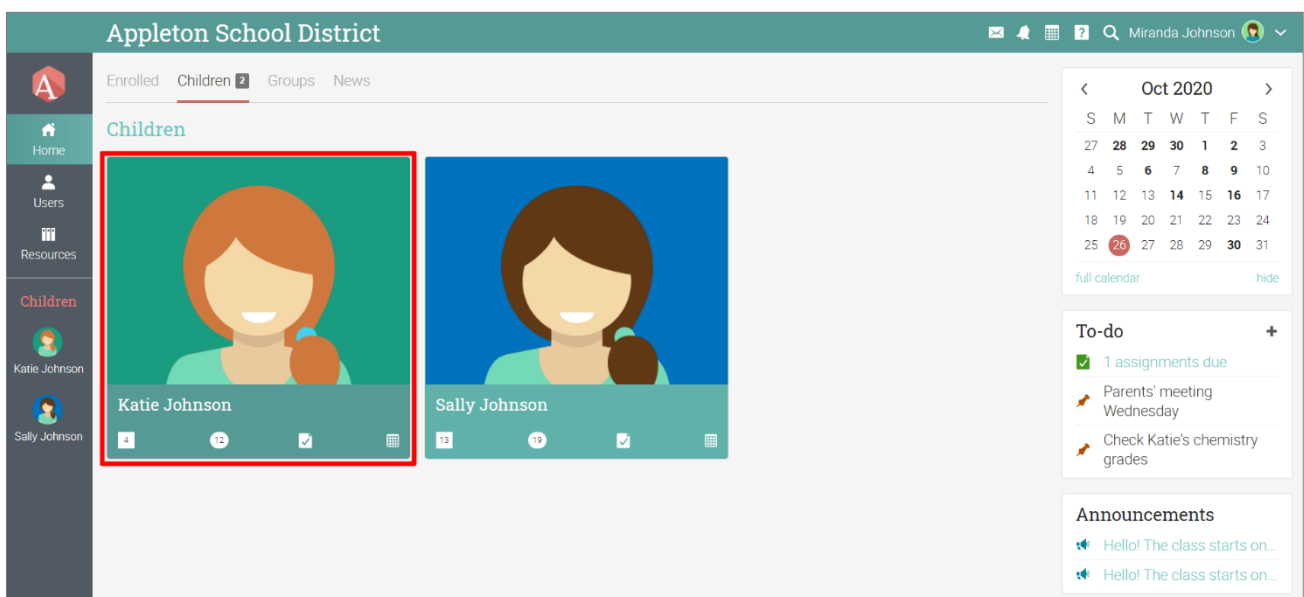
Confirm email



Getting started guide for Parents

Navigating the platform

The first thing you will see after logging in as a parent, is the Parent Dashboard. On the dashboard, parents can see tiles with their children and their details. Parents can access their children's profiles by clicking on the appropriate tiles on the Dashboard. School administrators are usually responsible for linking parent accounts with student accounts.



Top right bar

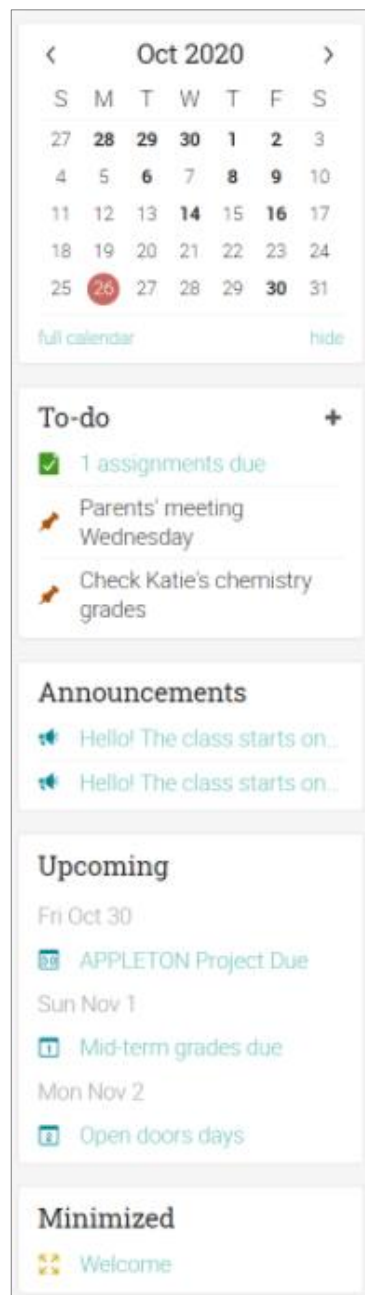
The top right bar displays icons that you can click to access your messages, notifications, calendar, trash can, help center, search, and profile.



Getting started guide for Parents

Right bar

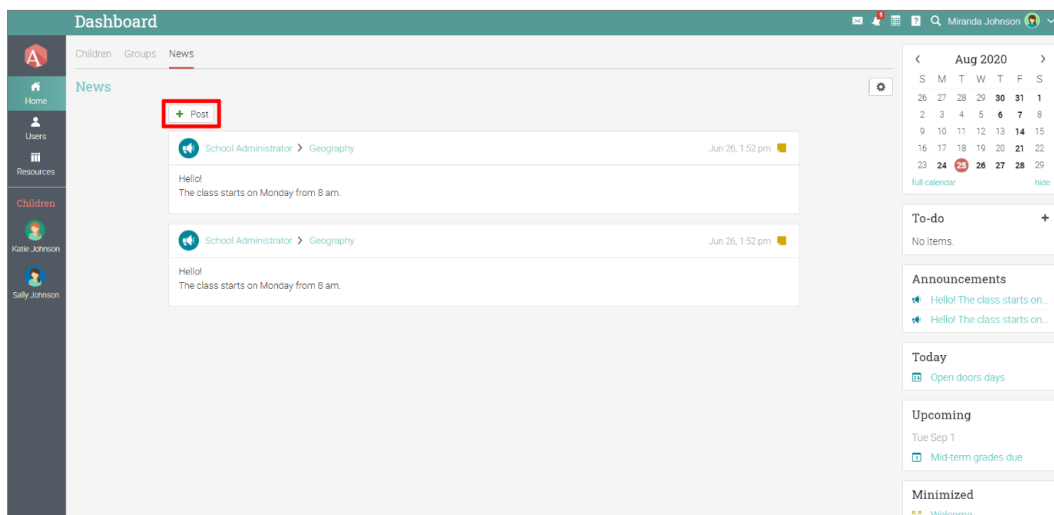
In the right bar, you can find the calendar, your to-do list, online users, announcements, upcoming events, and a list of any minimized windows. To see more details, click on an item.



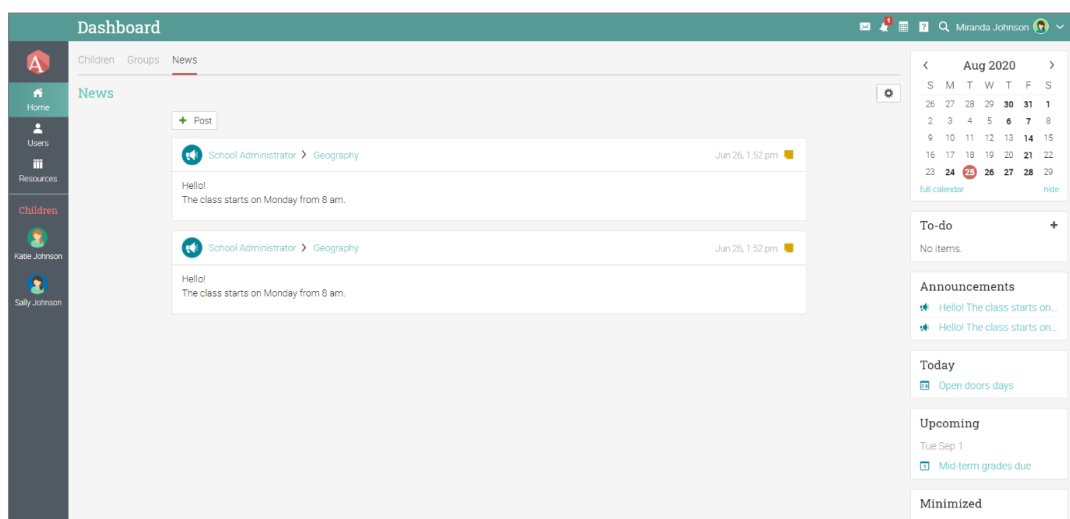
Getting started guide for Parents

Newsfeed

The news feed aggregates items such as announcements, today's events, upcoming events, and your to-do list. When you first open the news feed, it only shows the latest items.



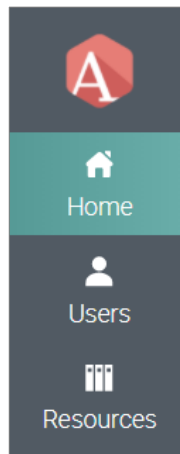
If enabled, parents have the option of adding announcements to the news feed. You can do so by clicking on the Post button.



Getting started guide for Parents


Left bar

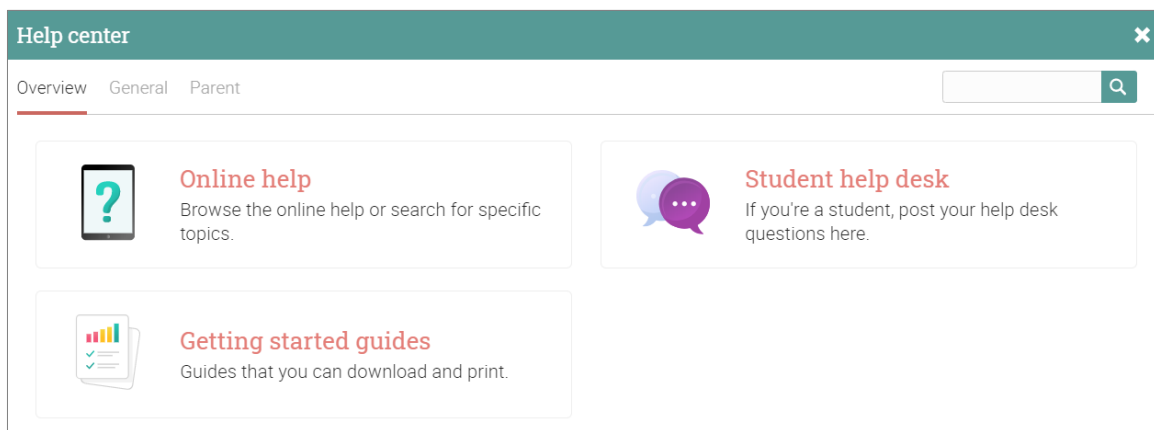
The left bar displays tabs that allow you to quickly navigate to the main areas of the site: home, users, resources.



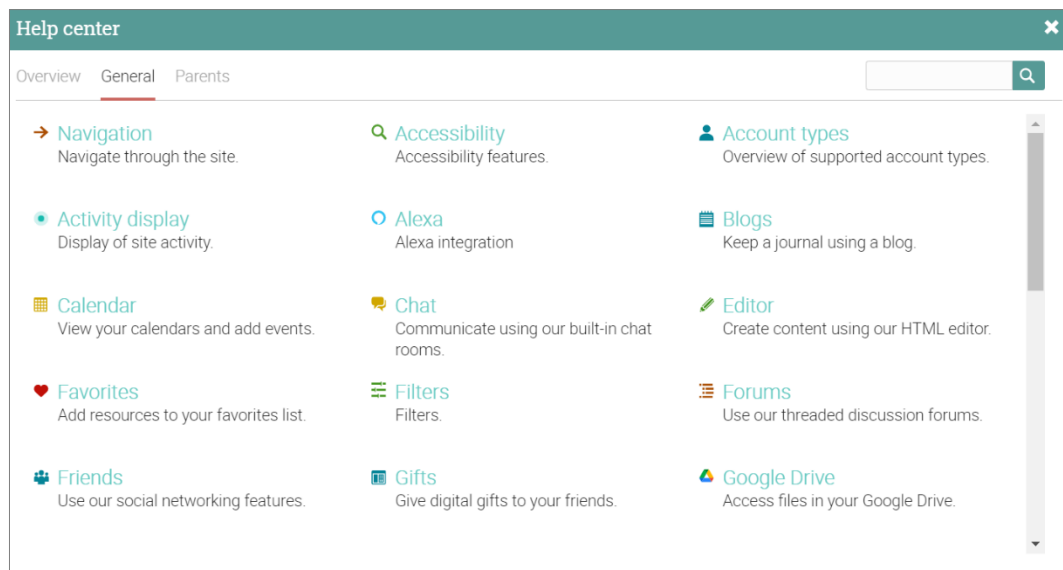
Getting started guide for Parents

Help center

We don't want you to encounter difficulties when first using the site. Access our Help Center by clicking the  icon in the top right bar. A pop-up box will open with options for choosing the searchable online help and getting started guides.



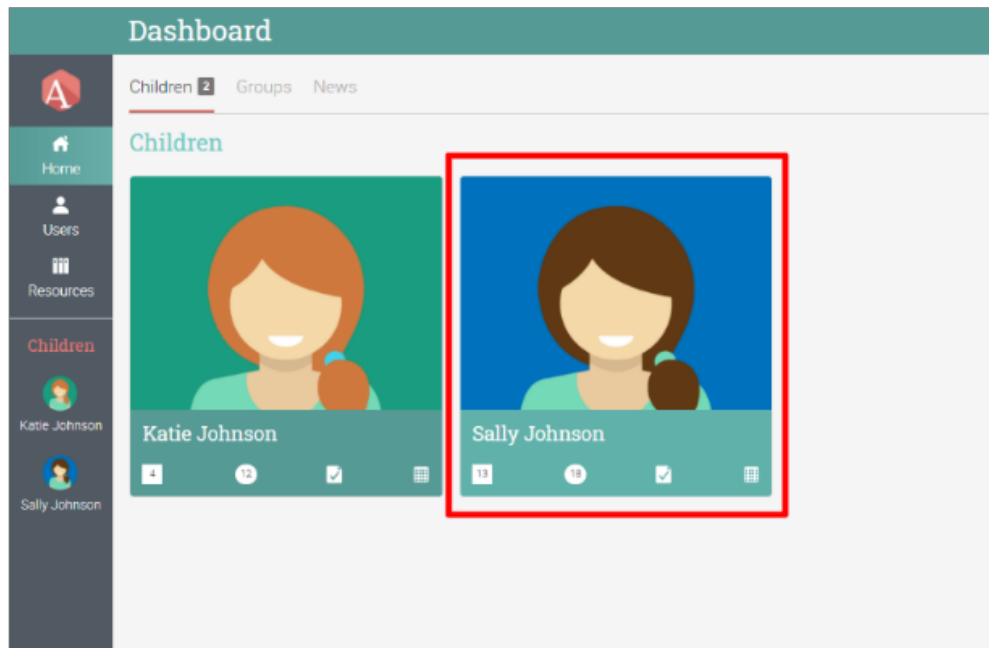
The searchable online help has topics organized by account type, it includes detailed instructions with screenshots for most of them, and because the Help Center is a pop-up, you can browse through the topics without having to leave your current page.



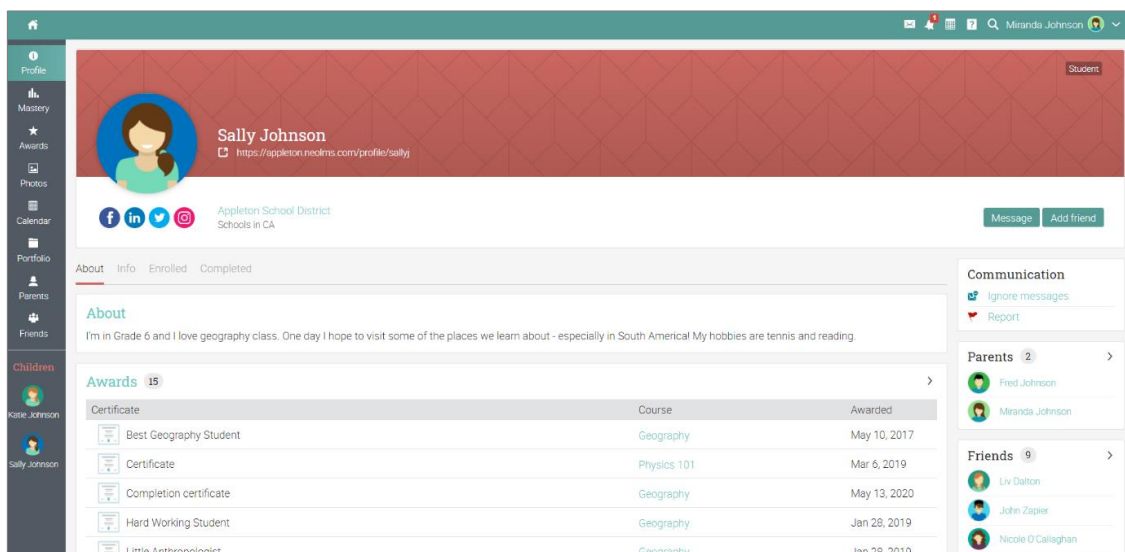
Getting started guide for Parents

Accessing children information

Parents can access their children's profiles by clicking on the appropriate tiles on the Dashboard.

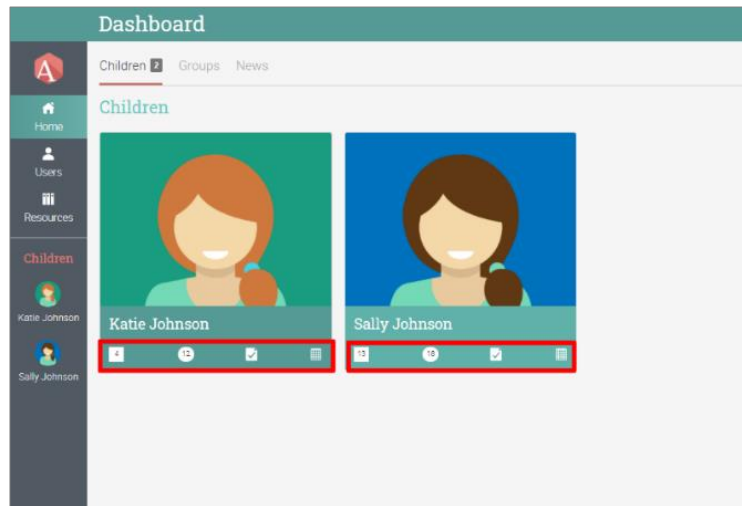


On the children's profile page, parents can see detailed information about their awards, classes, groups, friends, and more.



Getting started guide for Parents

Parents can click on the small icons for each child tile to get instant access to their children's classes, groups, grades, and calendars:

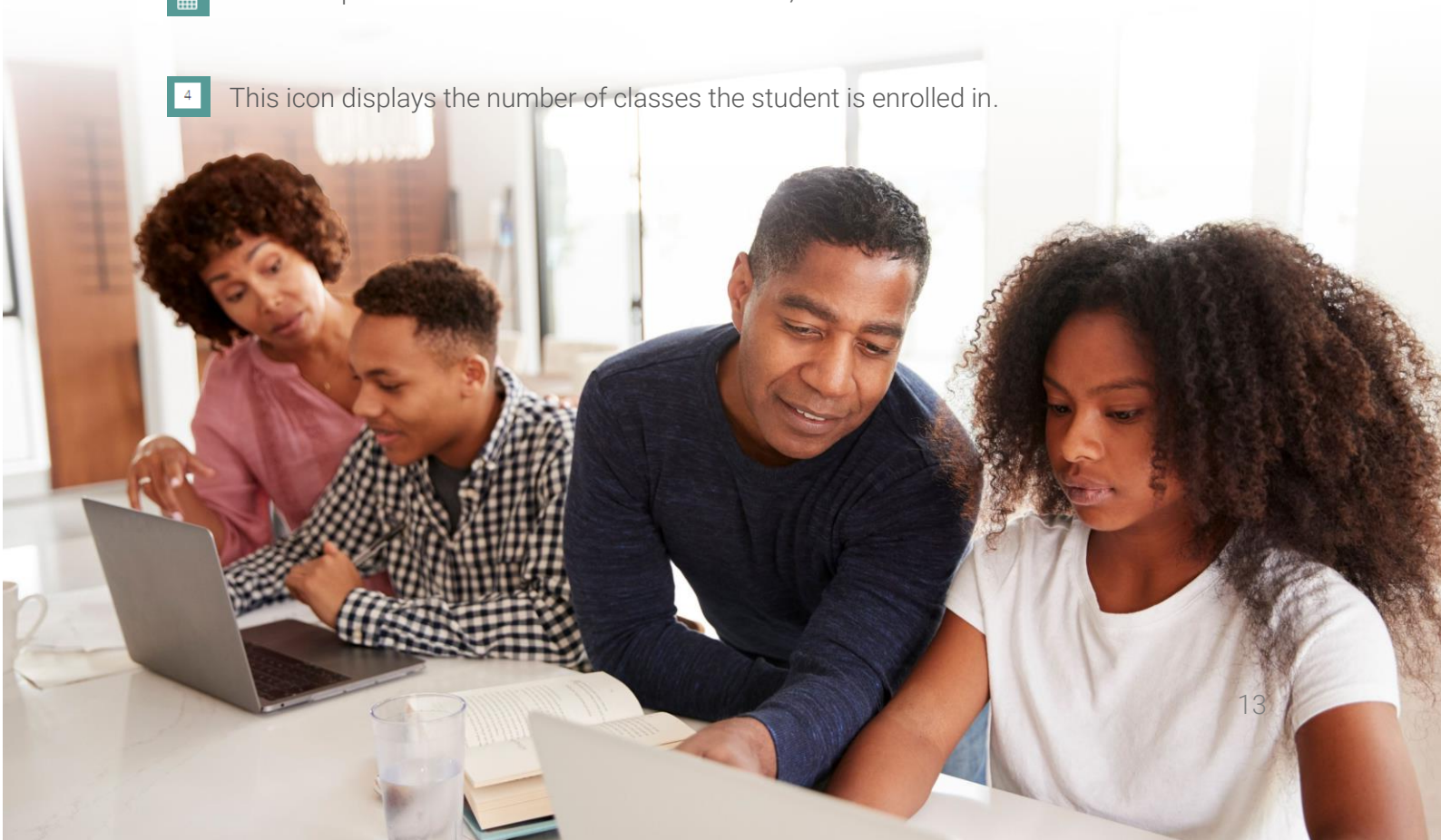


12 This icon displays the number of groups the student is enrolled in;

✓ This icon provides access to the child's grade report;

📅 This icon provides access to the child's calendar;

4 This icon displays the number of classes the student is enrolled in.



Getting started guide for Parents

Accessing your child's grade report

By clicking the grade report icon, parents can quickly access their children's grades. A new tab will open, displaying an overview of your child's grades for each class he/she is attending.

The screenshot shows the 'Grades' page for a student named Katie Johnson. The page has a sidebar on the left with icons for Profile, Mastery, Awards, Photos, Calendar, Portfolio, and Parents. The main content area is titled 'Grades' and lists the student's classes and their current grades. The classes listed are Chemistry, Computer Networks, and Geography. The Chemistry class has a section code of S23 and a grade of A-. The Computer Networks class has a grade of -. The Geography class has a section code of S7 and a grade of A-. There is a table for 'Grades by category' with columns for Category and Grade, showing a grade of A- for the Chemistry category.

Category	Grade
-	A-

Accessing your child's calendar

By clicking the calendar icon, parents can quickly access their children's calendar. A new tab will open, displaying the calendar with all the classes and activities your children are attending.

The screenshot shows the 'Calendar' page for a student named Katie Johnson. The page displays a calendar for October 2020. The calendar is organized by week, with days of the week and dates. The events are color-coded by class or activity. The classes listed in the sidebar are Appleton parents, Chemical reactions, Chemistry, Computer Networks, Debate club, Geography, and Geology group. The calendar shows various events such as 'Explosive reactions', 'Lab safety discussion', 'Cleaning the utensils', 'Mid-term grades due', 'APPLETON Project Due', 'Welcoming new members', '3pm Parent meeting', '10am Meeting with students', 'CoSN Conference', 'ICE Conference', 'Student feedback submission', 'Monthly planning session', 'Autumn cleaning event', and 'PTA meeting'.

Getting started guide for Parents

Viewing classes

From the student profile, you can see in the Enrolled tab all the classes your child has been enrolled in. The school can decide what level of detail you can see about your child's classes, including its lessons, assignments, mastery, and grades.

The screenshot shows a student profile for Sally Johnson at Appleton School District. The 'Enrolled' tab is active, displaying a table of classes. A red box highlights the columns: Name, Progress, Scores, Grade, Due, Mastery, and Enrolled. The table lists several classes including Biology, Chemistry, Geography, History, Literature, and Math.

Name	Progress	Scores	Grade	Due	Mastery	Enrolled
Biology	0%	-	-	1	-	Nov 13, 2018
Chemistry	100%	98%	A+	11	-	Jun 8, 2018
Geography	100%	92%	A	1	-	Oct 24, 2019
History	100%	94%	A+	-	-	Apr 11, 2017
Literature	100%	-	-	-	-	Jan 14, 2019
Math	100%	-	F	9	-	Jan 14, 2019

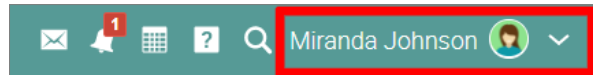
If parents click on the link of a class, they can see more details such as the children's progress in each lesson, assignments and submissions, attendance, mastery, and more.

The screenshot shows the 'Geography' class page. The 'Lessons' tab is active, displaying three lessons: 1. Introduction, 2. Spatial organization, and 3. Climates. The 'Introduction' lesson is highlighted, showing a progress bar at 66% and a 'Resume' button. The 'Spatial organization' and 'Climates' lessons are marked as 'Completed'. The right sidebar shows the student's activity, including viewing sections and earning points, along with their current grade (A+) and score (100%).

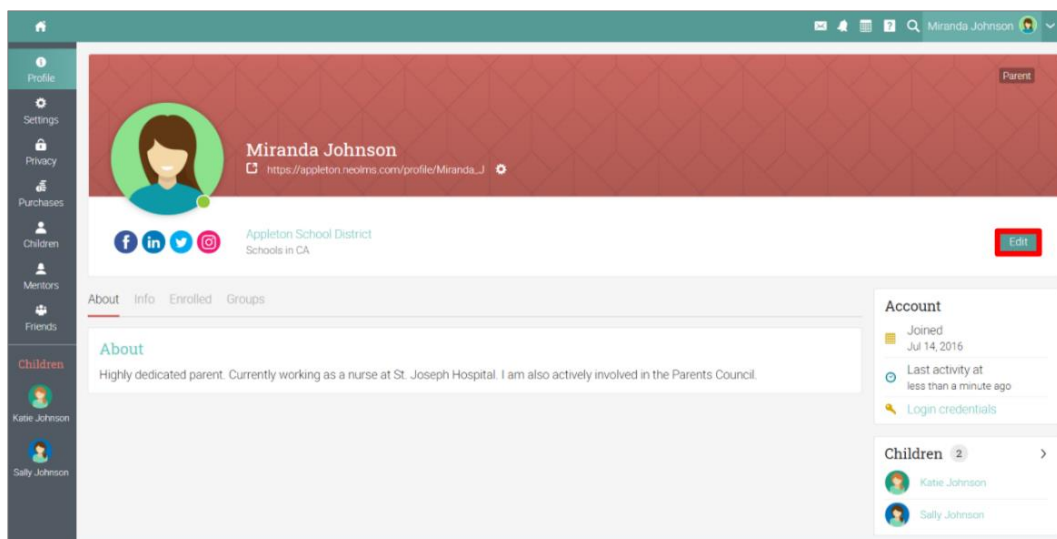
Getting started guide for Parents

Profile

Your profile page contains your basic information, account details, friends, photos, awards, and more. You can access your profile by clicking the icon in the top right bar.




You will first see the About tab. Which displays details such as your name and a short description. To edit your profile, click on the Edit button.





Getting started guide for Parents


Here you can edit your profile picture, description, password, and account info.


Edit ✕

 **Picture**
Change your picture


 **Description**
This is the description that people see when they visit your profile page.


 **Password**
Select a different password.

 **Info**
Edit your account info, such as your name, birthdate and email address.

 **Social media**
Social media settings

In the Settings tab, you can enable/disable different options for your profile and how you appear to other platform users. You can also change your default language setting by choosing a language from the dropdown menu in the Miscellaneous section.

 **Miranda Johnson**



Settings
Here are your general account settings. Privacy settings are in Privacy tab.

Profile

Settings

Privacy

Purchases

Children

Mentors

Friends

Children

Katie Johnson

Display

Feature

☐

Use accessible theme

☒

Audio notifications

☒

Display small calendar in dashboard

☒


Display shortcuts

☒

Display online users

Social media

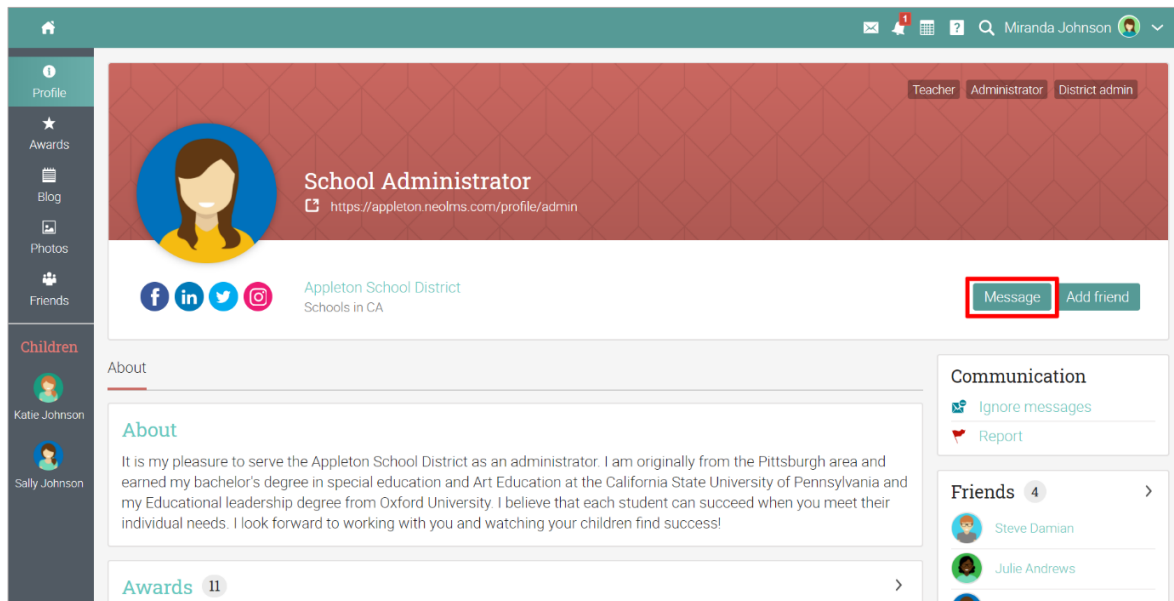
Site	ID
Facebook	Miranda_J
LinkedIn	Miranda_J
Twitter	Miranda_J
Instagram	Miranda_J

 Edit

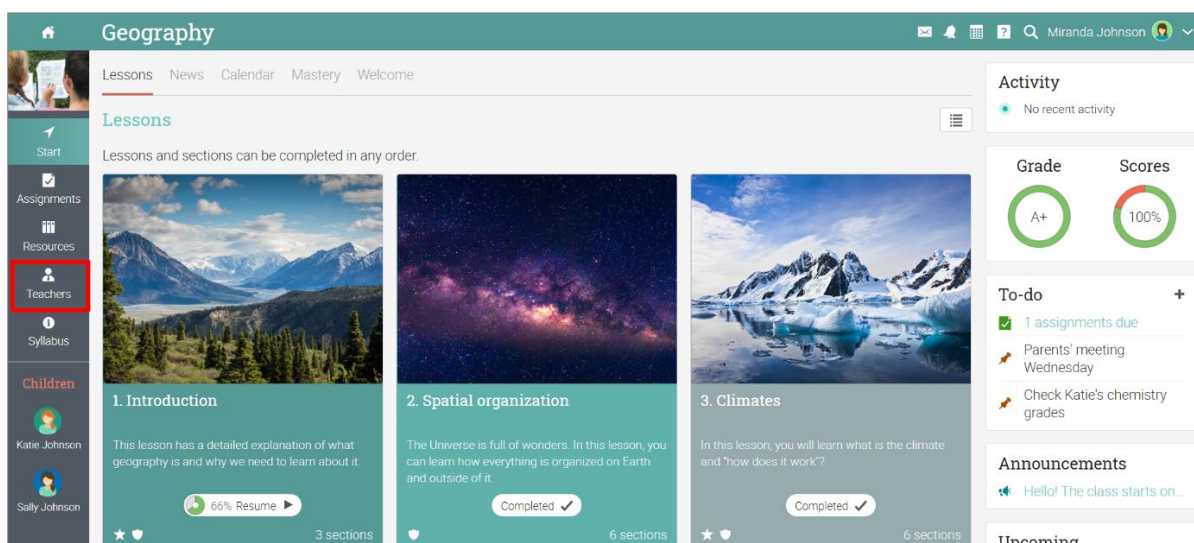
Getting started guide for Parents

Contacting staff

To contact an administrator, click Users/Administrators, select the administrator, then click Message to send them a message.



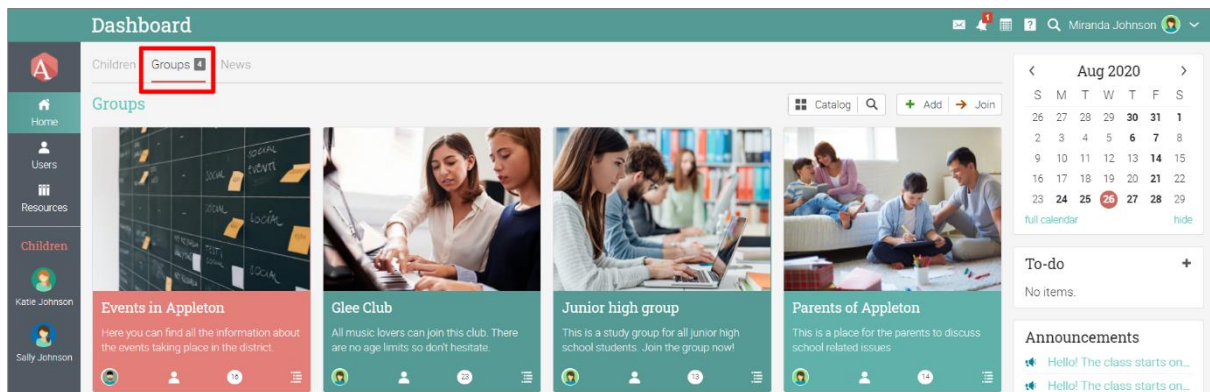
To contact a teacher, go to your child profile and first, select the class he/she is attending from the Enrolled tab, then click from the left bar the teachers section, select which teacher you'd like to contact then click Message to send them a message.



Getting started guide for Parents

Groups for parents

Site admins and teachers can get parents more engaged in school activities by building a group for them within the LMS to connect with fellow parents and faculty members.



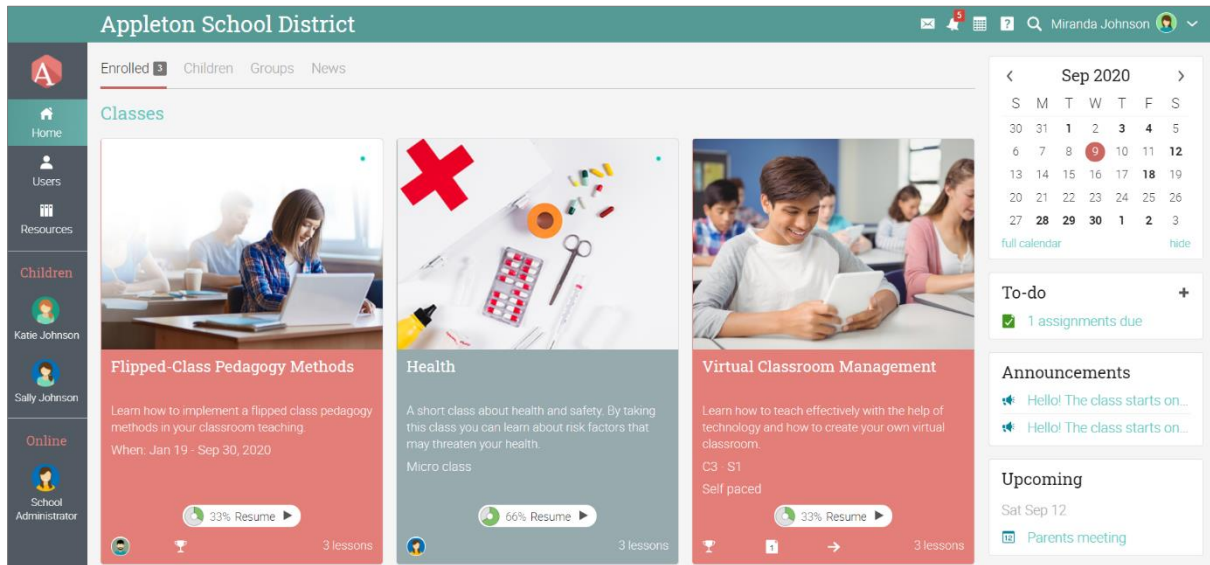
For example, admins can create an informal group just for parents to share ideas, or they can make a team where teachers and administrators are included, and all three parties can interact. If a parent is a member of a group or team, it will show up on their Dashboard under the Groups tab.



Getting started guide for Parents

Classes for parents

School administrators and teachers can create specific classes for parents and add them as learners.



For example, parents can do a micro class with tips on supporting their children during exam times or a class on learning how to work with children to improve their grades. If a parent is enrolled in a class, it will show up on their Dashboard under the Enrolled tab.



Summary

The Getting Started Guide for Parents provided the essential information that parents need when they first start using NEO. The topics covered were navigating in NEO, accessing children's information, using the Help Center, classes for parents, and how to contact school staff.

If you have any additional questions, please browse the Help Center.

www.neolms.com

