

FAQ's for PH GradeAssist

1. How do I view my own course, but as a student?

- go to <http://www.prenhall.com/phga>
- choose discipline
- click "register/login" under student
- enter your username and password
- enter your class ID

2. Are the assignment times under "Set Policies" for Eastern Standard Time?

- Yes.

3. What if a student forgot his/her password?

Instructors cannot access student passwords, due to privacy restrictions. However, there are 2 alternate ways to handle this:

a) Students can recover their own forgotten passwords: if one goes to the main class homepage, and selects a student assignment, one will be challenged for a password. Below the dialog box where one enters a password, there is a link that says: "Forgot Your Password? Click Here." By doing so, a student will get his/her password emailed to the email address entered upon registration.

b) Let's say a student is in a lab, and the email recovery method outlined in a) above won't work, because the student doesn't have access to his/her email account. In this case, an instructor can do the following:

- Click "Instructor Login" and enter password
- Click "Grade book"
- Click the "Administration" tab
- Click the student name in question
- Click "Edit"
- In the fields shown, the instructor (or student) can create a new password for that student, that will override the old. The student will be able to immediately log in using this new password.

4. How do I drop students?

- Click "Instructor Login" and enter password
- Click "Grade book"
- Click the "Administration" tab
- Put a checkmark in the box next to the Student name you wish to drop
- Click "Delete"

5. My username and password is not working?

- Try entering your username and password with caps lock on and off. The username and password fields are case sensitive.