



## General TeacherZone Instructions For Private Lessons

[www.teacherzone.com](http://www.teacherzone.com)

1. LOGGING IN
2. CANCELLING OR RESCHEDULING A LESSON
3. RENEWING LESSONS
4. ATTENDANCE REPORTS
5. NOTIFICATIONS
6. PAYMENT AND PROFILE INFO
7. OTHER REPORTS
8. CONNECTING TO YOUR LESSON VIA ZOOM

### 1. LOGGING IN

Log in to TeacherZone to check your lesson schedule, modify lessons, book new lessons, communicate with your instructor, and more.

- Open your preferred web browser
- Go to [www.teacherzone.com](http://www.teacherzone.com)
- Click "log in" in the menu at the top of the page
- Enter your username and password
  - Your username was generated when you created your account
  - Your username is NOT your email address
- Click "log in"
- If you've forgotten your username, please contact Plugged In at [info@pluggedinband.org](mailto:info@pluggedinband.org)
- If you've forgotten your password, click "forgot your password?" and follow the prompts provided to reset your password.

### 2. CANCELLING OR RESCHEDULING A LESSON

All cancellations must be made with at least 24-hour notice. Any cancellation made less than 24-hours in advance will result in the "loss" of the lesson. Lessons cancelled this way will NOT be made up and WILL count toward a student's purchased lessons. In the event of a true, unavoidable emergency, the cancellation policy may be waived at Plugged In's discretion.

Properly cancelled lessons are not “lost” and are simply added on to the end of a student’s current block of lessons.

- Log in to TeacherZone via the website
- Click on “members” (via parent log in - if the student is canceling their own lesson, skip to click on “scheduling”)
- Click on “children”
- Click the up arrow at the bottom of the child’s card
- Select “log in as this child”
- Click on “scheduling”
- Click on “weekly schedule”
- Click on the lesson you want to cancel or reschedule
- To cancel the lesson, click cancel and then input the reason for the cancellation. Don’t worry - any reason is fine with the right amount of notice!
- To re-schedule a lesson, click the reschedule button.
  - A calendar will display
  - Click on the day that you would like to reschedule the lesson to and select from the available lesson times that appear next to the calendar.
  - Please be aware that if there are no available times listed, there may not be any available slots that day.
  - If there is no availability listed for a day and time that works for you, please cancel the lesson and it will be added to the end of the student’s current block of lessons.

### **3. RENEWING OR ENDING LESSONS**

TeacherZone makes renewing lessons easy and helps ensure students don’t lose their preferred day/time slot. After a student’s current block of lessons has been completed TeacherZone will automatically charge the credit card on file to renew the lessons for the same teacher/duration/day/time. Students never need to renew their lessons unless automatic renewal fails due to a change in billing information/status (i.e. expired credit card, declined credit card, etc). It is the parent’s/student’s responsibility to ensure payment methods are current and functional. If a block of lessons fails to renew due to billing issues, we cannot guarantee the teacher/day/time will be available in the future.

If the student has decided to end their lessons, please contact Plugged In at [info@pluggedinband.org](mailto:info@pluggedinband.org). Any lessons not used at the time of cancellation will be refunded via the credit card on file.

### **4. ATTENDANCE REPORTS**

Parents and students can log in to TeacherZone to view attendance reports at any time. Attendance reports show the day and time of each lesson and its status (attended, cancelled, no-show, etc). If you have a question about the attendance report, please contact us via email at [info@pluggedinband.org](mailto:info@pluggedinband.org).

- Log in to TeacherZone via the website
- Click on “reporting” in the menu at the left side of the page
- Click on “attendance” from the report options
- In the pop-up window select the date range you are interested in viewing
  - Click the calendar icon next to the “start date” and “end date” fields and select the dates OR
  - Type in the date range
    - If typing in the dates you must use MM/DD/YYYY format (01/31/2019)
- An attendance summary will be displayed
- “Attended” lessons are those that have been attended. Attended lessons count toward a student’s purchased lessons.

- “Teacher Cancelled” are lessons that the teacher could not attend. Teacher cancelled lessons do not count toward a student’s purchased lessons.
- “Student Cancelled” This is a cancellation with at least 24-hour notice. Cancelled lessons do not count toward a student’s purchased lessons
- A “Banked” lesson is like a "Make-up." A banked lesson is not lost and is tracked until restored to a new lesson time.
- “Restored Lesson” is a lesson that was banked and has been made up. Restored lessons do count toward a student’s purchased lessons.
- “No Show” means that the lesson was canceled without 24-hour notice. No show lessons do count toward a student’s purchased lessons.
- Lessons with nothing listed next to them are scheduled but have no recorded attendance.
  - Attendance reports that include future weeks in the date range selected will show scheduled lessons for those weeks

## 5. NOTIFICATIONS

You can decide what type and when you’ll receive notifications/reminders. Notification settings can only be modified via the TeacherZone website.

- Log in to TeacherZone using the account you are updating notifications for (parent or student)
- Click the student/parent name at the top of the menu on the left side of the page
- Click “Notification Settings” from the menu on the left side of the page
- Click “settings” next to Email or SMS to modify the notifications you will receive for that category
  - SMS are text message notifications
- Click “save”

## 6. PAYMENT AND PROFILE INFO

Contact info and profile settings can only be modified via the TeacherZone website.

- Log in to TeacherZone using the account you are updating notifications for (parent or student)
- Click the student/parent name at the top of the menu on the left side of the page
- Select the information you wish to update from the menu on the left side of the page
  - Profile Information – this includes basic information such as contact information, username, and password
    - Click “save”
  - Personal Bio – this includes background information a student can add if they choose
    - Click “save”
  - Payment/Billing – this allows you to add/modify the payment information on file
    - Click “add”
  - Student Photo – click the picture bubble to add or change a photo
    - Locate and select the photo you wish to upload from your computer
    - Click “open”

## 7. OTHER REPORTS

TeacherZone provides users with different reporting options beyond attendance, including payment history and communications.

- Log in to TeacherZone via the website
- Click on “reporting” in the menu at the left side of the page
- Click the report option you wish to view
- Payments – this includes all past payments and refunds

- Communications – this includes all emails and text messages sent for notifications purposes as well as messages sent to and from a student’s instructor

## **8. CONNECTING TO YOUR LESSON VIA ZOOM**

Due to the current COVID-19 crisis all private lessons are being taught via Zoom. Plugged In will contact all students once social distancing guidelines allow for in person lessons to resume. Until then connecting via Zoom is an easy process that can be done from within your TeacherZone account.

- Connecting to a lesson via Zoom can be done via the parent’s or the student’s TeacherZone account
- Connecting to a lesson via Zoom can only be done via the TeacherZone website
- If logging in as parent (to set up Zoom lesson for your child)
  - Log in to TeacherZone via the website using your parent login
  - Find your child’s profile (displays by default on the parent’s dashboard)
  - Click the small orange arrow at the bottom of their profile
  - Click “log in as this child”
  - Click the speech bubbles under your child’s name near the top of the menu on the left side of the screen
  - Click the name of your child’s instructor from the “contacts” menu that appears on the left side of the screen
  - Click on “more calls” located between the instructor’s profile picture and the student’s profile picture from the expanded menu
  - Select Zoom to be connected to your instructor’s Zoom room
- If logging in as the student
  - Log in to TeacherZone via the website using your student login
  - Click the speech bubbles under your child’s name near the top of the menu on the left side of the screen
  - Click the name of your child’s instructor from the “contacts” menu that appears on the left side of the screen
  - Click on “more calls” located between the instructor’s profile picture and the student’s profile picture from the expanded menu
  - Select Zoom to be connected to your instructor’s Zoom room