



Phonological Awareness Literacy Screening

## Website Frequently Asked Questions

### Creating and Managing an Account

#### ***How do I open an account?***

1. Go to the PALS website (<http://pals.virginia.edu>).
2. Click on the yellow button that reads, "Enter Scores and View Reports."
3. Find the "New to PALS?" icon and click on "**Go**" for first-time visitors ONLY.
4. Enter your school division's PALS registration code. Reading Specialists and Principals with administrative level PALS accounts have access to this code and may provide it to you. Select your role from the drop down box and click on "**Register**."
5. Fill in your information, including a password for future use. The password must be 6 to 11 characters in length and one character must be a number. Click "**Continue**."
6. You will see a screen that reads, "Thank you for registering." Click "**Continue**."
7. At this time you will be able to create your class list by selecting children who were in your school last year and who are not already assigned to a classroom.
8. To do so, click on the student you want in your class and click "**Add**," which will move the student from the left column to the right column. Repeat for all the children in your class. For new students to your school see "How do I add a student?"
9. Click "**Continue**."
10. This will bring you to your Teacher Menu page.

#### ***How do I log in to the PALS website?***

1. Go to the PALS website (<http://pals.virginia.edu>).
2. Click on the yellow button that reads, "**Enter Scores and View Reports**."
3. You will see the login box on the left hand side of the screen.
4. Enter your first name, last name, and password.
5. Click "**Login**."

\*If you are a first-time user, please see "How do I open an account?"

#### ***How do I change my personal information? (i.e. email address, password, grade level)***

1. Go to the PALS website (<http://pals.virginia.edu>) and log in to your PALS account.

2. In the top right hand corner of your Teacher Menu page there is a small white link with a red arrow that says, "Account Information." Click on "**Account Information.**"
3. Here you will see your current information and have the option to make changes.
4. Click "**Update**" once desired changes are made.

### ***How do I change my name?***

Call the PALS office at 1-888-UVA-PALS or e-mail the PALS office at pals@virginia.edu with name changes and spelling corrections.

### ***How do I change schools?***

1. Go to the PALS website (<http://pals.virginia.edu>) and log in to your PALS account.
2. In the top right hand corner of your Teacher Menu page there is a small white link with a red arrow that says, "Change Schools."
3. Click on "**Change Schools.**"
4. Enter your new school's PALS registration code. Reading Specialists and Principals with administrative level PALS accounts have access to the registration code, and may provide it to you. Select your role and click "**Register.**"
5. Your personal information will appear in the form, but you can change it if needed.
6. Select your new school and grade level(s). Click "**Continue.**"
7. You will see a screen that reads "Thank you for registering." Click "**Continue.**"
8. At this time you will be able to create your class list by selecting students who were in the school last year.
9. Click on the student you want in your class and click "**Add.**" Repeat for all the students in your class.
10. Click "**Continue.**"
11. This will bring you to your Teacher Menu page.

### **Creating and Managing Class Lists**

#### ***How do I create a class list?***

1. Go to the PALS website at <http://pals.virginia.edu> and log in to your account.
2. If you have not created a class list, a screen that has two boxes on it will automatically appear. The box on the left has a list of students who were in your school last year and who are not already assigned to a class list. The box on the right side is for your class list.
3. Click on the student you want to add to your list and click "**Add.**"
4. Continue for all the students in your class who were in your school last year.
5. Click "**Continue.**" This will bring you to your Teacher Menu page.
6. For students who are new to the school, you have two options. If you have

the student's State Testing Identifier (STI), you may select "**Instant Transfer.**" Enter the student's STI. The student's PALS score histories will instantly be transferred to your Teacher Menu page. If you do not know the student's STI, you may click the "**Add or Transfer a Student**" button.

7. After clicking on the "**Add or Transfer a Student**" button, enter the student's information (name, birth date, gender). It is optional to enter the student's former district, school, and teacher.
8. Click on "**Search for Student.**"
9. One of two things will happen:
  - (a) There will be **no match** for the student and it will say "No Match Found." This means we do not have a score history that matches the student information you provided. You will need to "Add This Student Manually." Click on the "**Add This Student Manually**" link and enter the student's STI number, ethnicity, and services received. Click "**Continue.**" The child will now appear on your class list.
  - (b) There will be a **possible match** for the request and you will see a message that says "Possible Match Found." The PALS office will verify the transfer and you will receive notification within 24 hours. The next time you log in to your PALS account, a screen will appear with the status of your transfer request. (Note: you can access this screen at any time by clicking on "**View the Status of Your Transfer Requests**" from your Teacher Menu page.)

The transfer request status will be listed as:

- approved (in which case the student's name will appear on your class list),
- pending (in which case the website will require a few more hours to process your request) or,
- denied (in which case you will select "**Add This Student Manually**").

Only classroom teachers will be able to view and select the blue "Add Student Manually" link.

***I cannot alter the student information because it appears grey or frozen.***

***What do I do?***

If there is a discrepancy between the unalterable student information and that which you have on record for the student, please contact your school and/or division EIMS database specialist and ask him/her to correct the student information. Once the student information is corrected in the EIMS database, it will eventually be uploaded to the PALS database. We appreciate your patience, as this may take some time. Student information is constantly being updated and verified between your school's EIMS database, the PALS database, and the VDOE database.

***I teach a class with multiple grade levels. How do I set up multiple grade levels through my PALS account?***

1. When you are creating your account you have the option of selecting more than one grade level.

2. Click on each grade level that you teach. Then continue to set up your account.
3. When you first log in to your PALS account, only the lowest grade level selected will be displayed.
4. You can access the other grade levels by clicking on the down arrow next to the heading "Your \_\_\_ grade class list." This will give you the option to select any grade level listed under your PALS account.
5. If you have already created your account with only one grade level, you can add another grade level by going to the "Account Information" link in the upper right hand corner of your Teacher Menu page. Here you can add any additional grade levels.

\*Important note: Please make sure that the proper grade level class is selected when adding students to your class lists.

### ***How do I remove a student from my Class List?***

1. Go to the PALS website (<http://pals.virginia.edu>) and log in to your PALS account.
2. Highlight the student's name that is no longer in your class.
3. Click on "**Remove Student**," which is located in a box in the middle of the page.
4. It will say "Are you sure you want to remove this student?" Click "**OK**." The student's name will be removed from your PALS Class List, but his/her information will not be deleted from the PALS database and can be accessed by his/her new teacher.

### ***My transfer request was denied but I know the student has taken PALS in the past. What do I do?***

1. Call the PALS office at 1-888-UVA-PALS.
2. Please have all the identifying information for the student so we can efficiently locate him/her in the PALS database.

### **Technical Difficulties**

#### ***I'm entering my scores online and after I finish the first page and click continue I get a "whoops" message. When I go back to fix it all my scores are deleted! How do I fix this?***

1. This occurs when the cookies are full on your computer. In other words, your computer automatically stores information and once it reaches its maximum capacity it cannot hold on to the data that you just entered.
2. You can clear out your cookies by going under "**Tools**" on your options bar and clicking "**Internet Options**."
3. Click on "**Delete Cookies**" and then click "**OK**."