

Fast ForWord® Programs on iPad **User Guide**

*For educators and providers using
MySciLEARN™*



Scientific
Learning®

August 2014

Copyright

© 1996 through 2014 Scientific Learning Corporation. All rights reserved. This document is supplied subject to the terms of the Scientific Learning Corporation license agreement. Information in this document is subject to change without notice. Names, data, and other information used in examples and exercises herein are fictitious.

Trademarks

Fast ForWord® and SciLEARN® are registered trademarks of Scientific Learning Corporation, registered in the U.S. and certain other countries.

MySciLEARN™, Reading Assistant™, and SciLEARNU™ are trademarks of Scientific Learning Corporation.

Third-party trademarks

Apple, the Apple logo, Macintosh, Mac, and iPad are trademarks of Apple Inc., registered in the U.S. and other countries. App Store is a service mark of Apple Inc.

Other brands and their products are trademarks of their respective holders. Trademark symbols are used only in the first occurrence of a trademarked name.

Scientific Learning Corporation

300 Frank H. Ogawa Plaza, Suite 600
Oakland, CA 94612-2040
888-665-9707
510-444-3580 (fax)
www.scientificlearning.com

Customer Support

888-358-0212 (US & Canada)
520-917-1200 (International)
<http://www.scilearn.com/contact>

Contents

Getting help	4
What's new	5
About Fast ForWord programs on iPad	6
iPad client requirements	9
Downloading Fast ForWord program apps for iPad	10
Tips for using Fast ForWord programs on iPad	11
Starting Fast ForWord training sessions on iPad	17
Exiting Fast ForWord training sessions on iPad	22
Troubleshooting Fast ForWord programs on iPad	25

Getting help

MySciLEARN provides several methods for getting help.

Use the Get Help link

Click the Get Help link at the top of any page in the program to access MySciLEARN Help, which provides access to user-specific topics and the PDF manuals and guides.

Download the PDF manuals

Scientific Learning provides user manuals, guides, and specifications in PDF format. Use the Get Help link within MySciLEARN to download them.

Visit SciLEARNU

This professional development hub within MySciLEARN provides access to all product training materials, including video tutorials, staff training courses, and teacher guides. You'll also gain access to special learning events and an online community. To visit SciLEARNU, click the SciLEARNU tab in MySciLEARN.

Search our knowledge base

The knowledge base provides up-to-date troubleshooting articles and tips on using the software, along with release notes. To search the knowledge base, go to <http://scilearn.force.com/Support>.

Contact Customer Support

If you need further assistance or still have questions or concerns, feel free to contact Scientific Learning Customer Support.

Customer Support

Web	www.scilearn.com/company/contact-us
-----	--

Email	support@scilearn.com
-------	--

Phone	1-888-358-0212 (US & Canada) 1-520-917-1200 (International)
-------	--

Hours	Monday - Friday 5 AM - 5 PM PT
-------	--------------------------------

What's new

This topic details the latest updates to the Fast ForWord program apps for iPad. For an historical record of updates check the app on the App StoreSM



- **06/12/14 – Language app 3.** Usability changes to the Language to Reading Paint Match Fluency Round, minor bug fixes.
- **05/01/14 – Language app 2.** Update required. Native iOS support for student login and exercises, 3G/4G cellular network support.
- **04/01/14 – Language app 1.** Includes Language v2 and Language to Reading v2 programs.



- **07/10/14 – Literacy app 1.** Includes Literacy and Literacy Advanced programs.



- **06/12/14 – Reading app 2.** Minor bug fixes.
- **05/01/14 – Reading app 1.** Includes Reading Level 1 program. Native iOS support for student login and exercises, 3G/4G cellular network support.



- **07/01/14 – Reading Progress Indicator app 1.** Includes RPI assessment program.

About Fast ForWord programs on iPad

Review this topic to learn the basics about the Fast ForWord program apps on iPad®. If you have any further questions, contact Scientific Learning Customer Support.

What are the Fast ForWord program apps?

The Fast ForWord program apps for iPad allow students to log in to MySciLEARN from an iPad mobile digital device and work on the Fast ForWord program. The apps leverage the latest mobile technologies to provide MySciLEARN users with the best possible Fast ForWord program experience on iPad. For example:

- **More engaging** – Touchscreen technology and bright, animated graphics captivate grammar school and high school students alike.
- **More accessible** – iPad portability allows students to use the Fast ForWord program wherever they want, whenever they want.
- **More versatile** – With a username and password, students can access their exercises from any supported device and switch between them (computer to iPad and vice versa).

Just download the apps from the App Store and you're ready to go.

How do the Fast ForWord program apps work?

Just like the MySciLEARN web browser clients on a desktop or laptop computer, the Fast ForWord program apps use the Internet to communicate with MySciLEARN. When the student opens a Fast ForWord program app on iPad, it connects to MySciLEARN and prompts the student to log in and use the Fast ForWord exercises as usual. When the session ends, the student's results are added to the MySciLEARN reports. See "[Starting Fast ForWord training sessions on iPad](#)" on page 17 to learn more about how students use the apps on iPad.

Are there any technical requirements?

Yes, there are a few minor requirements, including which iPad mobile digital devices are supported. See "[iPad client requirements](#)" on page 9 for details.

Are there any special license requirements or fees?

No new licenses or fees are required—any student with a Fast ForWord program license and an active online MySciLEARN account can use the Fast ForWord program apps. If you have any questions about licensing, check with your school administrator or contact Scientific Learning Customer Support.

Which Scientific Learning programs are available for iPad?

All of the Fast ForWord products will be available for iPad. Most of the products are available now, with the rest of the Fast ForWord products coming soon. For a list of currently available products see "[Downloading Fast ForWord program apps for iPad](#)" on page 10.

Reading Assistant is not available for iPad at this time.

Are the RPI assessments available for iPad?

Yes, Reading Progress Indicator (RPI) is available for iPad. See ["Downloading Fast ForWord program apps for iPad" on page 10](#) for more information. Please note that in order to use the RPI app, you'll need an active Results Now! package subscription for your MySciLEARN account.

Are the Fast ForWord demos available for iPad?

The Fast ForWord demos are not available for iPad at this time. To use the demos, use a desktop or laptop computer.

Are there any changes to the Fast ForWord program for iPad?

The Fast ForWord program for iPad is the same Fast ForWord program used on the browser, with a few minor enhancements for using on iPad. See ["Tips for using Fast ForWord programs on iPad" on page 11](#) for a detailed list of these changes.

Do I need to change any MySciLEARN settings to use the Fast ForWord program apps?

No, the Fast ForWord program apps do not require anything new or special on the administration side of MySciLEARN. As a staff member, you'll continue using MySciLEARN as usual—managing students and assigning products, monitoring student training sessions, and reviewing student results reports.

Can a learner use more than one type of device to work on the Fast ForWord program?

Yes, students can switch between supported devices as they like. The Fast ForWord program apps function as a typical MySciLEARN client, so a student can switch between a computer and iPad at any time without any issues.

Can a learner use the web browser on iPad to work on a Fast ForWord program?

No. Students need to use a Fast ForWord program app to use the Fast ForWord program on iPad.

Do the Fast ForWord program apps work with MySciLEARN content servers?

The Fast ForWord program apps do not need a MySciLEARN content server. When installed, each Fast ForWord program app also installs all of the content required to use that app. Any content servers already set up at the school or district will not be used or affected by the Fast ForWord program apps.

How secure are the Fast ForWord program apps?

The Fast ForWord program apps employ the same security as MySciLEARN, which requires that all staff members and students use a unique login and password to access the program. In addition, all of the data for MySciLEARN is hosted by Scientific Learning and all student communication between the client and MySciLEARN is encrypted using SSL. If you have any additional questions about security, contact Scientific Learning Customer Support.

Is there anything else I need to know?

Before your students start using the apps, review ["Tips for using Fast ForWord programs on iPad" on page 11](#), which includes a few important changes to the Fast ForWord programs for iPad.

How do I get started?

To start using the Fast ForWord program apps on your iPad mobile digital device, review the following topics:

- ["iPad client requirements" on page 9](#)
- ["Downloading Fast ForWord program apps for iPad" on page 10](#)
- ["Tips for using Fast ForWord programs on iPad" on page 11](#)
- ["Starting Fast ForWord training sessions on iPad" on page 17](#)
- ["Exiting Fast ForWord training sessions on iPad" on page 22](#)

iPad client requirements

These requirements apply to student use of the Fast ForWord program apps for iPad.

Mobile digital device	iPad 2 or later (includes iPad Air™)
OS	iOS 6 or later
Network	Wi-Fi network connection or 3G/4G cellular connection with Internet access* (see Internet bandwidth requirements to learn more)
Storage	<ul style="list-style-type: none"> • 150 MB – Fast ForWord Language app • 235 MB – Fast ForWord Literacy app • 60 MB – Fast ForWord Reading app • 70 MB – Reading Progress Indicator app <p>Note that the size of an app may vary based on version. Check the app size on the App StoreSM for storage requirements.</p>
Audio	<p>One high-quality stereo headphone set with padded cups to cover the ears</p> <p>One stereo headphone Y-adaptor that allow coaches to listen without interrupting (if needed)</p>

* For each active learner session, the program transmits approximately 10 KB of data per minute. Note that the Fast ForWord program exercises vary in the amount of data transmitted and received based on multiple factors, such as the exercise itself, the program protocol (schedule), and the current status in the exercise. In addition, bandwidth requirements vary during an individual learner session, with larger data transfers occurring during the first few minutes of an exercise session.

Downloading Fast ForWord program apps for iPad

The App StoreSM lets you download Fast ForWord program apps directly to your iPad. The apps are free, but each student will need a Fast ForWord program license and an active online MySciLEARN account to use them (the RPI app also requires an active Results Now! package subscription). Contact your school's system administrator if you need help with this task.

Tip: Install all of the Fast ForWord apps your students plan to use, including Reading Progress Indicator. Your students can open any of the apps to log in to MySciLEARN and access all of their assignments. See "[Starting Fast ForWord training sessions on iPad](#)" on page 17 for steps.

Fast ForWord Language app
Language v2, Language to Reading v2



Fast ForWord Literacy app
Literacy, Literacy Advanced



Fast ForWord Reading app
Reading Level 1 (more coming soon!)



Reading Progress Indicator app
New!



An easy way to find the Fast ForWord program apps is to search for "Fast ForWord" or "Scientific Learning" on the App Store. Once you've installed an app, the App Store will notify you when updates are available. You'll also be notified when you open that app. Always update the app as soon as possible:

- **Update Available** – The student can continue using the program without updating, but you should update the app as soon as possible. You'll be reminded again until you update the app.
- **Update Required** – The student cannot use the program until you update the app.

Tips for using Fast ForWord programs on iPad

This topic lists the few enhancements and changes to the Fast ForWord program for use on iPad, along with a few helpful tips.


Fast ForWord program apps display in landscape orientation

The Fast ForWord program always displays in landscape (horizontal) orientation, even when you rotate iPad or lock the rotation. This is the best view for using the Fast ForWord program.

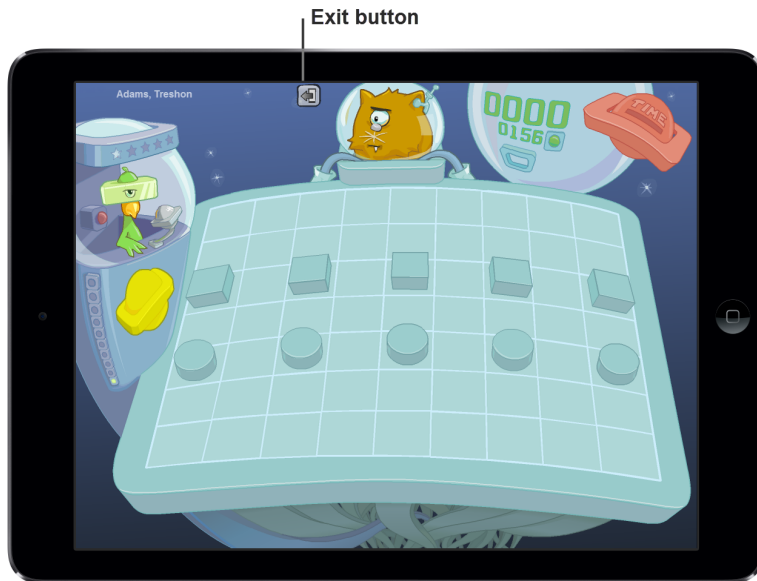
No keyboard or mouse in the Fast ForWord program apps

After a student logs in to a Fast ForWord app, the program fully implements iPad touchscreen technology and no longer provides access to the iPad keyboard. This means that the keyboard shortcuts within the exercises are not available on iPad. And because iPad does not require a mouse, if an exercise instructs the student to "click" an object or graphic, the student should "tap" it instead. In addition, to adapt the exercises to the touchscreen, some of the current functionality within an exercise may have changed slightly on iPad. Details appear in the rest of this topic.


Exit button added to all Fast ForWord exercises

Because the Fast ForWord program apps for iPad do not include access to the keyboard, the keyboard shortcut to exit an exercise is not available on iPad. Instead, an Exit button has been added to the top of each Fast ForWord exercise. 

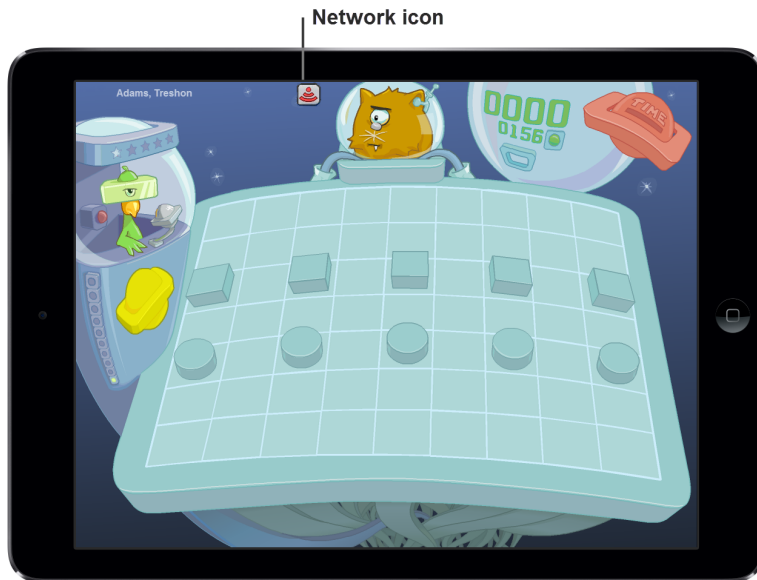
When the Exit button is active, tapping it opens the Status screen, which allows the student to exit an exercise. For detailed steps and usage recommendations, see ["Exiting Fast ForWord training sessions on iPad" on page 22](#).



Internet connection status icon added to all Fast ForWord exercises

If the Fast ForWord program loses access to MySciLEARN during an exercise session, the exercise Exit button becomes a red network icon. 

Tapping the network icon opens the Status screen and shows an error message with instructions. Follow the instructions to resolve the issue. For more information on resolving issues see ["Troubleshooting Fast ForWord programs on iPad" on page 25.](#)



Changes to Language app exercises

Because the Fast ForWord program apps for iPad do not include access to the iPad keyboard or to a mouse, the following Language app exercises have been slightly changed for iPad. The web browser functionality on a computer has not changed.

Language to Reading: Paint Match Fluency Round

As the student progresses in the Paint Match exercise, the exercise presents the Fluency Round. On a web browser, the student uses the mouse or keyboard to move the fox across the screen to paint target words. On iPad, the student should follow the instructions within the exercise (provided below).

1. Tap the yellow planet on the back of the fox's space suit to hear a target word pronounced.

Words appear on the picture frames in the top row, one at a time, from left to right.

2. When the target word appears on a picture frame, tap that picture frame.



Changes to Literacy app exercises

Because the Fast ForWord program apps for iPad do not include access to the iPad keyboard or to a mouse, the following Literacy app exercises have been slightly changed for iPad. The web browser functionality on a computer has not changed.

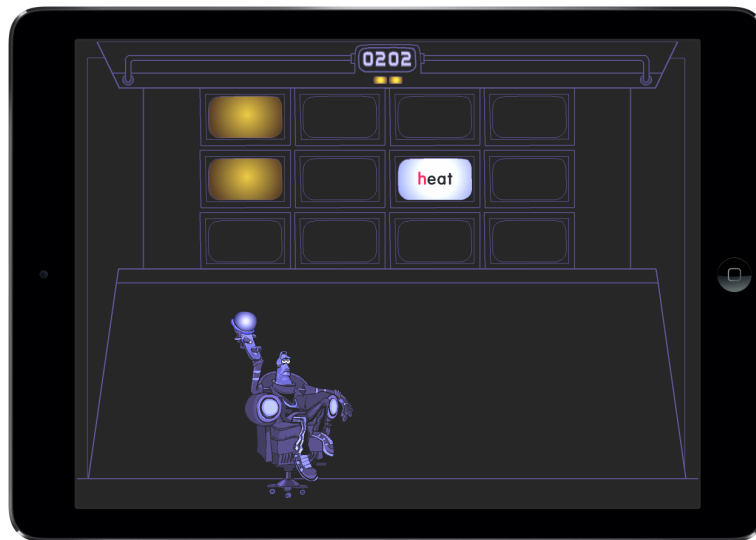
Literacy Advanced: Laser Match Fluency Round

As the student progresses in the Laser Match exercise, the exercise presents the Fluency Round. On a web browser, the student uses the mouse or keyboard to move the alien across the screen to zap target words. On iPad, the student should follow the instructions within the exercise (provided as follows).

1. Tap the yellow planet on the back of the alien's chair to hear a target word pronounced.

Words appear on the monitors in the top row, one at a time, from left to right.

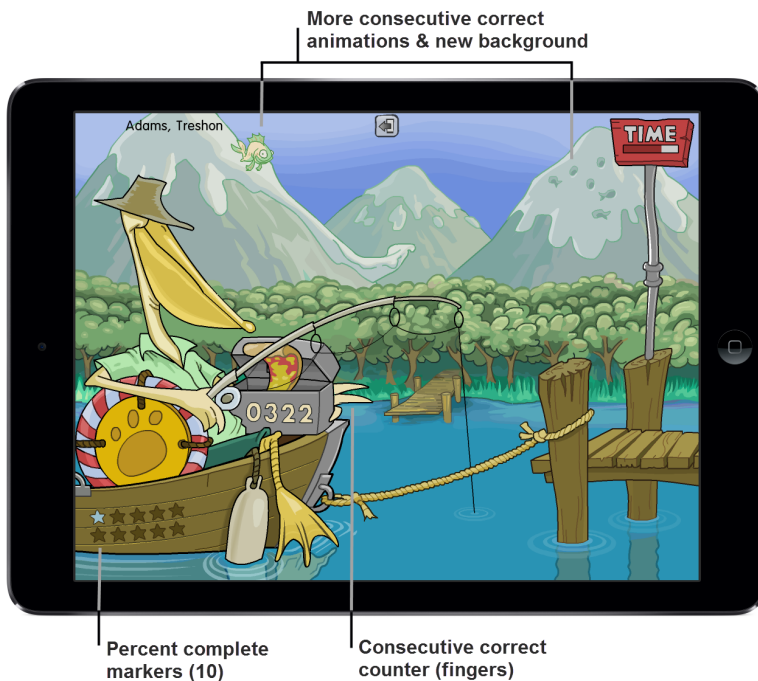
2. When the target word appears on a monitor, tap that monitor.



Changes to Reading app exercises

The Reading app for iPad includes motivational updates to the Fast ForWord Reading exercises that are not yet available for the web browser on a computer (but are coming soon!). Students may notice the following enhancements when using the Reading exercises on iPad.

- Fun reward animations and more engaging background scenes that emphasize and reward student progression within an exercise session.
- Session consecutive correct counters that indicate the number of consecutive correct responses within an exercise session. As the student continues answering trials correctly, reward animations increase.
- More percent complete markers within each exercise that indicate the percentage of completed content in the exercise (10 markers, with each marker representing 10% of the exercise).
- More stars on the Success Viewer screen for each exercise, which correspond to the percent complete markers within the exercises (10 stars for each exercise).



Note: For now, because the Reading exercises for iPad include more exercise percent complete markers and more Success Viewer stars, students who frequently move between iPad and a computer may notice a difference in these numbers as they switch between devices. This will not impact the usability or efficacy of the Fast ForWord program.

Starting Fast ForWord training sessions on iPad

Instruct your students to follow these steps to use the Fast ForWord program apps on iPad each day. Be sure to review "[Tips for using Fast ForWord programs on iPad](#)" on page 11 before you start. For a detailed description of how the Fast ForWord programs work, see the Fast ForWord program user guide.

Each day, before starting, have the student check the following:

- The Fast ForWord headphones are plugged in
- The volume on iPad is adjusted to a comfortable level

Tip: Some students may require guidance through this task, especially if the student is young, or if this is the first time the student is using the program.

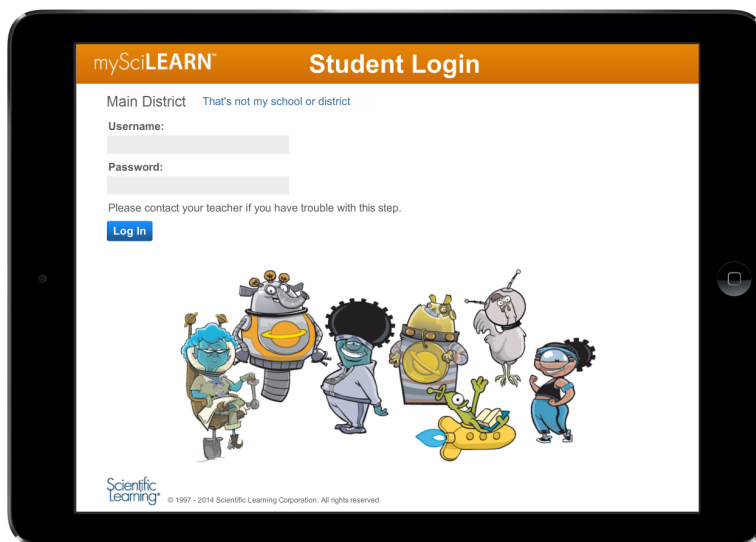
To use a Fast ForWord program app as a student

1. On the iPad Home screen, open a Fast ForWord program app to connect to MySciLEARN and view the Student Login screen.

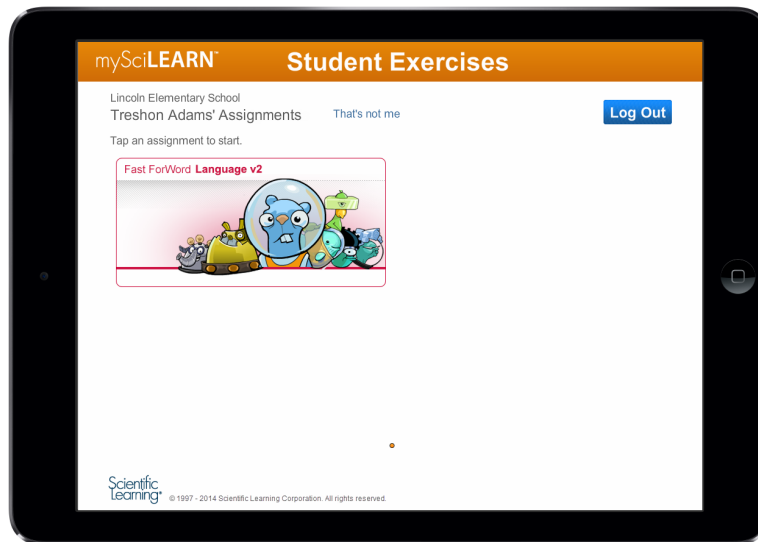
Tip: The student can open any Fast ForWord program app—including the Reading Progress Indicator app—to log in to MySciLEARN and view their assignments. However, to actually work on an assigned product, that app must be installed on iPad. For example, a student can open the Fast ForWord Literacy app, log in, and take an RPI assessment, as long as the Reading Progress Indicator app is also installed on his or her iPad. See "[Downloading Fast ForWord program apps for iPad](#)" on page 10 for information.

2. On the Student Login screen, enter your username and password to log in to MySciLEARN and access all of your assignments.

The Student Login screen may prompt the student to choose a school or district first. If so, the student should enter the first few letters of the name of the school or district, then choose that school or district from the list and confirm your choice.



3. Put on your headphones and tap a Fast ForWord assignment to open that program.
 - If another name appears on the Student Exercises page, the student should tap That's Not Me to log out and return to the Student Login page, then log in with his or her username and password.
 - If the RPI graphic appears on the screen instead of a Fast ForWord graphic, the student will need to complete the RPI assessment first. Students can use their iPad to take the assessment, as long as the Reading Progress Indicator app is installed on their iPad. See ["Downloading Fast ForWord program apps for iPad" on page 10](#) for installation details.



4. On the Exercise Selection screen, tap one of the available exercise graphics to open that exercise.



5. Work on the exercise until the time requirement is met and the exercise ends.

If the student needs to exit the exercise early, the student should tap the Exit icon at the top of the exercise instead of using the Home button or multitasking gestures to close the app. See ["Exiting Fast ForWord training sessions on iPad" on page 22](#) for more information.



6. Choose another exercise and continue working until all available exercises are completed and the Success Viewer appears.

The Success Viewer provides a summary of the student's success on that Fast ForWord product, along with any points earned:

	Points	Last Day	Total
Sky Gym	74	101	
Moon Ranch	-	0	
Hoop Nut	-	0	
Whalien Match	166	228	
Robo-Dog	-	0	
Space Commander	126	284	
Ele-Bot	-	0	
Participation Bonus	100	200	
Last Day's Total	466	Grand Total	813

7. Tap Exit on the Success Viewer to return to the Student Exercises screen.

At this point, the day's session is complete. If the student wants to start a new session and keep working on the exercises, that's OK—this will not affect the next day's protocol.

8. Tap Log Out on the Student Exercises screen to log out of the program and allow another student to use the Fast ForWord program app.

Exiting Fast ForWord training sessions on iPad

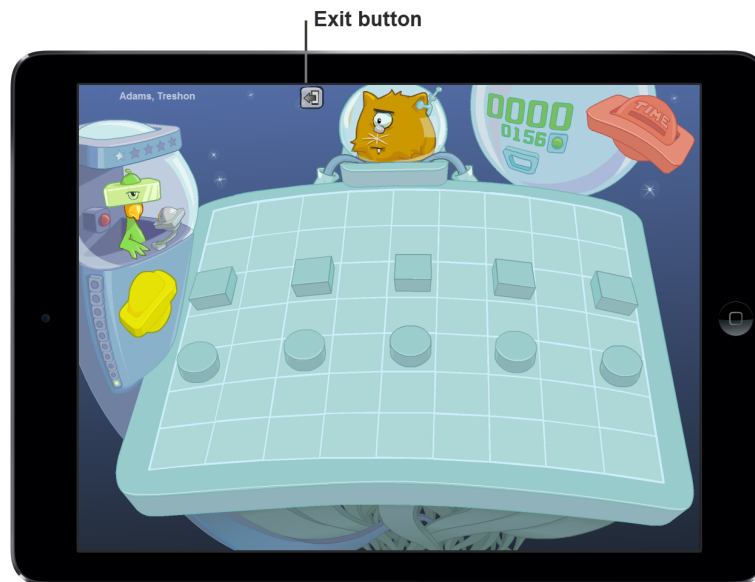
Occasionally, a student may need to exit an exercise or a session before the protocol completes; for example, to take a break. In this case, the student can use the Status screen to exit the exercise, and then exit the session as needed. The student should start another session that day and continue working on all available exercises until they are completed and the protocol for the day is met.

More about exiting the program apps

- Students should not exit an exercise using the Home button or multitasking gestures. Instead, instruct students to use the Exit buttons within the app as described in this topic.
- The Reading Progress Indicator app is not affected by this change; it provides an Exit button at the bottom of the app.

To exit a Fast ForWord program app from an exercise

1. While in an exercise, tap the Exit button at the top of the screen to open the Status screen.



2. Tap Exit on the Status screen to close the exercise.

The Status screen also lets the student view the time remaining in the exercise, or return to the exercise. The exercise clock does not pause while the Status screen is displayed, so the student should not take a break on the Status screen.



3. Tap Exit on the Exercise Selection screen.

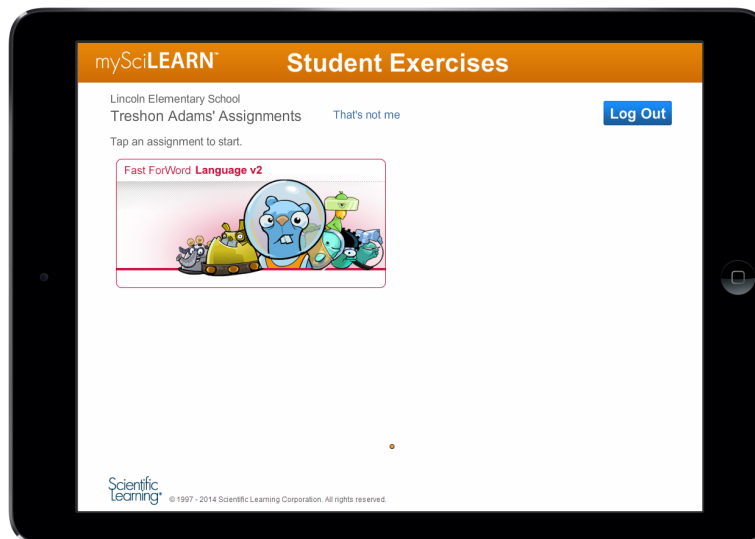


4. Tap Exit on the Success Viewer.



Points	Last Day	Total
Sky Gym	74	101
Moon Ranch	-	0
Hoop Nut	-	0
Whalien Match	166	228
Robo-Dog	-	0
Space Commander	126	284
Ele-Bot	-	0
Participation Bonus	100	200
Last Day's Total	466	Grand Total 813

5. Tap Log Out on the Student Exercises screen to log out of the program.



Troubleshooting Fast ForWord programs on iPad

If a student encounters any issues using a Fast ForWord program app, use these troubleshooting tips. You can also check "[Tips for using Fast ForWord programs on iPad](#)" on page 11 for more help. If you have any questions or you need additional help, contact Scientific Learning Customer Support for assistance.

- [Quick steps to fix most errors on iPad](#)
- [Closing Fast ForWord apps using iPad multitasking](#)
- [Correcting MySciLEARN connection errors on iPad](#)
- [Troubleshooting other known issues on iPad](#)

Quick steps to fix most errors on iPad

If a student runs into problems while using the Fast ForWord apps on iPad—for example, an app stops responding or does not work properly—try these tips, in this order. If you're running multiple Fast ForWord program apps, close them all before using any of them again.

1. Check the Internet connection on the student's iPad. If the connection is lost, restore it. See "[Correcting MySciLEARN connection errors on iPad](#)" on page 27.
2. Manually exit the Fast ForWord app, if possible, then open it again. See "[Exiting Fast ForWord training sessions on iPad](#)" on page 22.
3. If you can't manually exit the Fast ForWord app, press the Home button on iPad, then open the Fast ForWord app again.
4. Close the Fast ForWord app from the multitasking screen, then open it again. See "[Closing Fast ForWord apps using iPad multitasking](#)" on page 26.
5. Restart iPad (press and hold the Sleep/Wake button on iPad until the red slider appears, drag the slider to turn iPad completely off, then turn iPad on again).
6. If you are using an earlier version of iPad software, try updating to the latest version. Apple is continually improving iPad software and updating to the latest supported iOS may resolve the issue.

Tip: If these steps do not resolve the issue, review the rest of the information in this chapter. You can also visit Apple at <http://www.apple.com/support/ipad> for more tips. If you require further assistance, contact Scientific Learning Customer Support.

Closing Fast ForWord apps using iPad multitasking

In general, mobile digital devices such as iPad provide application management differently than computers do. For example, most computers provide a large desktop area for you to view and manage multiple software applications at the same time—such as a web browser, word processor, media player, and more. iPad, on the other hand, provides *multitasking* as a way to view and manage all of your active software apps from one location. Multitasking allows you to switch quickly among recently used apps by suspending those apps in the background instead of closing them:



iPad multitasking (iOS 7)

If a student runs into issues while using the Fast ForWord apps—for example, an app stops responding or does not work properly—you can try closing the app from the multitasking screen and then opening the app again. If you're running multiple Fast ForWord program apps, close them all before using any of them again.

Tip: Visit Apple at <http://www.apple.com/support/ipad> to learn more about multitasking.

To close Fast ForWord program apps from the multitasking screen

From the Home screen, double-click the Home button to open the multitasking screen, then continue based on your iOS version:

- **iOS 7:** Swipe left or right as needed to locate the Fast ForWord program apps, then drag each Fast ForWord program app up from the multitasking screen to close it.
- **iOS 6:** Touch and hold a Fast ForWord program app until the icons in the multitasking bar begin to jiggle, then tap the minus sign on each Fast ForWord program app to close it.

Correcting MySciLEARN connection errors on iPad

The Fast ForWord program apps use the Internet to communicate with MySciLEARN during training sessions. If iPad cannot access the Internet, the apps will not work properly and you may see one of the following error messages.

Unable to access MySciLEARN. Please check your Internet connection and try again. When a Fast ForWord app is opened, it shows this message if it cannot access the MySciLEARN server. Tap OK to close the message, then press the Home button and check your iPad Internet connection.

MySciLEARN connection lost. Reconnect to the Internet or this session will be lost. If a Fast ForWord program app loses access to the MySciLEARN server during an exercise session, the exercise Exit button becomes a red network icon (for more information see ["Tips for using Fast ForWord programs on iPad" on page 11](#)). When this icon appears, tap it to open the Status screen, review the message, and correct the issue as needed:

- Exit the training session on iPad and check the Internet connection. Tap Exit and then follow the steps on ["Exiting Fast ForWord training sessions on iPad" on page 22](#) to exit the session, then press the Home button and reconnect iPad to the Internet.
- If the Internet connection will be restored within a minute or two, you can tap Return on the Status screen to let the student keep working. However, if the connection is not restored soon, the app will automatically cancel the session.

Unable to continue this session because the connection to MySciLEARN was lost. Please check your Internet connection and try again. This message appears when the MySciLEARN server connection has been lost for more than a few minutes during an exercise session. Tap Exit to cancel the exercise session. Some of the student's recent data may be lost.

Tip: If you continue to experience issues after restoring your Internet connection, see ["Troubleshooting other known issues on iPad" on page 28](#) or try following the tips in ["Quick steps to fix most errors on iPad" on page 25](#).

Troubleshooting other known issues on iPad

While using the Fast ForWord program apps, you may run into a few minor issues. Use the following tips to resolve the issues and continue using the program.

Sometimes when I tap on iPad screen, it does not seem to register. This issue occasionally occurs on iPad in general, when using an earlier version of iPad software. Apple has improved iPad software and updating to the latest supported iOS should resolve the issue.

"Loading, please wait" message remains on the screen for more than a few minutes. To resolve the issue, press the Home button and then open the app again.

After restoring the Internet connection, I see the message "Unable to access MySciLEARN. Please check your Internet connection and try again." Tap OK to close the message. If the Internet connection has been restored, you should be able to continue using the program.

Tip: If you continue to experience issues, try following the tips in ["Quick steps to fix most errors on iPad"](#) on page 25.