

Features and Content

- 1 What is MyEDGE?**

MyEDGE is a digital teaching and learning tool for English, Mathematics, and Science. It has contents that promote engagement and mastery through interactive lessons, assessment activities, and numerous practice exercises.
- 2 What are the grade levels covered by MyEDGE?**

MyEDGE has pre-created content for grades 3 to 10.
- 3 What are the subjects covered by MyEDGE?**

MyEDGE offers courses for Math, Science, and English. Other subjects are still in the development phase.
- 4 Is the MyEDGE content in line with the K-12 Curriculum of the Philippines?**

Yes, MyEDGE contents are aligned with the K-12 curriculum.
- 5 How does MyEDGE differ from open educational resources (OERs)?**

First, OERs do not have learning management systems, MyEDGE does. Second, most, if not all, OERs do not subscribe to the K-12 curriculum of the Philippines while MyEDGE's content does.

Logging In

- 6 Where do I log in?**

Go to myedgelearning.com. MyEDGE Learning is the site where you can access the MyEDGE subjects.
- 7 What do I need to log in?**

You need a username (an email address) and a password in order to log in to MyEDGE Learning. You also need a computer and/or a tablet device connected to a reliable Internet connection in order to log in online to MyEDGE Learning.
- 8 What should I do if my account logs out itself?**

For security reasons, MyEDGE Learning automatically logs you out after an idle period. Please re-login to access MyEDGE.

- 9 I'm having problems signing in, what can I do?**

There could be many reasons but the most probable is that you are trying the wrong username/password. You may also have disabled the cookies of your browser. In case you have forgotten your password or username, send us an email at myedge@edupowerpublishing.com or text 0920 9498258. Customer support is available Mondays to Fridays, 8 am to 6 pm.
- 10 I forgot and/or lost access to the email address/password for my account.**

In case you have forgotten your password or username, send us an email at myedge@edupowerpublishing.com or text 0920 9498258. Customer support is available Mondays to Fridays, 8 am to 6 pm. Concerns and messages received during off hours will be addressed the following business day.
- 11 How do I change my login information?**

After logging in, click on the Student dropdown button on the upper-right corner of the page and select Profile. Click on the Edit Button to change your login information. After making the desired changes, click Submit. You can test if the changes have been implemented by logging out of MyEDGE Learning and logging back in.
- 12 How do I change my password?**

After logging in, click on the Student dropdown button on the upper-right corner of the page and select Profile. Click on the Change Password button to change your password. After making the desired changes, click Submit. You can test if the changes have been implemented by logging out of MyEDGE Learning and logging back in.

Usage

- 13 MyEDGE Learning won't load. What can I do?**

This may be due to poor Internet connection. Try to refresh the page by clicking F5 on your keyboard. If the page still won't load, send us an email at myedge@edupowerpublishing.com or text 0920 9498258. Customer support is available Mondays to Fridays, 8 am to 6 pm. Concerns and messages received during off hours will be addressed the following business day.

14 My computer freezes up.

Freezing occurs when other applications may be conflicting with MyEDGE. These applications may be using too much of your computer's system resources and not leaving enough memory or processor time for MyEDGE to run properly. Antivirus applications and other programs that run in the background can cause this problem. You can close these applications if you are not using them.

15 How do I access my assessments?

Go to Home > Assessments > View All. From the Select Subject dropdown button, choose your subject then click Search. Select your assessment from the list.

16 Is there a time limit for answering the assessment?

No there is no built-in time limit for answering the assessments in MyEDGE. Your teacher, however, may set a time limit for answering the assessments.

17 Do I get the opportunity to practice for a test?

No, the assessments in MyEDGE may only be taken once. Once an assessment is opened, even if the questions are left unanswered, that assessment is already marked as taken.

18 I'm done taking Set 1 of the assessment and I have to go to Set 2, but I clicked the Next button. This led me to my scoresheet, but I'm not yet done taking the test. What should I do?

Inform your teacher about what happened so that she can reassign the assessment to you. You may also contact Customer Support through email (myedge@edupowerpublishing.com) or text 0920 9498258. Customer support is available Mondays to Fridays, 8 am to 6 pm. Concerns and messages received during off hours will be addressed the following business day.

19 What should I do if I lose Internet connection while taking my assessment?

Inform your teacher about what happened so that he/she can reassign the assessment to you. You may also contact Customer Support through email (myedge@edupowerpublishing.com) or text 0920 9498258. Customer support is available Mondays to Fridays, 8 am to 6 pm. Concerns and messages received during off hours will be addressed the following business day.

20 My assessment is missing. What should I do?

Inform your teacher about this so that she can reassign the assessment to you. You may also contact Customer Support through email (myedge@edupowerpublishing.com) or text 0920 9498258. Customer support is available Mondays to Fridays, 8 am to 6 pm.

21 How do I check my scores in the assessments?

From the Home Page, click My Records > Reports > View Detailed Report.

22 Will my test scores be kept confidential?

Only you and your teacher can see your scores in the assessments.

23 My answer is not in the choices, but I'm very sure that my answer is correct. What should I do?

Inform your teacher about this so she can verify the correct answer. You may also contact Customer Support through email (myedge@edupowerpublishing.com) or text 0920 9498258 so that we can verify the correct answer. Customer support is available Mondays to Fridays, 8 am to 6 pm.

24 The system provided wrong answers to the test items.

Inform your teacher about this so she can verify the correct answers. You may also contact Customer Support through email (myedge@edupowerpublishing.com) or text 0920 9498258 so that we can verify and change the correct answers. Customer support is available Mondays to Fridays, 8 am to 6 pm.

System Requirements

25 What should my computer's screen resolution be to access MyEDGE Learning and MyEDGE?

MyEDGE Learning and MyEDGE are best viewed using a screen resolution of 1600 x 600 or higher.

26 Which browser is best when viewing MyEDGE lessons and answering the assessments?

Google Chrome is the most compatible browser to run MyEDGE Learning and MyEDGE.

27 Can I access MyEDGE on a tablet?

Yes, you may access MyEDGE using any tablet device.

28 Can I access MyEDGE using my phone?

Yes, you may use your phone to access MyEDGE through its mobile app MyEDGE Learning. The mobile app, however, is still in its Beta version. Because the app is still being tested, you may encounter some issues that need to be fixed.

Follow these steps to download the MyEDGE Learning app:

1. Connect your device to a reliable internet connection.
2. Go to the iOS App Store or the Android Play Store; search for “MyEDGE Learning.” Click Get and then Install.
3. Download and install the MyEDGE Learning app.
4. Log into your account.

29 What are the system requirements to run MyEDGE Learning and MyEDGE?

To run MyEDGE Learning, below are the recommended devices and software:

For Mobile Devices (Android and iOS)

1. Internet Bandwidth: 200 MB per user
2. Internet Speed: at least 2 MBPS
3. CPU: At least Dual Core 1.0 GHz with 512 MB RAM
4. Operating System: iOS 8 or higher, Android 4.0 or higher
5. Preferred devices: Samsung Galaxy Tab 10 for Android, iPad 2 Mini For iOS

For Web (PCs and Laptops)

1. Internet Bandwidth: 200 MB per user
2. Internet Speed: at least 2 MBPS
3. Any computer that can run a reliable web browser (Chrome or Firefox)

Customer Support Services

30 I need to have MyEDGE Offline reinstalled in my computer. What should I do?

EduPower/Abiva will reinstall MyEDGE in your laptop computer in the following cases:

- When the MyEDGE program gets accidentally deleted due to device reformatting or other activities in the device.
- When you acquire a new device to replace a lost device.
- When the MyEDGE files are corrupted rendering them unreadable and not accessible in your device.

31 What types of technical assistance does EduPower/Abiva provide?

Assistance will include the following:

- Instructions on how to efficiently access MyEDGE will be given to the users
- Text and call from Abiva’s Customer Support to give the users step-by-step instructions on how to access MyEDGE in case of a technical issue. The users themselves will do the steps to access MyEDGE in their devices with guidance from Abiva’s Customer Support.
- Actual re-installation of MyEDGE in the school’s computers if users have persistent issues related to MyEDGE that could not be solved via email and phone support.

32 How do I request for MyEDGE eLearning tech support?

You may request for tech support through the following:

- Email Edupower Publishing Corp. at myedge@edupowerpublishing.com
- Call or text 09209498258 and report the appropriate details.
- Call (02) 7103884 and report the appropriate details.

33 What do I need to report when requesting for tech support?

In order for EduPower/Abiva to respond appropriately and effectively to your concerns related to MyEDGE, you must submit or report the following information:

- A. User’s full name
- B. Grade level and section
- C. Email address
- D. Mobile number
- E. Username and password
- F. MyEDGE subject and grade level
- G. Device type (brand and specs)
- H. When is the best time to contact you (date and time)
- I. Internet bandwidth (if known)
- J. Why are you requesting for tech support?
 - I can’t access my MyEDGE account.
 - My device got lost so I got a new device.
 - My device got broken so I had it fixed/replaced it with a new device.
 - My MyEDGE subject cannot be read/opened in my device.
 - Others (Please specify and be as detailed as possible)