

Features and Content

1 What is MyEDGE?

MyEDGE is a digital teaching and learning tool that enables online and offline access to interactive K-12 contents in English, Mathematics, and Science. Its contents promote engagement and mastery through interactive lessons, assessment activities, and numerous practice exercises.

The MyEDGE App includes tools such as an e-Reader and a Learning Management System (LMS). It delivers e-textbooks or e-books and interactive digital teaching, learning, and assessment contents for K-12 levels.

2 What is MyEDGE LMS?

The MyEDGE Learning Management System (LMS) is an app designed to empower teachers and engage learners. It has tools and resources needed to deliver online courses and classroom instruction, assess and track student performance, and customize learning, such as content management, instant scoring and feedback, grade book, performance and grade reports, and question bank.

3 What are the grade levels covered by MyEDGE?

MyEDGE has pre-created content for grades 3 to 10. The content for grades 1 to 2 are under development.

4 What are the subjects covered by MyEDGE?

MyEDGE offers courses for English, Mathematics, and Science. Other subjects are still in the development phase.

5 What are the important features of the contents of MyEDGE?

MyEDGE contents:

- ▶ have a comprehensive coverage of each learning area and competency listed in the K-12 Curriculum;
- ▶ have a wealth of assessment activities of varying levels of difficulty;
- ▶ are interactive;
- ▶ provides instant feedback; and
- ▶ are aligned with the Philippine K-12 Curriculum.

You may view sample lessons and assessments in MyEDGE in <http://myedgelearning.com/home> > Sample Contents.

6 Are the contents of MyEDGE in line with the K-12 Philippine Curriculum?

Yes, the contents of MyEDGE are aligned with the topics and learning competencies in the K-12 curriculum per subject and grade level. The topics in MyEDGE are arranged according to the schedule prescribed in the curriculum, and teachers also have the flexibility to adjust the pacing of the lessons according to the needs of the students.

7 How does MyEDGE differ from open educational resources (OERs)?

Unlike MyEDGE, OERs do not have learning management systems (LMS). Most, if not all, OERs are not aligned with the K-12 Curriculum while the contents of MyEDGE are.

8 Do MyEdge subjects have an offline version?

Yes, MyEDGE has an offline version that can be installed in your PC or laptop.

9 Is the offline version of MyEDGE contents the same as that of the online version?

The offline and online versions contain the same lessons but the online version has more assessments. Moreover, the offline version does not have an LMS.

10 Do MyEDGE contents have an audio component?

No, audio and other multimedia components of MyEDGE are still under development.

11 Is MyEDGE LMS bundled with Abiva printed textbooks and/or e-books?

Yes, by purchasing Abiva printed textbooks, you get free access to the corresponding e-books as well as MyEDGE LMS that contains the ebook reader you will use to read the e-books.

12 Is MyEDGE LMS bundled with MyEDGE contents or subjects?

Yes, by purchasing MyEDGE subjects you get free access to all of the tools and features of MyEDGE LMS.

13 Are MyEDGE subjects bundled with Abiva e-books?

MyEDGE contents or subjects are sold as a standalone product or bundled with Abiva e-books. Thus, it depends on your school's decision on whether to purchase MyEDGE contents as a standalone product or bundled with e-books. Please contact the assigned Abiva Sales and Service Consultant to your school for the different bundling options for MyEDGE contents.

14 Are MyEDGE subjects bundled with Abiva printed textbooks?

No, Abiva printed textbooks are not bundled with MyEDGE contents. Only Abiva e-books are bundled with MyEDGE contents. Please contact the assigned Abiva Sales and Service Consultant to your school for the different bundling options for MyEDGE contents.

Logging In

15 Where do I log in?

Go to myedgelearning.com. MyEDGE Learning is the site where you can access the MyEDGE subjects.

16 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.

17 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.

18 I'm having problems signing in. What should 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.

19 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.

20 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.

21 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.

22 Can I log in to MyEDGE using different computers or devices?

Yes, you may log in to your account using your email and password through different computers or devices.

23 Can I access all of MyEDGE subjects using only one account even if I have different teachers in the different subjects?

Yes, you may access all of your MyEdge subjects using only one account.

24 Can I access or use MyEDGE even if I'm out of the country?

Yes, you may access MyEDGE anywhere outside of the country using your account.

Usage

25 MyEDGE Learning won't load. What should 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.

26 My computer or device freezes or crashes while using MyEDGE. What should I do?

Freezing occurs when other applications may be conflicting with MyEDGE. These applications may be using too much of your computer's or device'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.

27 After finishing a lesson, can I go back to it?

Yes, you may always return to a lesson once you have finished it.

28 What if there are multiple teachers in one MyEDGE subject?

The multiple teachers teaching the same subject to the same class or section should use only one teacher account.

29 Is there a Teacher's or a Parent's Guide for MyEDGE?

The Teacher's or Parent's Guide for MyEDGE is still under development.

30 Does MyEDGE have an integrated platform that can facilitate virtual class in real time?

MyEDGE does not have an integrated platform that can facilitate virtual class in real time.

31 Does MyEDGE LMS have an Admin interface for each school?

No, MyEDGE LMS only has separate dashboards for teachers and students.

32 What is the difference between the teacher and the student dashboard?

The teacher's dashboard contains more features and tools compared to the student's dashboard, such as class list, class roster, grade book, record of grades of all students, question bank, and students' progress reports. These features and tools are not available in the student dashboard.

33 Can the contents of MyEDGE be embedded in other systems?

The contents of MyEDGE are optimized for the use of MyEDGE LMS. However, the contents of MyEDGE can be repackaged such that they would be compatible with other learning management systems or LMS.

34 Can the MyEDGE dashboard or interface be customized for every school?

No, customization of the dashboard or interface of MyEDGE for each school cannot be done for now.

35 Can parents or teachers see the progress of the students in the lessons?

Yes, teachers or parents acting as teachers can track the progress of their students in the lessons through the Progress Report tool of MyEDGE. Even students can track their own progress through the Progress Report.

e-books or e-textbooks

36 What is the difference between Abiva e-textbooks or e-books and MyEDGE subjects?

Abiva e-textbooks or e-books (which are in ePub 3 format) and MyEDGE subjects (which are in HTML) are both digital versions of Abiva textbooks. Both e-books and MyEDGE subjects can be accessed using MyEDGE LMS. Abiva e-books are the exact digital copy of the corresponding textbook, while MyEDGE subjects are not. The assessments in MyEDGE are interactive. Unlike e-books, MyEDGE provides instant feedback: you receive your scores immediately at the end of each assessment.

37 Do I need the MyEDGE App to read my e-books?

Yes, you will need the MyEDGE App to download and read your e-books or e-textbooks.

38 What if our school has its own e-book reader that we want to use to access Abiva e-books?

Even if your school has its own e-book reader, we recommend that you use the MyEDGE app to access Abiva e-books for two reasons. One, Abiva e-books are optimized for the MyEDGE e-book reader. This means that the e-books are best viewed using the MyEDGE app. Two, the security of Abiva e-books are guaranteed when using the MyEDGE app. Using other e-book readers will not make Abiva e-books secure.

39 Are Abiva e-books free?

Purchasing the printed Abiva textbook already gives you access to its digital version, which is the e-book, for free. For the price of one book, you will have both the printed and digital formats of the book.

40 Why do I need the e-book if I already have the printed textbook?

Having the e-book stored in your mobile device will give you easy access to the contents of the textbook anytime, anywhere even if the printed textbook is not with you.

Assessments

41 What kinds of assessments does MyEDGE have?

MyEDGE has 1,683 sets of assessments for English, Mathematics, and Science 3-10 that consist of 29,821 test items of varying levels of difficulty. The test items are multiple choice, identification, fill-in-the-blanks, and true or false.

42 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.

43 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.

44 Can I practice for a test in MyEDGE?

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.

45 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.

46 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.

47 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.

48 Do I get to see my score when I'm done answering an assessment?

Yes, after answering the assessment you will immediately see your score as well as the correct answer to each item.

49 Where can I see a record of all my scores in the assessments?

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

50 What if the system provided incorrect answers to the test questions?

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.

51 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.

52 Will my test scores be kept confidential?

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

53 Does the offline version of MyEDGE have assessments that students can answer?

Yes, the offline version of MyEDGE has assessment activities that students can answer. However, because the offline version has no LMS, the students' scores will not be recorded.

54 Can teachers edit the questions or test items in the assessment?

No, teachers cannot modify the pre-made test items or assessments but they can create their own test items or assessments using the Question Bank tool of the LMS.

55 Can teachers upload their own assessments such as quizzes or tests into MyEDGE?

Yes, teachers may upload their own assessments in Excel format through the Question Bank tool of MyEDGE. MyEDGE provides a spreadsheet template that teachers must follow so that the items will be correctly read and processed by the system. Once uploaded properly, teachers can assign the assessments to the students.

56 Can teachers print students' scores in the assessment?

Yes, teachers may download and print students' scores in the assessments. The downloaded scores are in Excel format.

57 Can teachers set assessments as active or inactive?

For both teacher-led or self-paced learning, teachers can assign assessments to a class or to individual students. He or she may specify the date or period in which the assessment should be taken by the students.

58 Can teachers let students retake an assessment in MyEDGE?

Yes, teachers may let students retake assessments in MyEDGE. Teachers may do this by reassigning the assessment to the students.

59 Can teachers upload other learning resources or references into MyEDGE LMS?

Yes, teachers may upload other learning resources or references in any file format into MyEDGE through the Resources section. Once uploaded by the teacher, these materials may be viewed and downloaded by students through the Resources section in their Dashboard.

System Requirements

60 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.

61 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.

62 Can I access EDGE on a tablet?

Yes, you may access MyEDGE using any tablet device.

63 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 Abiva elearning app:

- Connect your device to a reliable internet connection.
- Go to the iOS App Store or the Android Play Store; search for "Abiva Elearning." Click Get and then Install.
- Download and install the Abiva elearning app.
- Log into your account.

64 Are there tutorial videos that demonstrate how to download the MyEDGE Learning App for mobile devices?

Yes, there are. You may view tutorial videos on how to download the MyEDGE App for Android and iOS in <http://myedgelearning.com/home> > How-To's.

65 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)

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

For Web (PCs and Laptops)

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

Customer Support Services

66 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.

67 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.

68 How do I request for MyEDGE Learning 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.

68 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 EDGE, you must submit or report the following information:

- User's full name
- Grade level and section
- Email address
- Mobile number
- Username and password
- MyEDGE subject and grade level
- Device type (brand and specs)
- When is the best time to contact you (date and time)
- Internet bandwidth (if known)
- Why are you requesting 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)