

SAILS students and parents,

As we work through this crisis, we are continually looking for ways to help our students. The SAILS course has been modified to allow students to work without the normal teacher interventions. All Quiz and Review assignments have been set to unlimited attempts. As students work through the material, they can skip over the Module Review, Academic Integrity Quiz, and Module Test and continue working in the next module. Assignments still have to be completed in order. Reviews and Academic Integrity Quizzes will have to be completed at a later date. Module Tests must be completed when they can be proctored. Students, if you need help, please contact your SAILS teacher or use the Question Helps and Videos in the course.

Here are a few things that could help if students are having problems logging in and working in the program.

- If students get an access denied message, have them try logging in several times, try at a different time of day, or use another browser (if possible).
- Screenshots of the problem help our tech team investigate the problem, so ask students to send a screenshot if they can't resolve the problem. During this time systems/programs/companies are trying to adjust to the massive numbers working remotely.
- If the students or teachers need help after hours, they may contact Pearson's Student Tech Support online at <https://support.pearson.com/getsupport> or by phone at 1-888-883-1299. For Chrome and Safari questions click Chrome MLP Troubleshooting or Safari MLP Troubleshooting.