

# VOKI SCHOOL LICENSE (VSL) ADMINISTRATOR USER GUIDE

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# Voki School License (VSL) overview

## Welcome to the VSL

Welcome to the Voki School License (VSL). The VSL allows every teacher and student at your school to enjoy best Voki experience we have to offer. Each account holder covered under the license is given unrestricted access to our supporting products: **Voki Presenter™**, **Voki Classroom™** and **Voki Teach™**. To learn more about all Voki's premium features visit our [products page](#).

We also offer a Voki District License (VDL) for multiple VSL accounts in the same district. Please email [sales@voki.com](mailto:sales@voki.com) for a custom quote.

## Getting started

In this document we are going to cover everything you need to know in order to get Voki up and running at your school. We will walk you through the process of registering, purchasing, onboarding, managing, and training with Voki.

The VSL provides a Voki account for every teacher and student in your school along with a centralized school management tool designed specifically for school administrators. With the Hub school administrators can easily manage all of the teachers, students, classes, subjects and grades from directly within their Voki account.

Your VSL includes unlimited email support in addition to your designated account manager. If you have any questions that are not covered in this document please feel free to contact our support team 24/7 at [support@voki.com](mailto:support@voki.com). No matter the issue, we have your back!

Each VSL also includes a dedicated account manager in our New York City office to help you efficiently get Voki up and running at your school without issue.

## Sign up & purchase

### Create a Voki account

In order to purchase the Voki school license through our website you must first have a Voki account.

Alternatively you may contact our billing office to request a PO which we can send directly back. Just contact [billing@voki.com](mailto:billing@voki.com).

To create your Voki account (if you haven't already):

1. Visit the Voki School [Pricing Page](#)
2. Select login from the top right of the page
3. Select "Sign up here" under the login button

For detailed instructions on how to create your account please refer to the Voki support document found [here](#).

### Choosing a plan

The Voki school license is priced by the number of teacher account your school requires. We currently offer two (2) school license plans designed for small and large sized institutions.

Our under 50 teacher plan is priced at 1,650 per year.

For over 50 teachers the plan is priced at \$2,650 per year.

We also offer multi school discounts through our Voki District License (VDL). For a custom quote for your district please contact [sales@voki.com](mailto:sales@voki.com).

### Submitting payment

We offer several payment options when purchasing your Voki school license.

Pay by credit card

Pay by check or money order

Pay with Purchase Order (PO)

\* When paying by purchase order please be sure to carefully follow the instructions found on our order form.

## Administrator Account Overview

### Logging in and accessing your VSL account(s)

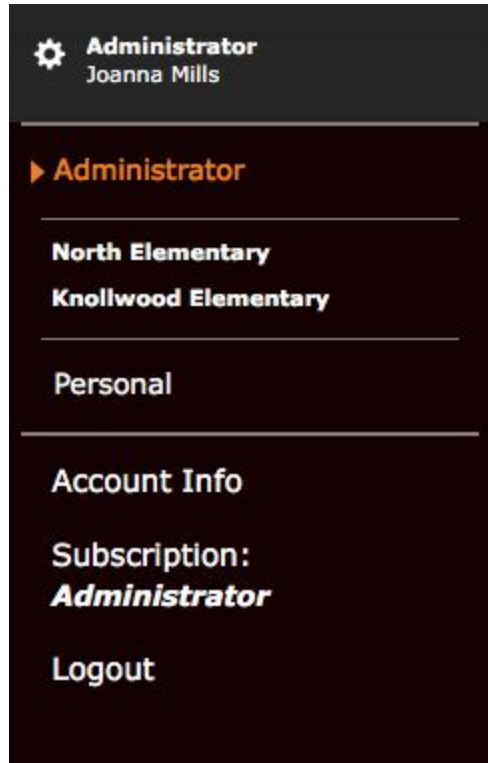
School Administrators may have a several Voki School Accounts they need to access & teachers may also have multiple Voki accounts across multiple schools.

With the Voki School License administrators and teachers can easily login and access all their account(s) from one location.

Administrators and teachers can switch between accounts using the **Voki Drop Down Menu** located on the top right hand side of the page. Shown below (*logged in as administrator*).



Once you've logged in you can easily switch between your administrator, school and personal accounts. Just select the drop down menu and choose the account you wish to enter. The account selected will be indicated with an orange font. In the example below Joanne is logged into her administrator account. Joanne also has two VSL teachers account for two separate schools (North and Knollwood Elementary), as well as a person account.



Once a Voki account is selected, the **Drop Down Menu** will change to reflect the account currently being accessed.

To verify or edit the account information for the account you are currently logged into, select the **“My Account”** (for schools) or **“Account Info”** (for personal accounts) link from within the drop down menu - displayed below. For more information on this page visit the *Administrator “Account Info” Page Section*.

## Managing & Onboarding Teachers

The Voki Administrative Control Center makes it easy to create, onboard, organize and manage all the teachers accounts covered under the VSL.

*Please note: If your school already has teachers with Voki accounts, those accounts will be attached to their VSL account and offered a pro-rated refund.*

### Adding teachers

School Administrators using the VSL can quickly onboard all of their teachers. To proceed, make sure you are logged into your administrator account for the school you wish to onboard and click the orange **“Add+”** button (shown below).

ADD ↻

Once clicked, the “**Add Teachers**” pop up dialogue will appear providing you with two options for adding teachers. 1. Adding an individual teacher or 2. Adding teachers in bulk (by importing a .xls file).

### Adding teachers individually

With the VSL, Administrators can add individual teacher accounts anytime. To add a teacher individually select the “**Add a Teacher**” tab as shown below. Next, choose the email address of the teacher you want to add and enter it into the “**Email:**” field. You can also add an optional phone number to have the invitation sent via text (*standard text message rates apply*).

**Add Teachers** [X]

**Add A Teacher** | **Add Multiple Teachers**

Email\*:   
An invitation email will be sent out to this teacher.

Mobile:   
A text message will be sent to this teacher. Standard rates apply.

**CANCEL** **ADD**

### Adding teachers in bulk

VSL Administrators can onboard every teacher in the school at once by importing an excel (.xls) file. To begin adding your teachers in bulk select the “**Add Multiple Teachers**” tab as shown below. We recommend that you download our excel (.xls) template to onboard your teachers. Using the template ensures that your teachers accounts are onboarded properly.

**Add Teachers**

**Add A Teacher** | **Add Multiple Teachers**

Add Multiple teachers by uploading a teacher list.  
Please [Use this template](#) to import.

An invitation email will be sent to all the teachers on the template.

browse for file (.xls) **BROWSE**

.xls file format only

**CANCEL** **ADD**

To download the .xls template, click on the [“Use this template”](#) link as shown above. Once clicked, a download will be initiated and the file will be downloaded onto your computer. When the download is complete, proceed to open the file and add your teachers emails and phone numbers (optional) to the designated fields. *\*Make sure you carefully follow the instructions found on the template to make sure there are no issues with your import.*

When you have completed adding your teachers emails and phone numbers (optional) make sure you **SAVE** your excel file. Once saved you can proceed to upload the list back into the VSL by selecting the **“BROWSE”** button and selecting the saved .xls file on your computer. The file name will be displayed in the field to the left of the browse button. Finally, click the **“ADD”** button to proceed with your export.

You will receive a report indicating the status of your import.

Note: There are two possibilities when adding teacher accounts.

1. The teacher is already a Voki user
2. The teacher is a first time user

If the teacher does not have an existing account associated with the email provided then a new account will be created for them (pending registration).

If the teacher already has an existing Voki account our system will link the two accounts together and make them accessible from the **Voki Drop Down Menu**.



## Organizing and managing teacher accounts

Administrators also have the ability to remove, edit, email and resend invitations to all the teachers covered under the VSL. Capabilities include:

- Delete/remove teacher account(s)
- View teacher account info and edit phone number
- Sort and search teachers accounts
- Archive and unarchive teacher accounts
- Resend account activation emails
- Reset teacher passwords

### Delete/remove teacher account(s)









To delete a single teachers Voki account simply select the gray “X” icon located to the far right of the teacher account column show below.



To delete multiple teacher accounts - select the **Grey Check Mark Box** to the far left of the teacher accounts that you wish to delete. Alternatively, you can click the “**Select All**” option to mark every teacher's account for deletion. See image below for reference.

# Teachers

[ADD](#)
[EXPORT](#)
[PRINT](#)

<b>Select All</b>	Name (sort by first ▼) (sort by last)	Email
<input checked="" type="checkbox"/>	 Karen Sunderland	 <a href="mailto:ksunderland@north.k12.nj.us">ksunderland@north.k12.nj.us</a>
<input checked="" type="checkbox"/>	 Not Registered	 <a href="mailto:0322201701@mailinator.com">0322201701@mailinator.com</a>
<input checked="" type="checkbox"/>	 Not Registered	 <a href="mailto:0322201702@mailinator.com">0322201702@mailinator.com</a>
<input type="checkbox"/>	 Not Registered	 <a href="mailto:0322201703@mailinator.com">0322201703@mailinator.com</a>

Once you have selected the accounts you wish to delete - you can confirm deletion by selecting the **Action Drop Down Menu** on the far right of the page (under the search field) and clicking the **“Delete Selected”** option. See image below for reference.



You will be asked if you are sure you want to proceed. Click the **“YES”** button to permanently delete the selected teacher’s account(s) (*this action cannot be undone*).

## View/edit teacher account info

To view and edit the teacher's account information, first locate the teacher's account you wish to edit and click the large orange square icon with a pencil. See image below for reference.



Once selected a pop up window will appear where you can view your teachers information. You can also edit the phone number assigned to the teacher's account. See image below for reference.

## Edit Teachers Information

Name : Karen Sunderland

Email : ksunderland@north.k12.nj.us

Mobile :

Notify this teacher

CANCEL SAVE

## Sort and search teachers accounts

VSL Administrators have the option to sort and search teacher accounts. Currently, administrators can sort by first and last name. To sort your teacher accounts, simply click the **(sort by first name)** or **(sort by last name)** links located directly above the teachers to the middle left. See image below as reference.



Administrators can also search for teachers using the search field located on the top right of the page. Simply enter your search query and hit enter.

## Archive and unarchive teacher accounts

School administrators will also have the option to archive teacher accounts. This is useful for keeping your teachers accounts organized without deleting the information associated with their account. Archived teachers also will not count against the teacher limit on your license.

To archive an individual teacher account select the **Grey Check Mark Box(es)** next to the teacher(s) account(s) you wish to archive (same process as used to delete accounts). Once you've selected the accounts you wish to archive click on the **Action Drop Down Menu** as we did prior for deletion. This time you will want to choose **"Archive Selected"**. Next, please provide a name for your archive. This will be useful in the future when searching through your archived teacher accounts.

To view your archive accounts and/or restore them back from the archive select the **"View Archived"** check box located on the top right hand side of the page. See image below for reference.

A rectangular button with a light orange background. On the left side, there is a small, empty square checkbox. To the right of the checkbox, the text "View Archived" is written in a bold, black, sans-serif font.

When the “**View Archived**” box is selected your archived teacher accounts will appear alongside your live accounts. *Note: You will not be able to edit these accounts until they are removed from the archive.*

If you want to unarchive a teacher account and bring it back to the live environment, simply select the **Grey Check Mark Box(es)** next to each archived account you wish to reinstate. Once you’ve selected the accounts you wish to reinstate click the **Action Drop Down Menu**. This time select the “**Unarchive Selected**” option. Select **YES** on the confirmation popup to proceed.

You can switch back to your regular view by re-selecting the checkbox next to the “**View Archived**” checkbox (removing the check). Once the arrow is de-selected you will be returned to your list of active teacher accounts.

## Resend account activation emails

Some teachers may miss the initial registration email sent during the initial onboard process. These teacher’s accounts can be easily identified on the VSL homepage because they will have “**Not Registered**” listed in the name field as well as a grayed out profile picture.

If you would like to re-send registration emails to teachers who have not yet registered, simply select the **Grey Check Mark Box(es)** next to the Voki accounts you wish to resend the invite to. Once the accounts are selected proceed to select the **Action Drop Down Menu**. This time select the “**Resend Invitation**” option. Once selected the email is immediately sent.

Administrators will also have the option to email all selected teachers using their native email client. To email select teachers on your VSL account select the **Grey Check Mark Box(es)** next to the accounts you wish to email. Then from the **Action Drop Down Menu** select the “**Email Selected**” option. Once selected an email will open in your mail client with your teachers email predefined in the to field

## Reset teacher passwords

Finally, VSL Administrators will have the option to reset the passwords for their teacher's account. The process to reset passwords is similar to prior steps.

Simply select the **Grey Check Mark Box(es)** next to the teacher accounts you wish to reset password(s) for. Next, select **“Reset Password”** from the **Action Drop Down Menu**. Select proceed in the pop up dialogue to continue. Once selected a temporary password will be sent to the selected teachers allowing them to reset their account password.

## Training teachers to use Voki

There are a ton of ways to use Voki in the classroom. We have provided resources for teachers on our support page [www.voki.com/site/support](http://www.voki.com/site/support) or contact your account manager to learn more.

## Other Administrator Functions

### Exporting & printing

You can export your teacher, student and class information and print the information in a “printer friendly” format.

To print your list, visit your Voki Hub select Teacher, Students or Classes from the top navigation menu. Select the export button shown below and follow the provided steps.



# Administrator “Account Info” Page

## Overview

The **Administrator “Account Info” Page** allows school administrators to make account changes for every school covered under their existing school or district license.

If you wish to access the **“Account Info”** page for a particular school:

1. Visit [www.voki.com](http://www.voki.com) and login
2. Select the school account you wish to edit from the **Drop Down Menu**
3. Return to the **Drop Down Menu** and Select the **“Account Info”** link

You will arrive at the **Administrator “Account Info” Page**. Shown Below.

**1.** My Information EDIT

First Name: Joanna  
Last Name: Mills  
Email: personalteacher@mailinator.com  
Password: \*\*\*\*\*

Sign me up for Voki new's mailings, and newsletters

**2.** My Schools ADD SCHOOL

**3.** Knollwood Elementary Subscription: Above 25 Teachers Expires: 2034-06-24

**School Information** EDIT

School Name: Knollwood Elementary  
School Address: 123 Main St  
Suite 100045  
New York City , 12345  
USA  
Website: www.web.com  
Phone: 123-456-7890

**Account Information**

Subscription: Above 25 Teachers 4.  
Account ID: 17320  
Expiration Date: 2034-06-24  
Account Created: 2016-10-24  
Payment Method: VISA  
\*\*\*\*\*4242  
 Enable Automatic billing

**6.** EXTEND LICENSE

Invoices: 201 | 2017-03-21 #5282  
2017-03-17 #5273  
2017-03-14 #5222

**7.** Additional Administrators ADD ADMIN

Name	Email
test0119201701@mailinator.com	test0119201701@mailinator.com
test0119201702@mailinator.com	test0119201702@mailinator.com
test0120201701@mailinator.com	test0120201701@mailinator.com
test0119201703@mailinator.com	test0119201703@mailinator.com
Viren Patel	vs201701@mailinator.com
SchoolAdmin Voki	schooladmin0@mailinator.com

**2.** North Elementary Subscription: Above 25 Teachers Expires: 2017-11-07

Ghg Academy Subscription: Under 25 Teachers Expires: 2018-02-20

On this page you can:

1. Edit your personal administrative contact information
2. Switch between multiple school accounts (if applicable)
3. View/edit individual school details and contact information
4. Edit billing information and view invoices
5. Add an additional school to your VSL subscription
6. Upgrade your existing School's subscription (if applicable) (missing?)
7. Extend your existing VSL license/subscription
8. View add and remove administrative accounts

### Edit your personal administrative contact information

Edit your personal administrative contact information simply select the edit button next to the information area (shown above).

### View/edit individual school details and contact information

To view/edit individual school details and contact information simply select the edit button next to the information area (shown above).

### Edit billing information and view invoices

You can edit the billing information for your account on this page.

### Add an additional school to your VSL subscription

To add an additional school to your VSL subscription simply click the "Add New School" button on the

### Upgrade your existing School's subscription (if applicable)

If you would like to add more teacher accounts to your subscription you can easily upgrade your account to support over 25 teachers. There are two options for upgrading your account.

1. Upgrade online through our website on the **Administrator "Account Info" Page** by selecting "**Upgrade**" or 2. Contact our billing department at [billing@voki.com](mailto:billing@voki.com) and let us know you'd like to upgrade.



## Extend your existing VSL license/subscription

Extending a Voki School subscription is easy. There are two options main options for extending.  
1. Extend online through our website or, 2. Contact our billing department.

Extending online is the easiest option but required an active credit card or paypal account to process. To extend your account visit [www.voki.com](http://www.voki.com) and login to your administrator account. Once logged in select the **My Account** drop down menu and select the school account you wish to extend.

Once you have entered the account of the school you wish to extend return back the **My Account** menu and select the **Account Info** option.

Upon selection you will enter the **Account Info** page of the school you wish to extend. You can verify the school information is correct by looking under the School Information section of the **Account Info** page.

Once you've confirmed your account you can extend the subscription by clicking the **EXTEND** button located in the **Account Information** section of the **Account Info** page (you will have the chance to review pricing details in future steps).

## View add and remove administrative accounts

To add or remove a school administrator:

4. Visit [www.voki.com](http://www.voki.com) and login
5. Select the school account you wish to edit from the **Drop Down Menu**
6. Return to the **Drop Down Menu** and Select the "**Account Info**" link

You will arrive at the **Administrator "Account Info" Page**. At the bottom of the page you will see the option add and remove administrators.

## 9. Support

### Contacting support

Your Voki school license comes with unlimited email support for all account holders. To contact our support team please email [support@voki.com](mailto:support@voki.com) and tell us about your problem.

We also offer comprehensive support documentation that can be accessed anytime and distributed amongst your school's faculty. To access Voki support material visit [www.voki.com/site/support](http://www.voki.com/site/support).

## Student support

Student support for assignments and work should be facilitated by the teacher or administrator. Technical issues however should be reported to us by the school administrator or teacher so we can remedy the issue.

## Grants and funding

There may be public funds, grant opportunities or other strategies you can adapt to help pay for or supplement the cost of a Voki School License. Please contact [sales@voki.com](mailto:sales@voki.com) to learn more.

## Certifications and standards

We respect your privacy and are committed to safeguarding any personal information that may be collected through Voki. In short, we abide by all applicable US law, we will not use the information collection for any purpose other than providing you with our services and we will not transfer your information to any third party. The following policy describes in further detail what information we collect, why we collect it, how we use such information, and the choices you have thereafter. Any capitalized terms used within this Privacy Policy and not defined will have the same meaning as they do in our [Voki Terms and Conditions of Use](#).