
ISTATION WELCOME GUIDE – NEXT STEPS

This Istation Support Services Welcome Guide will help you through the next steps in your Istation experience. Istation works best when there is an Implementation Contact, Data Contact, and Technology Contact.

- **The Implementation Contact** is responsible for championing Istation at the district/school and passes along important Istation information.
- **The Data Contact** is the person who uploads Manager, Teacher, and Student rosters into Istation and ensures that Istation information is kept current.
- **The Technology Contact** sets up the technology—from ensuring Istation is able to communicate through your district/school’s firewall to ensuring e-mail content filters allow for Istation.com and installing the Istation technology onto computers, iPads, or Chromebooks.

These contacts are very important to the implementation of Istation. Please see each contact’s checklist on the following pages.

The Istation Support Services team is here to help at every step of the way!

The Support Services team is available to assist you with your questions Monday – Friday 7:00 a.m. – 6:30 p.m. Central Standard Time. The Support Services contact number is 866-883-7323, option 2. You may also send an e-mail request to Support Services 24 hours a day, seven days a week at support@istation.com.

The Support Services team works closely with all departments in Istation including training, curriculum, and engineering in order to ensure the best possible solution to your question. Istation’s goal is to work together as a team to answer your questions completely.

Welcome to the Istation family. We are looking forward to working with you.

Attached is a checklist of the next steps to get your students learning with Istation!

Non-transferable license:

Please contact Support with any questions you may have at support@istation.com or 866-883-7323, option 2.

IMPLEMENTATION CONTACT CHECKLIST

Check Box	Item	Details
	Identify Classrooms to be Uploaded to Istation	For best use, identify classes/teachers that will engage students with Istation.
	Teacher/Admin/Manager Roster Upload – Get information to Data Contact	<p>Identify who will need access to Istation and what level of access. This could be a technical team, administrators (principals), and all teachers (include reading/math specialists, coordinators, etc.). We recommend only uploading classes/teachers who will be using Istation.</p> <p style="text-align: center;"><u>Levels of Access:</u></p> <ul style="list-style-type: none"> • Manager – Anyone who would need Istation reports. This could be an administrator, curriculum director, or principal. • Teacher – Will need to review Istation reports for students in their classroom. Some teachers will share students. • Student – Students using Istation who will be associated with a classroom.
	Inform Staff and Teachers of Istation	Ensure that all staff and teachers who will be using Istation are expecting their user login information. Istation will send out teacher login credentials via e-mail once the data contact has uploaded the teacher rosters. Once teachers log on to the Web site, a “Getting Started” guide will lead customers from Day 1 with Istation through a successful ongoing implementation.
	Subscription Activation	Istation Customer Support Services will send an e-mail detailing your subscription information. Once Istation is active and Managers and Teachers are uploaded into Istation, Managers and Teachers can begin using Istation. Students, however, cannot login to Istation until the student start date that was given to your sales representative. The school year start date is also located in the “About” section of the Campus tab.
	Student Login	Once rosters are uploaded, check that your teachers are getting students logged in and using Istation. Istation recommends using the Assessment Completion report to ensure students are using Istation. Many other reports are available for viewing progress and planning interventions.
	Follow-up with other contacts to ensure deployment	Check in with other contacts (Data/Tech) to ensure that their checklists are complete.

Non-transferable license:

Please contact Support with any questions you may have at support@istation.com or 866-883-7323, option 2.

DATA CONTACT CHECKLIST

Check Box	Item	Details
	Student ID Format	<p>Please send your student ID format to Istation at support@istation.com. Preconfiguring this information with Istation helps ensure the validity of records in Istation.</p> <ul style="list-style-type: none"> • Student ID format is usually the ID given by the district and can be pulled from Student Information System. • Example formats are “7-digit numbers, no leading zeros” and “SSN.”
	Export Student Rosters	<p>Create a .csv file from your Student Information System. The required and recommended columns in your .csv file are based on what import type you choose. For information on the columns that can be imported, please click the link below:</p> <p>https://secure.istation.com/Help/Technical_Information/Data_Dictionary.htm.</p>
	Import Student/Teacher Rosters into Istation	<p>For a step-by-step guide on importing, click here</p> <p>There are three templates to upload rosters:</p> <ol style="list-style-type: none"> 1. 1File – This file includes Teachers/Students/Classroom information. 2. Teacher/Manager import 3. Demographic import <p>For information on these different types of imports, go to https://secure.istation.com/Help/imports/ImportJob/Overview.htm.</p>
	Optional: Set Up Nightly Upload	<p>To set up a nightly import of teachers/students, go to https://secure.istation.com/Help/imports/FTPImport.htm.</p>
	Follow-up with other contacts to ensure deployment	<p>Check in with other contacts (Implementation/Tech) to ensure that their checklists are complete.</p>

Non-transferable license:

Please contact Support with any questions you may have at support@istation.com or 866-883-7323, option 2.



Supporting Educators. Empowering Kids.
Changing Lives.

Setting Up Istation

TECHNOLOGY CONTACT CHECKLIST

Check Box	Item	Details
	Allow communication to and from Istation (Firewall Permissions Updated)	Configure your internal firewall and/or content (e-mail) filters to allow outbound access to Istation's servers: IP Address Range: 174.143.0.184 – 174.143.0.191 (174.143.0.184/29) TCP Ports: 12500 through 12509 For Istation's technical requirements go to http://www.istation.com/Support#technical
	Your IP Address Range	Istation needs your external IP address or ranges. For fidelity purposes, this will prevent students from taking the assessment outside the school. To enter the IP addresses in Istation, click the following link: https://secure.istation.com/Org/LoginControl . (If you need your school's IP address, type "What is my IP address" into Google, and it will return your IP address.)
	Istation Deployment	Load Istation onto each computer, iPad, or Chromebook that students will use to access Istation. Should you need the ability to mass load to multiple computers, please check with Istation Support for an MSI file (for Windows platforms) or follow this link: https://secure.istation.com/Help/Technical Information/MSI Installer Customization.htm .
	Follow-up with other contacts to ensure deployment	Check in with other contacts (Data/Implementation) to ensure that their checklists are complete.

Non-transferable license:

Please contact Support with any questions you may have at support@istation.com or 866-883-7323, option 2.