



Switched-On Schoolhouse® 2016

Install & Setup Basics



Switched-On Schoolhouse® 2016 - Install & Setup Basics

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Switched-On Schoolhouse®

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Welcome to Switched-On Schoolhouse®

This *Install & Setup Basics* guide walks you through how to install Switched-On Schoolhouse (SOS) Home Edition and how to do the basic setup necessary for your student(s) to begin his/her schoolwork. There are many resources available to help you customize your homeschool. See "[Helpful Information](#)" on page 37.

A few things to know before you begin:

- The SOS Home Edition box contains all of the curriculum discs for the courses you ordered, a Quick Start Guide, and two installation discs. Installation Disc One contains all the required installation files. Installation Disc Two contains tools and resources to support your SOS installation. Also, on the inside cover of the DVD holder is a sticker with your serial number. You will need that during installation.
- Certain elements must be in place to run SOS on your computer. These system requirements, explained in "[Recommended System Requirements](#)" below, explain what is needed to run SOS. The first column covers the absolute minimum requirements. You may find that you need a computer that exceeds these requirements, giving you more memory and a faster processing speed. A check is performed during installation to verify that your computer meets these minimum requirements. If it does not, a list of items that do not meet specification is displayed.
- SOS uses Adobe® Reader®. If you do not already have Adobe Reader on the computer(s) you plan to use for SOS, it is available on SOS Installation Disc Two. See "[Install Adobe® Reader®](#)" on page 42.

Recommended System Requirements

Be sure your computer at least meets the minimum requirements for installing and running SOS Home Edition. For optimal use, the requirements in the Optimal Performance column are recommended.

- Notes**
- Only English language versions of Microsoft® Windows® Vista®, Windows 7, 8, 8.1 and 10 are supported.
 - Switched-On Schoolhouse® is NOT supported on Windows RT and Windows XP.

Browser Requirements Microsoft Internet Explorer (IE) is the only supported browser for SOS. It is not included in the SOS installation so it needs to be installed by you. For Windows 10 users, you have both Microsoft Edge (default) and Internet Explorer browsers. We recommend that you set Internet Explorer as your default browser when using SOS.

| Minimum Requirements | Optimal Performance |
|---|---|
| Windows Vista Service Pack 2 | |
| 1.4 GHz or higher processor | 2 GHz or higher processor |
| 1 GB Memory (RAM) (2 GB for 64-bit) | 4 GB Memory (RAM) |
| 3 GB hard drive space | 10 GB hard drive space |
| 1024 X 768 or higher resolution monitor | 1024 X 768 or higher resolution monitor |
| DVD/CD-ROM drive(internal or external) | DVD/CD-ROM drive (internal or external) |
| Adobe® Reader®* | Adobe® Reader®* |
| Printer recommended | Printer recommended |
| Windows 7, 8, 8.1 and 10 | |



| Minimum Requirements | Optimal Performance |
|---|---|
| 1.4 GHz or higher processor | Dual core processor |
| 2 GB Memory (RAM) | 4 GB Memory (RAM) (2 GB for 32-bit) |
| 3 GB hard drive space | 10 GB hard drive space |
| 1024 X 768 or higher resolution monitor | 1024 X 768 or higher resolution monitor |
| DVD/CD-ROM drive (internal or external) | DVD/CD-ROM drive (internal or external) |
| Adobe® Reader®* | Adobe® Reader®* |
| Printer recommended | Printer recommended |

Windows Vista and Windows 7 Aero Users We strongly recommend that you use a computer meeting the requirements for optimal performance.

***Adobe Reader** If you do not already have Adobe® Reader®, it is available on SOS Installation Disc Two. See "[Install Adobe® Reader®](#)" on page 42.

Other Applications or Programs Required by SOS Home Edition

The following applications or programs are required for SOS Home Edition and are installed for you during the installation process if not already on your computer:

- Adobe® Flash® Player
- SAP® Crystal Reports®
- SOS SQL 2008 R2 Express Server SP2* (**only required for Full Install**)
- Microsoft® .NET™ Framework 3.5 and 4.0

Note *SP2 is required for installation. However, SP3 is available from Microsoft. Please see the Microsoft website if you want to download and install SP3.

Install Switched-On Schoolhouse® Home Edition 2016

Switched-On Schoolhouse® (SOS) Home Edition offers two types of installs:

- **Full Install** – SOS Teacher, SOS Student, and the database all reside on the same computer. The teacher uses the same computer as the student to grade and monitor. **A Full Install takes on average around 25-30 minutes**. For Full Install instructions, see "[Install SOS Home Edition - Full Install](#)" below.
- **Client Install** – This type of install requires a home network with a Full Install (SOS Student, SOS Teacher, and the database resident on one computer, which is part of a home network that can then be linked to other computers). For SOS to function properly, the client computer requires a constant connection to the main computer with the Full Install. **A Client Install takes around 10 minutes**. If you choose a Client Install, you **MUST** perform a Full Install on the main computer first. Then, do the Client Install on any additional computers on the home network. For Client Install instructions, see "[Install SOS Home Edition - Client Install For Home Network](#)" on page 13.

Note: If you already have a version of SOS Home Edition installed on your computer, you can upgrade to SOS Home Edition 2016. See

Before You Install

Perform these steps before you begin installing SOS Home Edition on any home computer.

1. Make sure your Windows® updates are current:
 - If your operating system is Windows Vista or Windows 7, click **Start > Programs** or **All Programs > Windows Update**. That should open a control panel window, where you can select either **Check for updates** or **Install updates**.
 - If your operating system is Windows 8, 8.1, or 10, click **Control Panel > System and Security > Windows Updates**. Here, you can either **Check for updates** or **Install updates**.
2. Restart your computer.
3. Because anti-virus security software may interfere with the SOS Home Edition installation, temporarily disable your anti-virus security software, for example: Norton™ or McAfee®, before the installation of SOS. You will enable the software again after installation. If you do not know how to disable/enable your anti-virus software, check the manufacturer's instructions.

Install SOS Home Edition - Full Install

The following steps explain how to install SOS Home Edition - Full Install.

Note Before installing, ensure your computer meets the system requirements and all Windows updates are completed.



1. Load **SOS Installation Disc One**, and then select **Run Setup.exe** if a choice is presented.

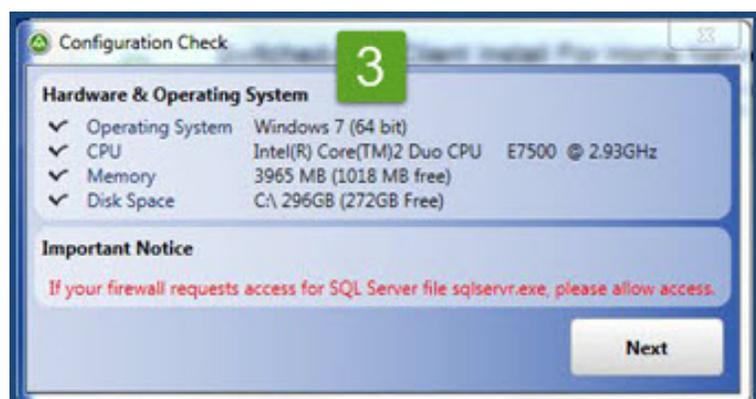


2. The **SOS Home Edition Setup** window displays. Select **Switched-On - Full Home Install**.



Tip You may need to click **Run Setup.exe** on the **AutoPlay** window before the **SOS Home Edition Setup** window will open.

3. A **Configuration Check** window appears. This verifies that your hardware and operating system meet the SOS minimum requirements. A check mark indicates an item meets the minimum standards while an **X** indicates an item does NOT meet the minimum standards. Click **Next** to continue.

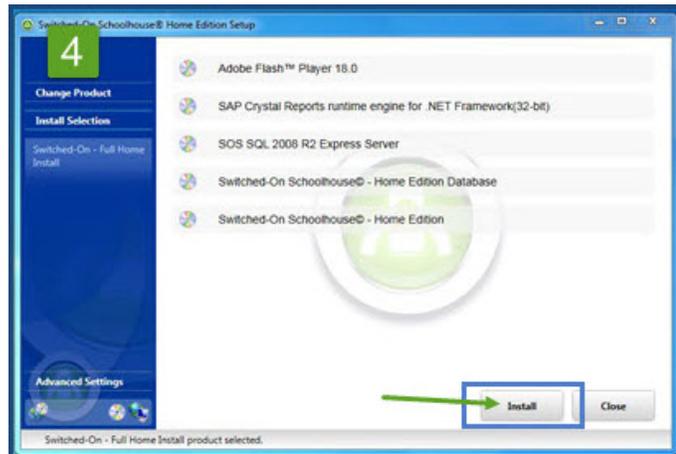




Note You may continue with the installation process even if not all items meet minimum standards. You may need to upgrade your hardware or operating system for SOS to work effectively.

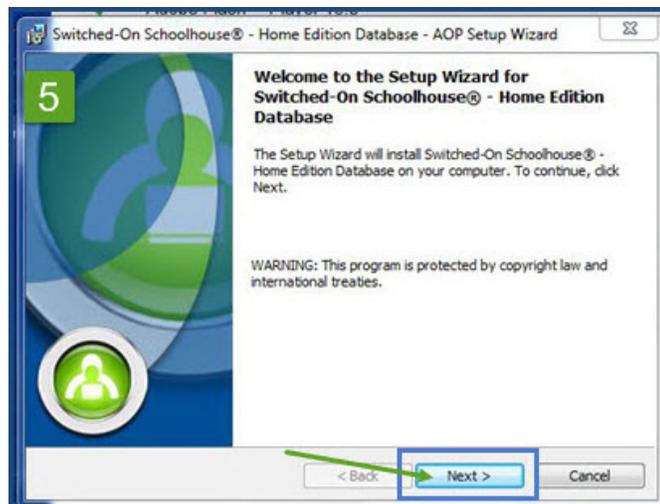
WARNING If you have items listed in the **Windows System** section of this screen, you must fix them prior to continuing or installation will likely fail. Click each link you see that says “**Click to fix...**” before continuing.

4. On the window that appears showing the applications that will be installed, click **Install**



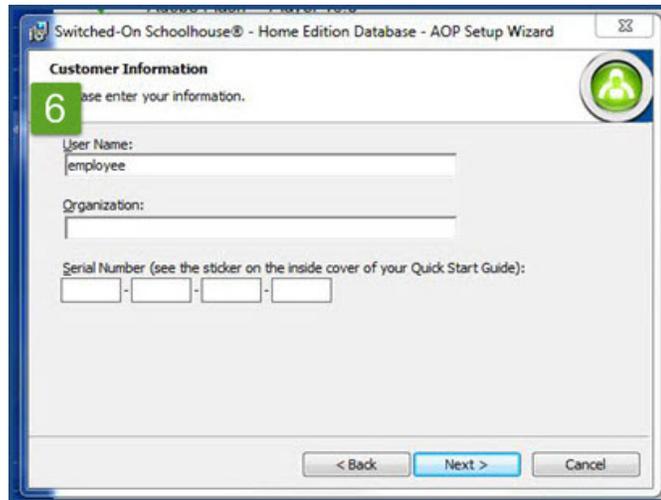
Note If you have a firewall installed on your computer, you may be prompted to allow access to a SQL Server file “sqlserver.exe” during this step of the SQL Server install. Please allow access for this file.

5. When the **Welcome to the Setup Wizard for Switched-On Schoolhouse - Home Edition Database** screen appears, click **Next**. The next several steps are setting up information for your SOS database.



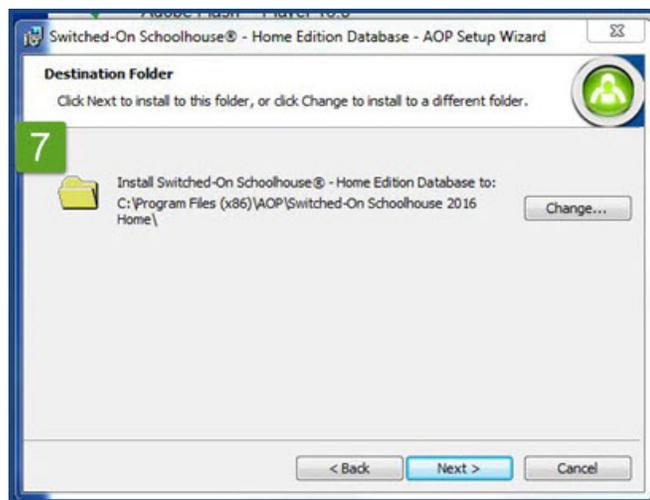


6. On the **Customer Information** screen, enter the following information and click **Next** when you are ready to continue:
 - **User Name:** Only letters, numbers, and spaces are allowed. Punctuation marks and other special characters are not permitted.
 - **Organization:** This might be your last name or something like “Home”.
 - **Serial Number:** Enter the 16 digit serial number located on the inside front cover of the Installation DVD package exactly as it appears.



7. The **Destination Folder** screen (for the database) displays.
 - To retain the location where the database is automatically placed, click **Next**.
 - If you must change this default location, click **Change** and enter the path to the folder you want to use. Click **OK** when finished.

We HIGHLY recommend you leave the SOS database in the default location.





8. The **Setup Information** screen displays. Enter the following information and click **Next** when you are ready to continue:

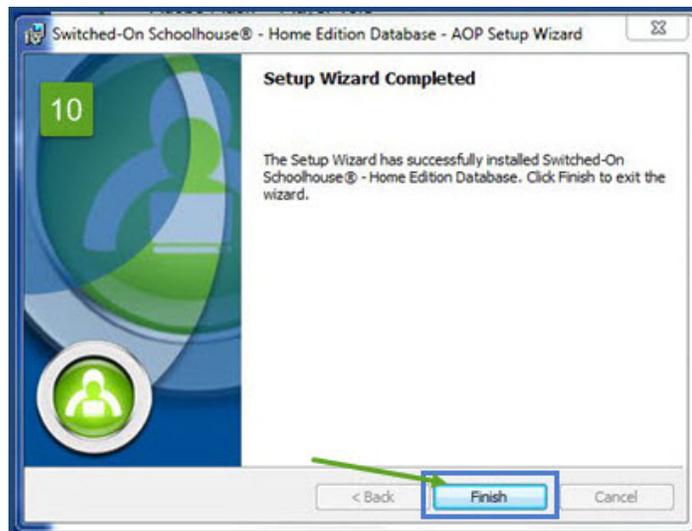
- **Teacher username** – Must be no longer than 20 characters. Only letters, numbers, and spaces are permitted. The username displays on messages sent within the application.
- **Teacher password** – Type in your password for logging in to SOS Teacher. Passwords may be 1-12 characters long, are case-sensitive and may not contain blank spaces or special characters. **Be sure to write down your password.** You need it to log in to SOS Teacher after your installation is complete. It is recommended that you do not share this password with your students because as the Teacher, you have extended privileges in SOS Teacher.

Tip: If you forget your password, a tool is available to help you reset it. See ["Change \(Reset\) Your Forgotten Teacher Password"](#) on page 42.

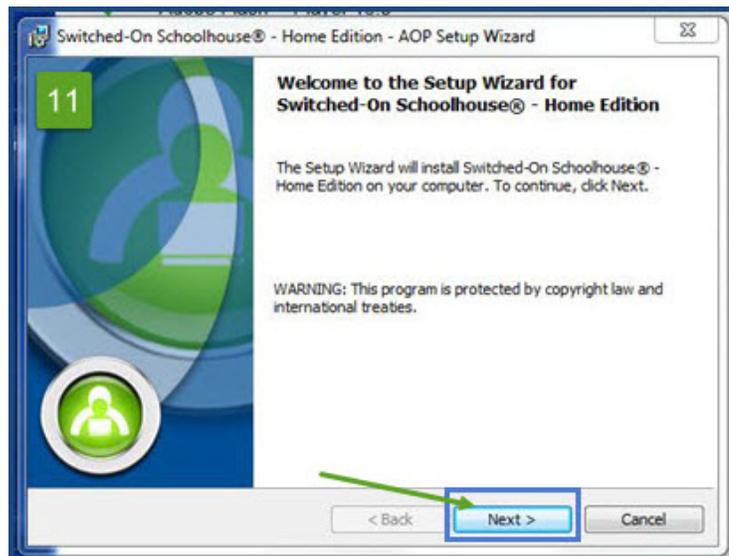
- **Teacher password confirm** – Enter your password again.
 - **Teacher first name** – This is what displays on your Home Page. It cannot be changed after SOS is installed.
 - **Initial term description** (i.e. the name of your school year) – The current school year is the default, but you may change it.
9. Click **Install** to continue. This may take several minutes because the SOS Home Edition database is installing.



10. When the database installation is completed, the **Setup Wizard Completed** window appears. Click **Finish**.



11. When the **Welcome to the Setup Wizard for Switched-On Schoolhouse Home Edition** screen appears, it is ready to install the SOS Home Edition application. Click **Next**.





12. The **End User License Agreement (EULA)** displays. Read this agreement carefully. If you agree to the terms, click the check box beside the **"I accept..."** statement and click **Next**.

Tip: This guide also contains the text for the EULA. See ["End User License Agreement \(EULA\)" on page 49](#).

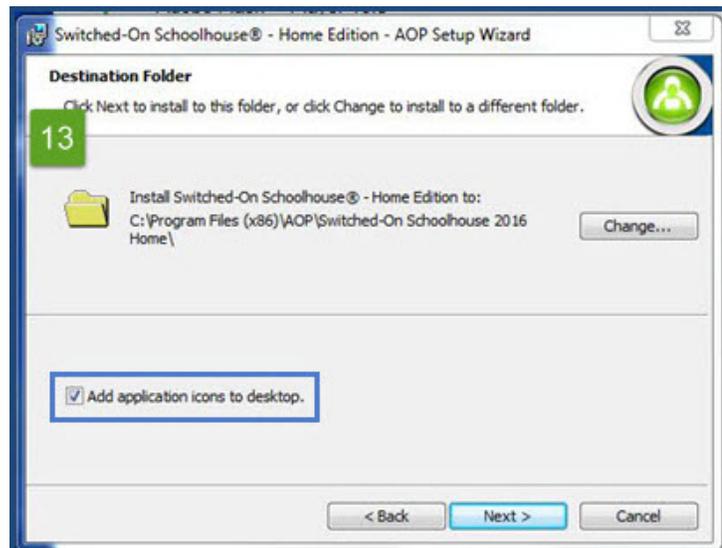


13. The **Destination Folder** screen displays. This screen also adds the application shortcut icons to your desktop.

- To retain the location where the application is automatically placed, click **Next**.
- If you must change this default location, click **Change** and enter the path to the folder you want to use. Click **OK** when finished.

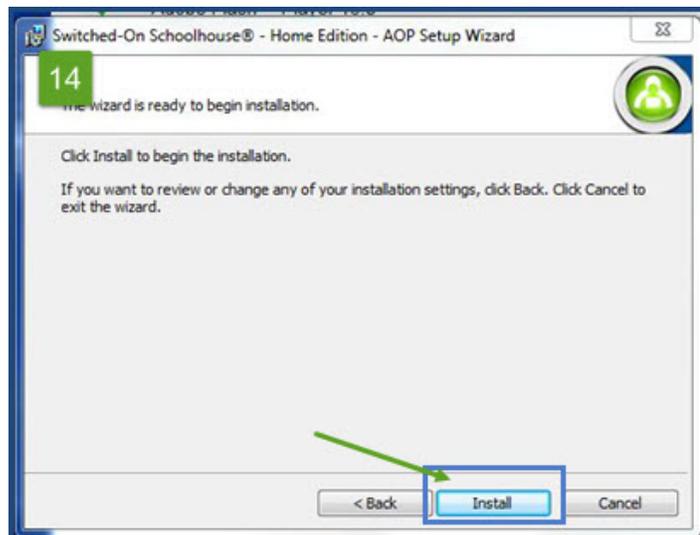
*We **HIGHLY** recommend you leave the SOS application in the default location*

- If you do not want the shortcut icons on your desktop, click to remove the check mark next to **Add application icons to desktop** before you click **Next**.

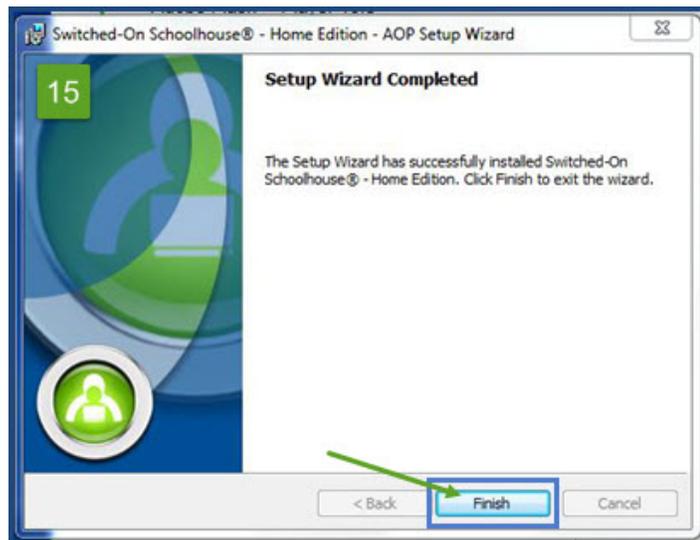




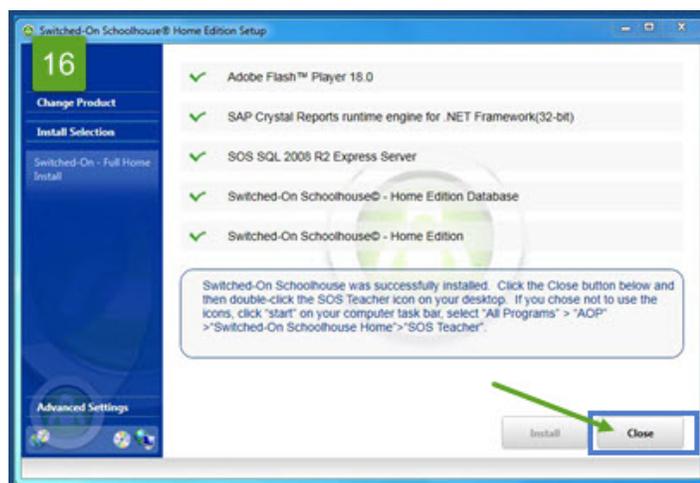
14. Click **Install** to begin installation of the application. A Progress window displays during installation.



15. The **Setup Wizard Completed** screen appears. Click **Finish**.



16. A window appears showing all required programs installed. A check mark indicates an item was successfully installed. Read the message in the text box, and then click **Close**.



17. The SOS Home Edition - Full Install process is now complete. Remove SOS Installation Disc One.



Next steps:

- If you are using a home network and want to perform a Client Install on one or more networked computers, continue to ["Install SOS Home Edition - Client Install For Home Network"](#) below.
- If you are installing SOS Home Edition on only one computer, you are ready to set up your school. Go to ["Set Up Your School"](#) on page 23.

Install SOS Home Edition - Client Install For Home Network

If you want to run SOS on multiple computers and have them networked, the Client Install allows you to do that. The Full Install (which MUST be done first) allows you to have your database and SOS Teacher installed on one computer while installing SOS Student on other computers in the home. We recommend you do the Full Install on a computer where you can access both SOS Teacher and SOS Student and do the Client Install on a computer where only SOS Student needs to be accessed.

Before You Begin

Be aware, there is a limitation to the Client Install:

The Client Install requires a connection to the network at all times to function. This can be a wireless network. Since the Client version does not have its own copy of the database, it depends on the computer with the full installation to provide the database. If your home network is down or either computer is removed from the network, neither SOS Student nor SOS Teacher can open.

If you are using a 3rd party firewall, follow the manufacturer's instructions to add exception rules for SQL Server Express 2008.

Attention Windows Firewall Users: If you have Windows Firewall turned on for your computers, you must first create exceptions to allow the computers with the Client Install access to the computer with the Full Install. If you do NOT have Windows Firewall turned on for your computer, continue with the Client Install steps below.

1. Load **SOS Installation Disc Two** on the computer with the Full Install. When the installation program opens, close it. Do this **ONLY** on the computer with the Full Install.
2. Hold the **Windows** key and press the **E** key to open the screen showing the drives on your computer. **Tip:** The **Windows** key is beside the Alt key by the space bar on your keyboard.
3. Right-click the green SOS logo or your DVD/CD-ROM drive (internal or external) and select **Open**.
4. Double-click the **Tools** folder to open it.
5. Double-click to open the **FWConf** folder.
6. Open the **FWConf_ReadMe.pdf** for further instructions.

Install the SOS Client

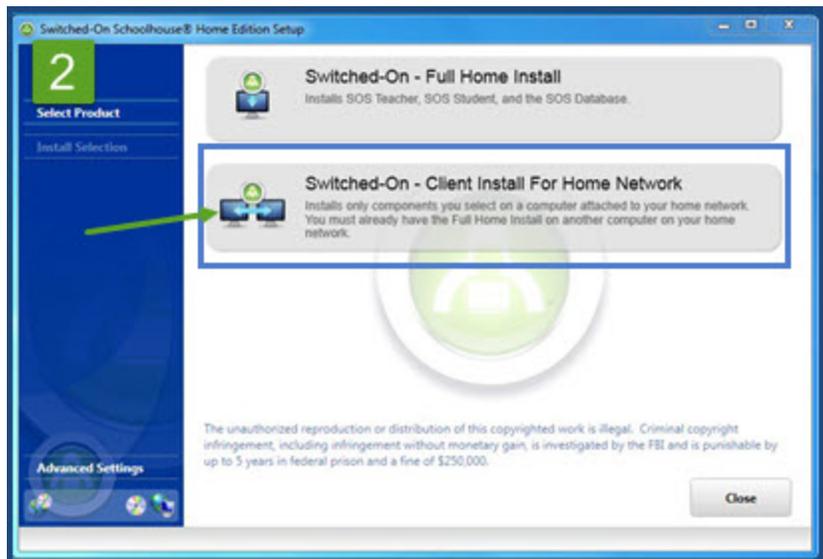
Follow these steps to install the SOS Client.



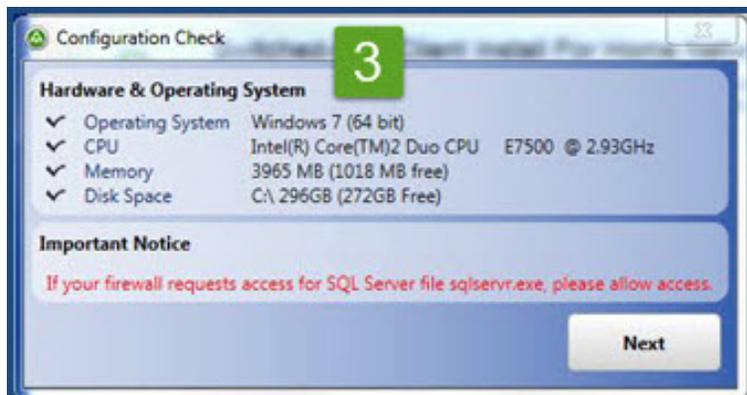
1. Load **SOS Installation Disc One**, and then select **Run Setup.exe** if a choice is presented.



2. The **SOS Home Edition Setup** window displays. Click the second option, **Switched-On - Client Install For Home Network**.



3. A **Configuration Check** window appears. A check mark indicates an item meets the minimum standards while an **X** indicates an item does NOT meet the minimum standards. Click **Next** to continue.

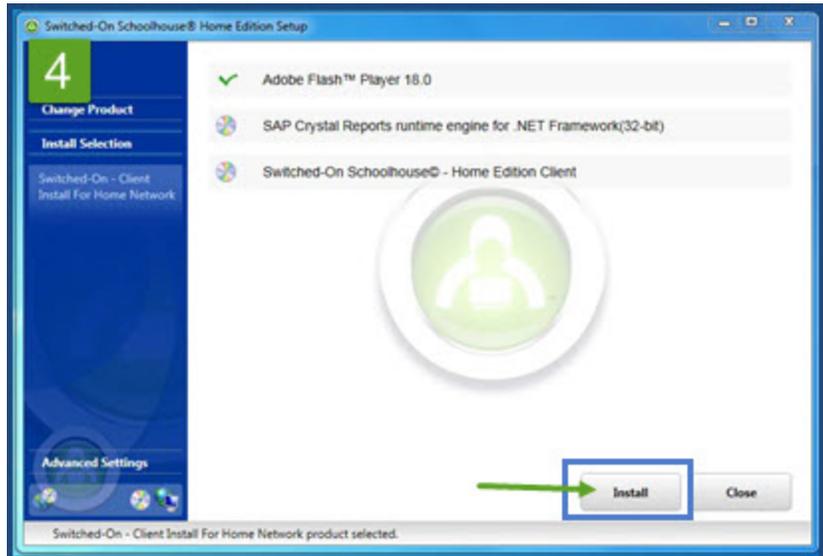




Note You may continue with the installation process even if not all items meet minimum standards. You may need to upgrade your hardware or operating system for SOS to work effectively.

WARNING If you have items listed in the **Windows System** section of this screen, you must fix them prior to continuing or installation will likely fail. Click each link you see that says “**Click to fix...**” before continuing.

4. On the window that appears showing the applications that will be installed, click **Install**



5. The **End User License Agreement (EULA)** displays. Read this agreement carefully. If you agree to the terms, click the check box beside the “**I accept...**” statement and click **Next**.

Tip: This guide also contains the text for the EULA. See "[End User License Agreement \(EULA\)](#)" on page 49.





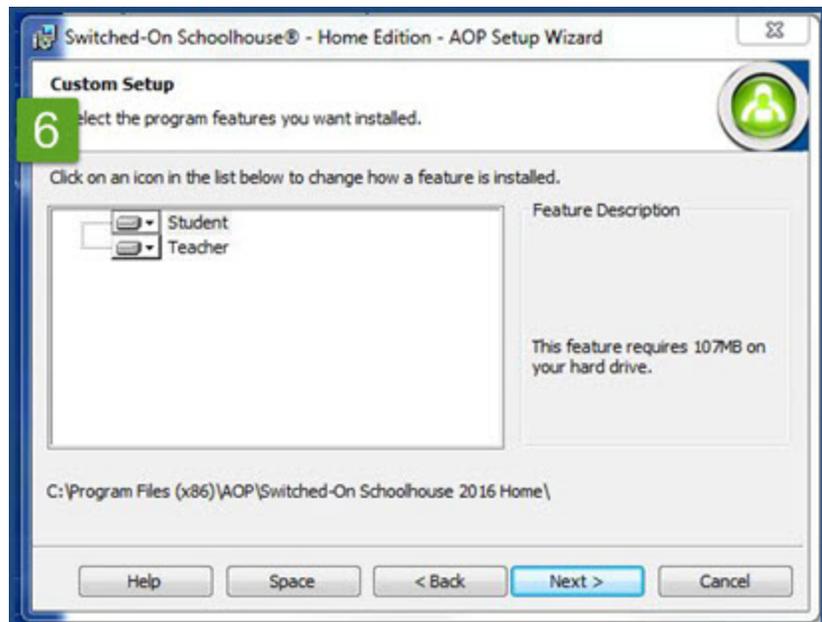
6. The **Custom Setup** screen displays. By default, both SOS Student and Teacher features will be installed. However, if you want only the SOS Student features installed:

- Select **Teacher** and highlight: **X this feature will not be available.**

Or, if you want only SOS Teacher features installed:

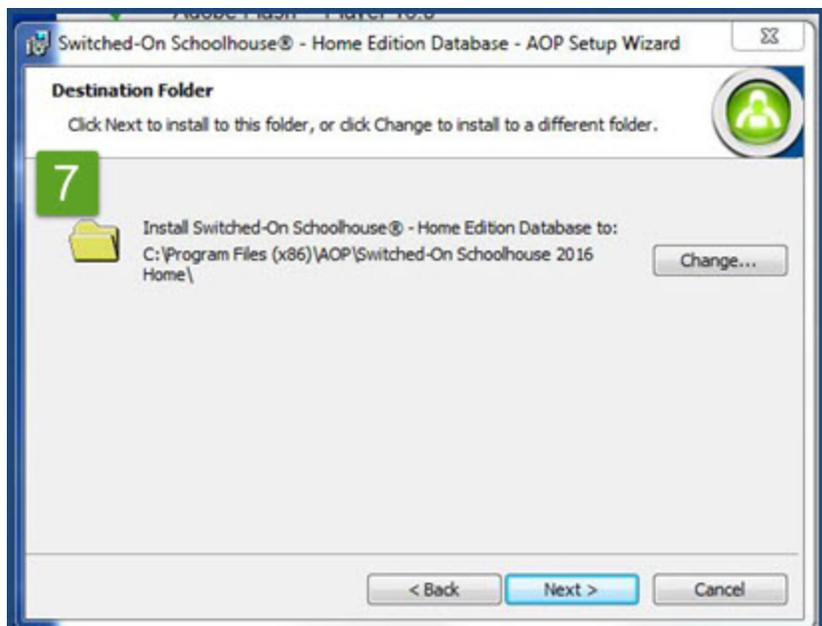
- Select **Student** and highlight: **X this feature will not be available.**

Click **Next**.



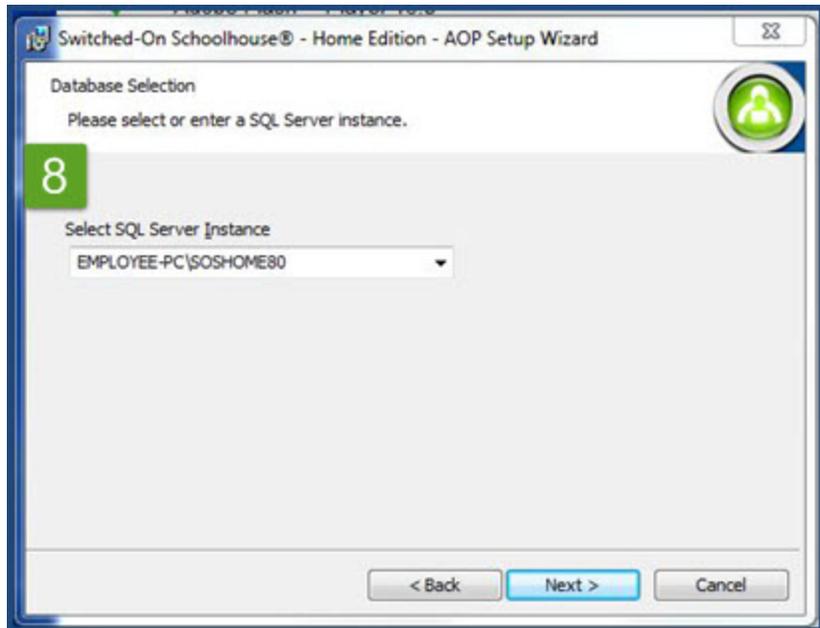
7. The **Destination Folder** screen displays. To keep the default location, click **Next**. If you must change the default location, click **Change** and enter the pathname to the folder to be used. Click **OK**.

We HIGHLY recommend leaving SOS in the default location.





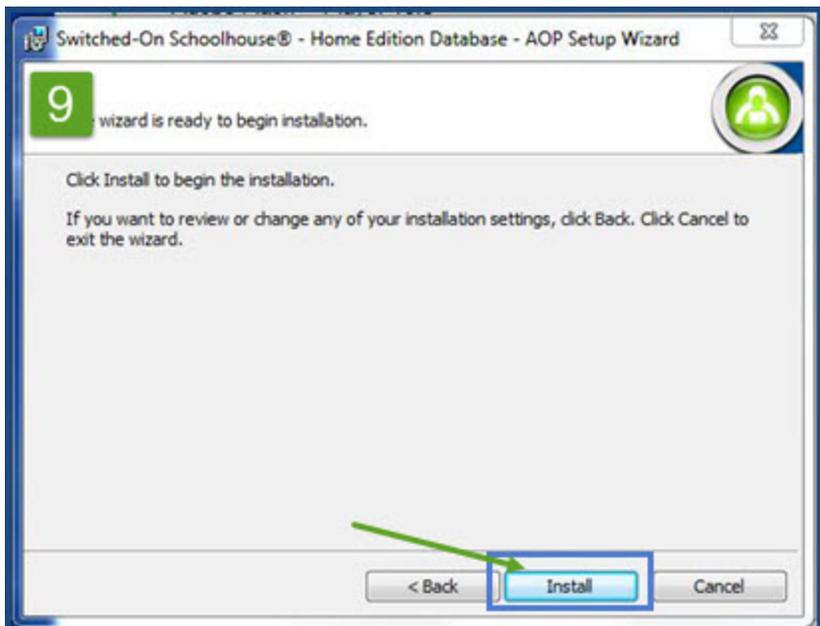
- On the **Database Selection** window, locate the computer where your Full Install resides, either by using the dropdown menu or typing in the computer name followed by: **\\SOSHOME80** in the blank textbox. Click **Next** after the location is selected.



Tip To locate the computer name of the computer where the Full Install resides, go to the computer with the Full Install. Hold the **Windows** key and press the **Pause/Break** key. The **System** window displays the computer name in the **Computer name** section of the window.

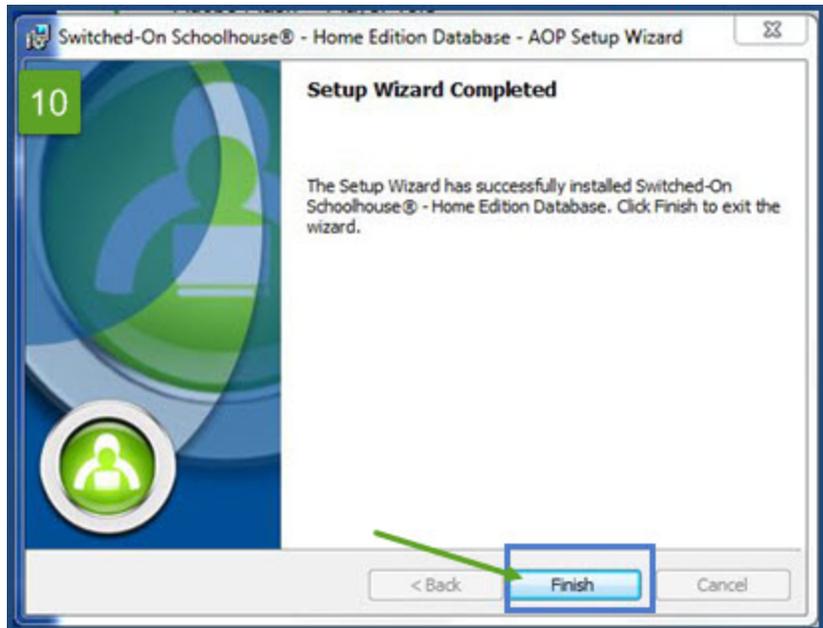
When you click **Next**, the application tries to connect to the database on the computer with the Full Install. If the database is found, continue to Step 9. If a connection cannot be made, a message displays that it could not connect to a valid database. Repeat Step 8 until you have a valid connection.

- Once you have successfully located the database connection, **The Wizard is ready to begin the installation** screen displays. Click **Install**.

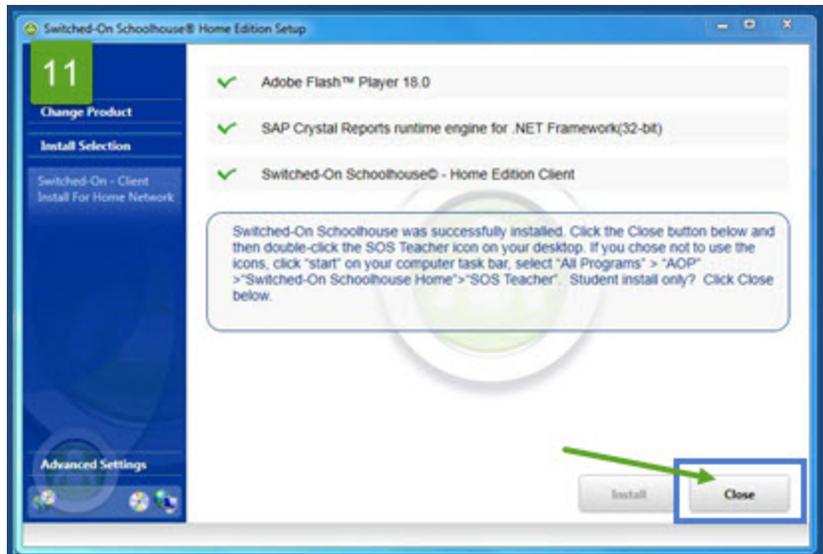




10. After all of your new files are copied, you see the **Setup Wizard Completed** screen. Click **Finish**.



11. A window appears showing all required programs installed. A check mark indicates an item was successfully installed. Read the message in the text box and click **Close**.



12. The SOS Home Edition - Client Install process is now complete. Remove SOS Installation Disc One.

Next steps:

- If you have additional computers where you want to install the SOS Client, return to Step 1.
- If you are installing the SOS Client on only one computer, you are ready to set up your school. Go to ["Set Up Your School" on page 23](#), and continue with the setup steps.

Upgrade Your SOS Home Edition To SOS Home Edition 2016

If you currently have a prior version of SOS Home Edition installed, you can upgrade to SOS Home Edition 2016. The prior version you are using may require you to uninstall that version of SOS Home Edition first.

- For SOS Home Edition 2015 users, see ["Upgrade from SOS Home Edition 2015" below](#).
- For SOS Home Edition 2014 users, see ["Upgrade from SOS Home Edition 2014" below](#).
- For SOS Home Edition users with a version prior to 2014, see ["Upgrade from versions prior to SOS 2014" on page 21](#).

Upgrade from SOS Home Edition 2015

If you are currently running the 2015 version of SOS, you can upgrade SOS directly. Do NOT uninstall your 2015 version. The upgrade process makes your 2015 data available in the new program, letting you take full advantage of SOS.

Important If you have the SOS Client version installed, you need to upgrade the Full Install BEFORE doing anything with the Client Install.

Additionally, the upgrade process automatically backs up your database and restores it for use with the new version of SOS. As a precaution, you should always perform a backup from your existing installation before you install the new version.

Tip To perform a backup, open your existing installation of SOS Teacher, click Help?, and select SOS Teacher > Application > Backing Up Files or view the Backup/Restore tutorial.

During the upgrade process, you may notice there are duplicate icons for both SOS Teacher and SOS Student for a very brief time. This is expected. There will only be one set when the upgrade is done.

To complete your upgrade from SOS 2015:

- Follow the instructions in ["Install SOS Home Edition - Full Install" on page 5](#), and then if you need to upgrade a Client Install, go to ["Install SOS Home Edition - Client Install For Home Network" on page 13](#), only after you complete the Full Install.

Upgrade from SOS Home Edition 2014

Upgrading is necessary if you plan to use your new version of SOS or new curriculum. If you have the 2014 SOS Client version installed, you must upgrade the Full Install BEFORE you perform any upgrade activity on the Client. After the Full Install has been upgraded, you need to uninstall the 2014 Client and then install the SOS Client Install for 2016 using SOS Installation Disc One.

Note If you are upgrading from SOS 2014, any changes you made to your Avatar, Wallpaper, or Photo Album are not migrated. You need to set those Home Page items when you open your new version of SOS.

The upgrade process automatically backs up your database and restores it for use with SOS. As a precaution, you should always create a backup of your existing database before you install the new version.

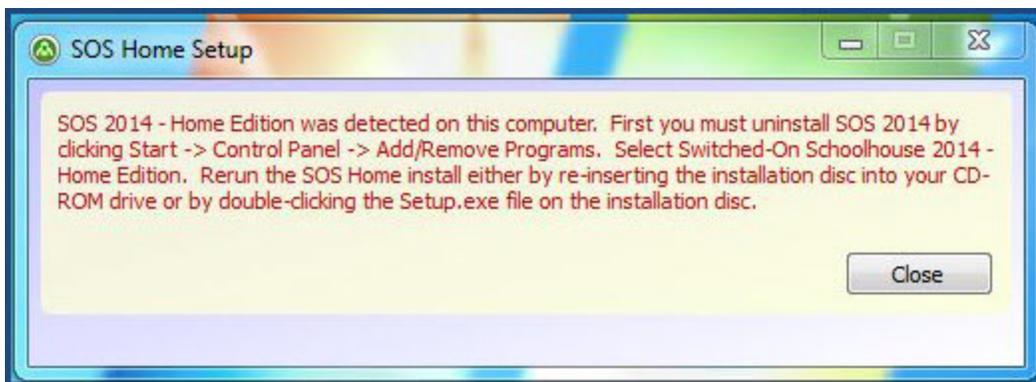
Tip For help creating a backup, open your existing installation of SOS Teacher, click Help, and select User Manual > SOS Teacher > Application > Backing Up Files.

To complete your upgrade from SOS 2014:

1. After you load SOS Installation Disc One, the first screen advises you that a backup of your database has been created and you must manually uninstall SOS 2014. Click **Close** and remove the application disc.



2. After completing the upgrade of the Full Install, you will see the following message if you are performing the Client Install and you have not already uninstalled SOS 2014:



3. To uninstall SOS 2014 Home Edition components, hold the **Windows** key and press the **R** key to open the system **Run** dialog box.
4. In the **Run** dialog box, type "control" and click **OK**. This opens your **Control Panel**.
5. Depending on your operating system, select **Add/Remove Programs** (or it might be **Programs and Features**).
6. To uninstall all SOS 2014 components, do the following:
 - a. Select **Switched-On Schoolhouse 2014 Home Edition**, and then click **Uninstall** or **Remove**. If asked to confirm the removal, click **OK** or **Yes**.
 - b. Select **Switched-On Schoolhouse 2014 Home Database**, and then click **Uninstall** or **Remove**. If asked, confirm the removal.
 - c. Select **Switched-On Schoolhouse 2014 – Home Edition Tutorials**, and then click **Uninstall** or **Remove**. If asked, confirm the removal.
7. Load **SOS Home Edition Installation Disc One**. Follow the instructions in "[Install SOS Home Edition - Full Install](#)" on [page 5](#), until you get to Step 8. When you reach Step 8, return to this page and continue with Step 8 here.
8. Click **Next** on the **Migrate SOS Home 2014 Data** screen and return to Step 9 of the Full Install, see "[Install SOS Home Edition - Full Install](#)" on [page 5](#). If you do NOT want to migrate your database, click the option "**Do NOT**



migrate Home 2014 data...", and click **Next** to enter database setup information. Click **Next** again, and return to Step 14 of the Full Install to finish your upgrade.

Note If you do NOT migrate your database, the information it contains will not be available to you or your students in SOS.

Upgrade from versions prior to SOS 2014

If you have a version of SOS older than 2014 installed, please create a backup of your database, and then you need to uninstall all SOS components.

To uninstall your old version of SOS:

1. Hold the **Windows** key and press the **R** key to open the system **Run** dialog box.
2. In the **Run** dialog box, type "control" and click **OK**. This opens your **Control Panel**.
3. Depending on your operating system, select **Add/Remove Programs** (or it might be **Programs and Features**).
4. To uninstall all SOS components, do the following, if applicable for your installed version:
 - a. Select **Switched-On Schoolhouse 20XX (XX being the year of your presently installed version)**, and then click **Uninstall** or **Remove**. If asked to confirm the removal, click **OK** or **Yes**.
 - b. Select **Switched-On Schoolhouse 20XX Home Database**, and then click **Uninstall** or **Remove**. If asked, confirm the removal.
 - c. Select **Switched-On Schoolhouse 20XX Tutorials**, and then click **Uninstall** or **Remove**. If asked, confirm the removal.
 - d. Select **Microsoft® SQL Desktop Engine (SOSHOME309)**, and then click **Uninstall** or **Remove**. If asked, confirm the removal.

After your backup file is created and you have uninstalled all SOS components, please call our tech support team at 866-444-4498 for assistance with upgrading.

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Set Up Switched-On Schoolhouse

This section explains how to log in to SOS Teacher and use the Setup Wizard to get your school up and running!

Log In to SOS Teacher

You need your teacher password that you set up during installation to log in to SOS Teacher. Unless you chose to remove the icons when installing SOS, you should see an icon that looks similar to this:



- Double-click that icon to open SOS Teacher.

Note If you do not have the icon on your desktop, you can still open SOS Teacher. On your computer's taskbar, click the **Start** button. Then, select **All Programs > AOP > Switched-On Schoolhouse Home > SOS Teacher**.

The first screen you see asks you to log in with the teacher password you created during installation. SOS asks you, the teacher, to log in with the password to protect your account because, as the teacher, you have access to all answer keys, student grades, and teacher controls.



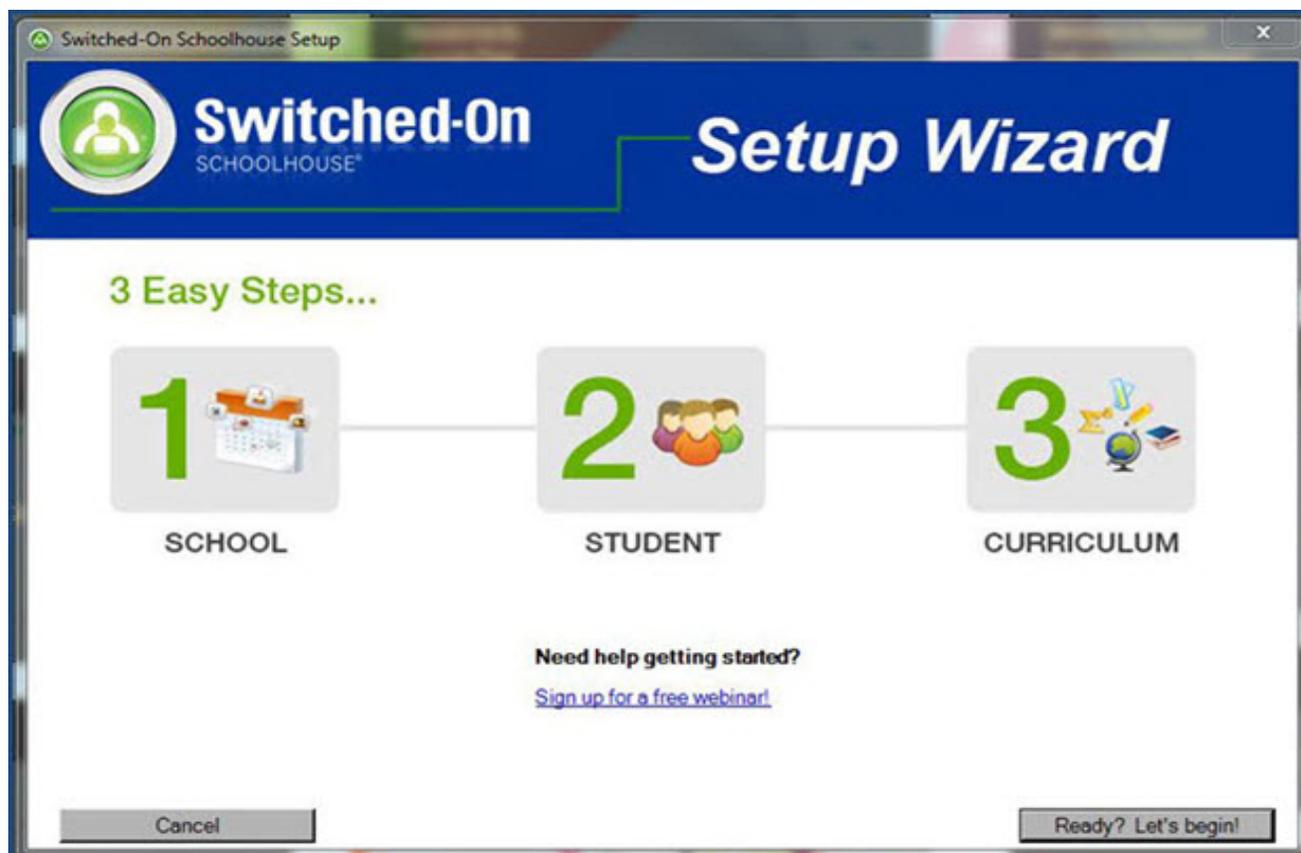
On the Login Page:

1. Enter your password in the **Password** field. (Check your caps lock key if you get an error message. Your password is case sensitive.)
2. Click the **Login** button.

Set Up Your School

The first time you log in to SOS Teacher, the **Setup Wizard** appears and walks you through the initial setup steps for your school. There are three basic steps to be completed before your student(s) can begin working in SOS:

1. Select a school term and create a school calendar.
2. Add your students.
3. Install curriculum (subject) and assign subjects to students.



When you click the **Finish** button at the end of the Setup Wizard, the basic setup for SOS is complete. You and your students can immediately begin working.

Tip You can use the Setup Wizard at any time. To do this, on your **Home Page**, in the **Application** widget, click **Setup Wizard**.

About the SOS Demonstration Lessons

While you are installing subjects, you have the option to assign a sample or demonstration lesson to your students. There are two versions of this lesson, one for grades 3-5 and one for grades 6-12. Each lesson walks students (and you) through the various screen elements and the different problem types. It is a chance to see how lessons and problems are structured and try them out, without impact to grades.

The sample lesson contains each problem type, including teacher graded problems. These do not hinder student progress in the sample lesson if you do not get them graded. They are there to provide the student with an opportunity to practice with each problem type and you, as the teacher, an opportunity to see how the grading function works. The student may continue with the sample lesson, just as they continue in their regular lessons. In regular lessons though, teacher graded problems must be graded by you so they can complete a unit.

The sample lesson installs in the same folder where the application is installed. We recommend that you do not move them. If you need to find them for any reason, look in the folder where your application is located. For example, if you installed SOS to the default location on the C drive, look for the sample lesson for grade 3-5 at: C:\Program Files\AOP\Switched-On Schoolhouse 2016\Home Demo\Demonstration3. The sample lesson for 6-12 can be found at: C:\Program Files\AOP\Switched-On Schoolhouse 2016\Home Demo\Demonstration6.

Select a School Term

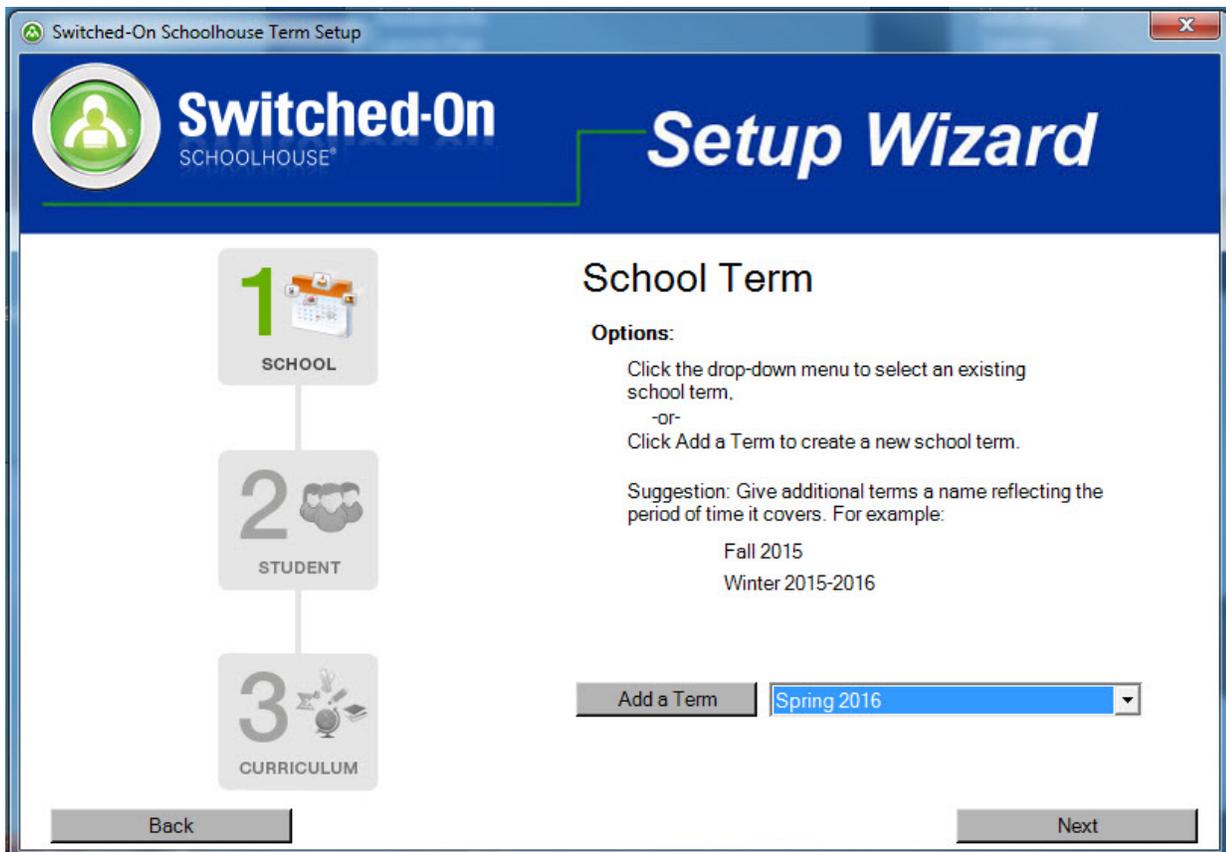
School terms are important because you cannot assign schoolwork to your students without them. There are a couple of points to keep in mind as you work with terms:



One Students can only work in ONE term at a time. If you assign work to students in more than one term, you MUST switch their active term each time they need to work on an assignment from the non-active term. Though there is a **View Other Term** button in SOS Student on the Schoolwork screen, it does not allow students to work in other terms. This button only allows them to see what work is assigned to them in any other school term. They cannot perform any work on assignments in other terms until you change their active term using the SOS Teacher program.

Two Terms help you keep SOS School records organized. You should create a new term for each new school year.

- Because you already created a term when you installed SOS Home Edition - Full Install, if you want to use that term, just click **Next** at the bottom of the **School Term** screen. Or, if you want to create a new term, do the following:



- a. Click **Add a Term**.
- b. Type in the name you want to assign to the school term.
- c. Click **Save Term**.
- d. Click **Next** to move to the **Calendar** screen.

Create Your School Calendar

Creating a calendar allows you to assign due dates to student assignments. Due dates help students know how much work must be done each day, so they can complete their assigned work by the end of the school year. When due dates are turned off, students must pace their own schoolwork.

To create your school calendar:

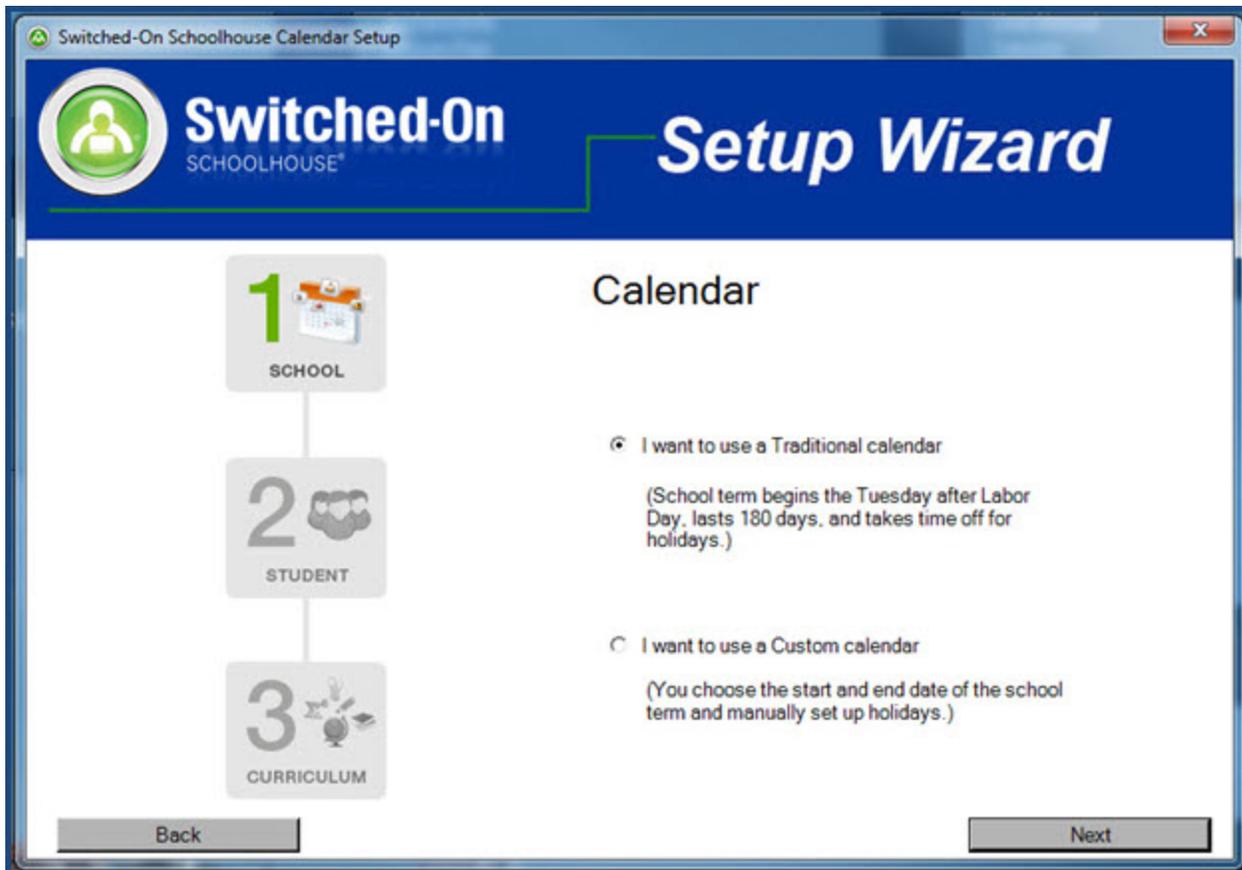
1. Determine if you want to assign due dates:



- Select **Yes** if you want to assign due dates to student assignments.
- Select **No** if you do not want to assign due dates to student assignments.



2. Click **Next** to continue, and depending on the option you selected, you are either selecting the type of calendar or adding students. See "[Set Up Students](#)" on page 28.
3. Determine the type of calendar:
 - **I want to use a Traditional calendar** - This calendar begins the day after Labor Day and lasts 180 school days, excluding time taken off for holidays. You can change the pre-set holidays, school days, or school end date for your school.
 - **I want to use a Custom calendar** – This calendar allows you to choose the start and end days of the term, as well as assign any holidays to be included. It is useful if you need to start a term at a time not usually associated with the start of the school year or if you want to compress a school year.



4. Click **Next** to continue.
5. If you chose a traditional calendar, select the school year from the **Year** list. Then, click **Next** to continue. If you chose a custom calendar, you can select start and end dates for your calendar. SOS defaults the Start Date to today and the End Date to 180 weekdays from today. You can leave this or change it.

To change the dates:

- a. Select the **End Date** for your school year. Then, select the **Start Date** for the school year.
- b. Click **Next** to continue.

Customize Your Calendar

After you have determined the type of calendar you want to use, you can customize the calendar. You can change school days to non-school days and vice-versa. You can change individual days or a series of days. You may do this now or at any time during the school term.

Tip For assistance with customizing your calendar, see the "**View and Manage the School Calendar**" topic in the Help. See "[Helpful Information](#)" on page 37.

1. Determine if you want to customize your calendar now:
 - Click **No** if you do not want to customize your calendar now, and then click **Next** to continue. You now are ready to set up students. See "[Set Up Students](#)" on the next page.
 - Click **Yes** to customize your calendar now. Then, click **Next** to continue.
2. Set each date or range of dates individually. To choose specific dates for things like holidays and vacation:



- a. Select the **Start Date** and **End Date** of the period you want to customize.
 - b. Enter the **Description** for the date range. For example, type “Family Reunion” or “Weather Catch-up Days.”
 - c. Select **Yes** to designate these days as school days or select **No** if these days are not to be considered school days.
3. Click **Customize more days** if you want to add more custom dates and return to Step 2.



4. Click **Finished** when you have entered the last date you want to customize. When the confirmation message appears asking if you are finished customizing calendar dates, click **Yes**.

View Your Calendar

1. Click **View Calendar** to see your selected school term.
2. Click **Next** to continue or click **Back** to return to the **Customize Calendar** screen to make additional changes.

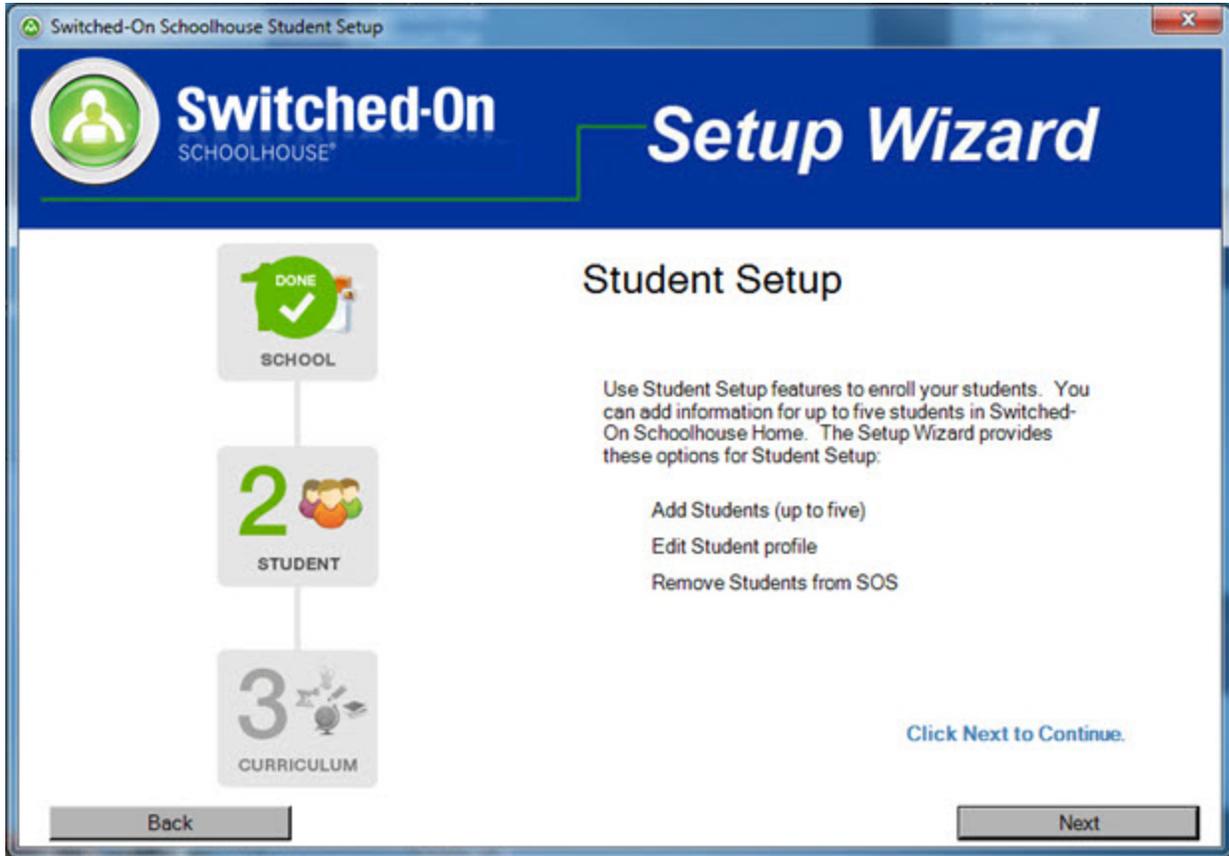
Set Up Students

Before students can get started in SOS Student, you need to “enroll” them in your school. SOS allows you to have up to five students working in SOS at once. The Student Setup feature in the Setup Wizard allows you to add students, edit students, or remove students from SOS. For now we are going to add students.

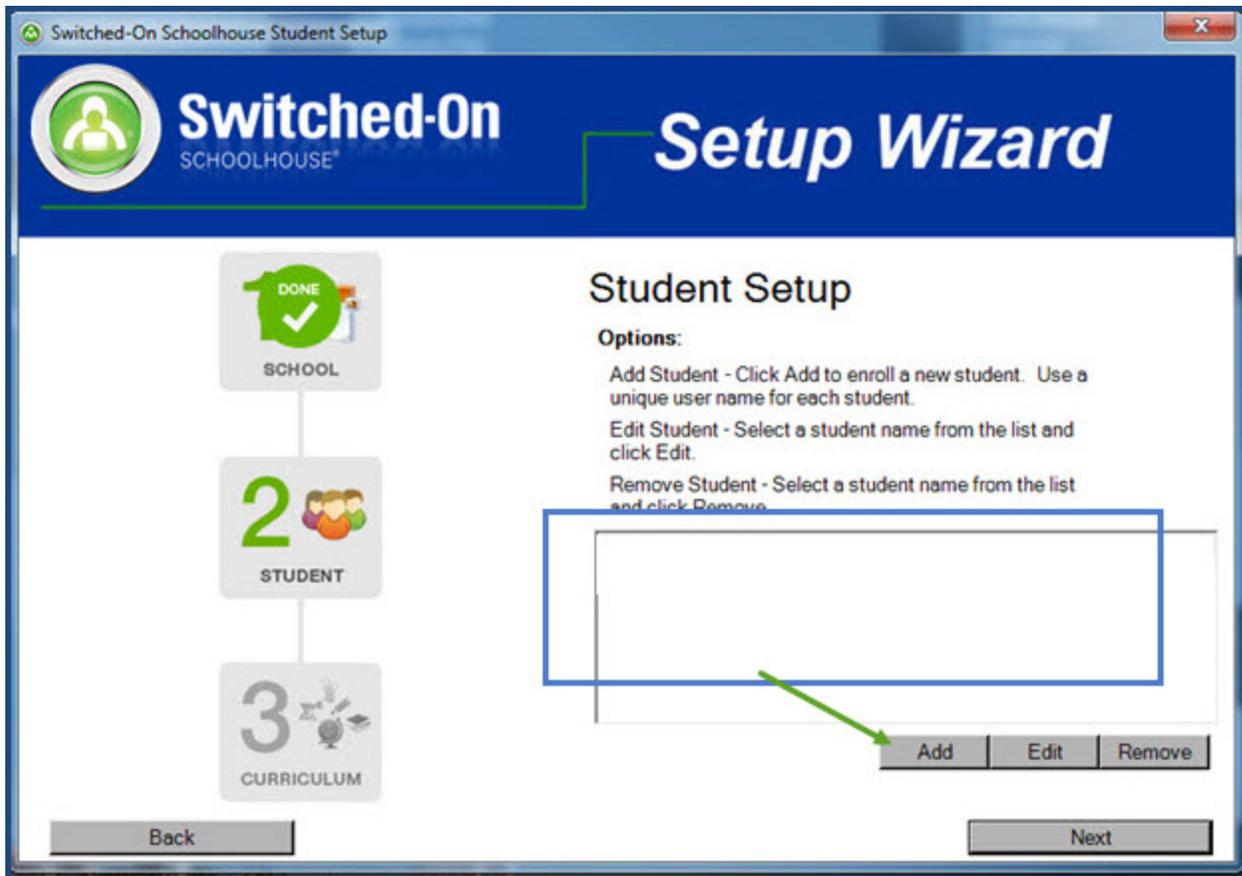
Note If you want students to use a password to log in, you need to set this up using the **Student Setup** link in the **Administration** widget after you complete the Setup Wizard.

To add students:

1. To begin, click **Next** on the first **Student Setup** screen.



2. If your student's name is not displayed on the screen, click **Add** to open the **Student** screen where you can enter the student name and username.



- a. Enter the **Username**. This is the name SOS uses for the student, just like your teacher name. Use up to 20 letters and/or numbers. No periods or other special characters are allowed.
- b. Enter the student's First name and **Last name**. Click **OK**.

3. To add additional students, click **Add** and enter their username and First and Last name. To make changes to a student's information, select the student, and click **Edit**. To remove a student, select the student and click **Remove**. Click **Next** if you are ready to continue.

Install Curriculum

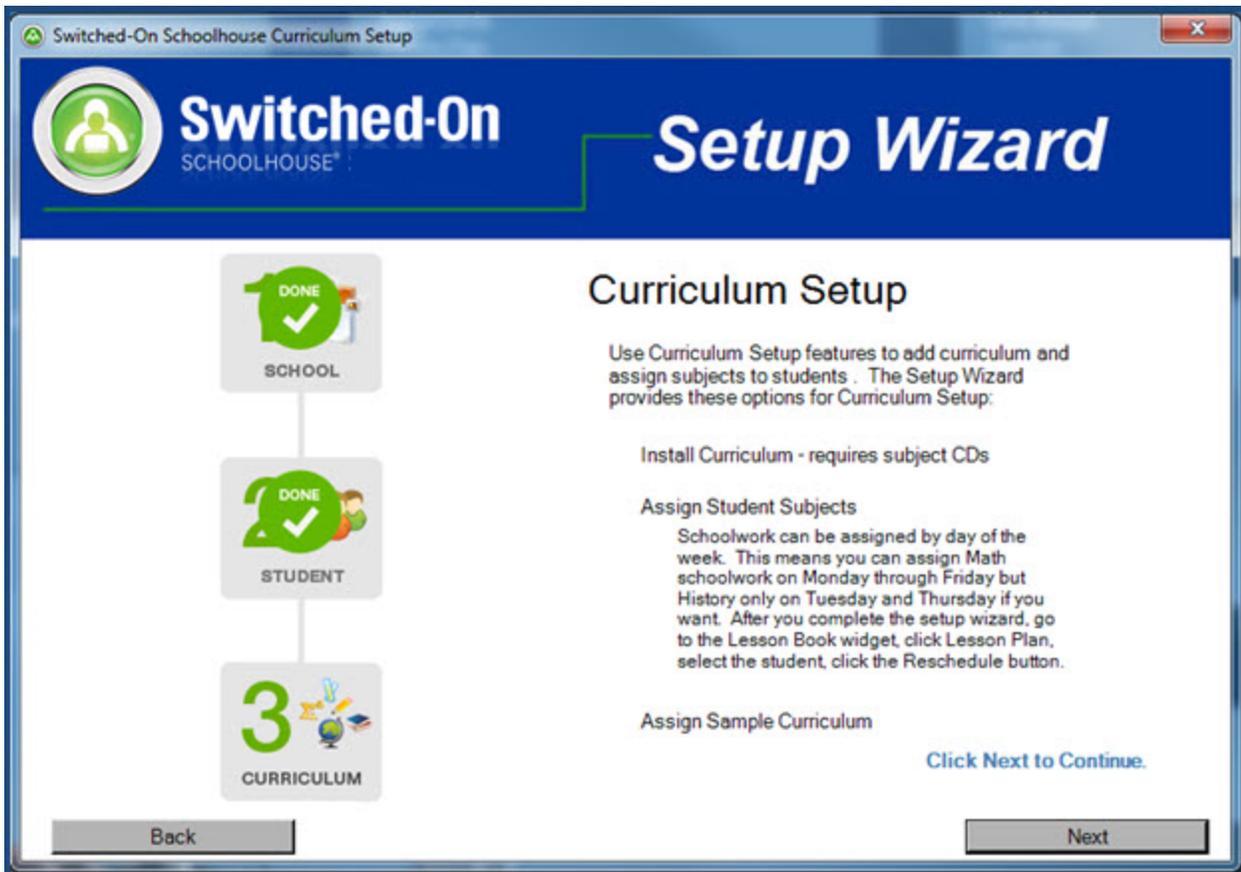
Before students can begin work in SOS Student, you need to install curriculum and assign it to them. Make sure you have your curriculum disc(s) before you begin.



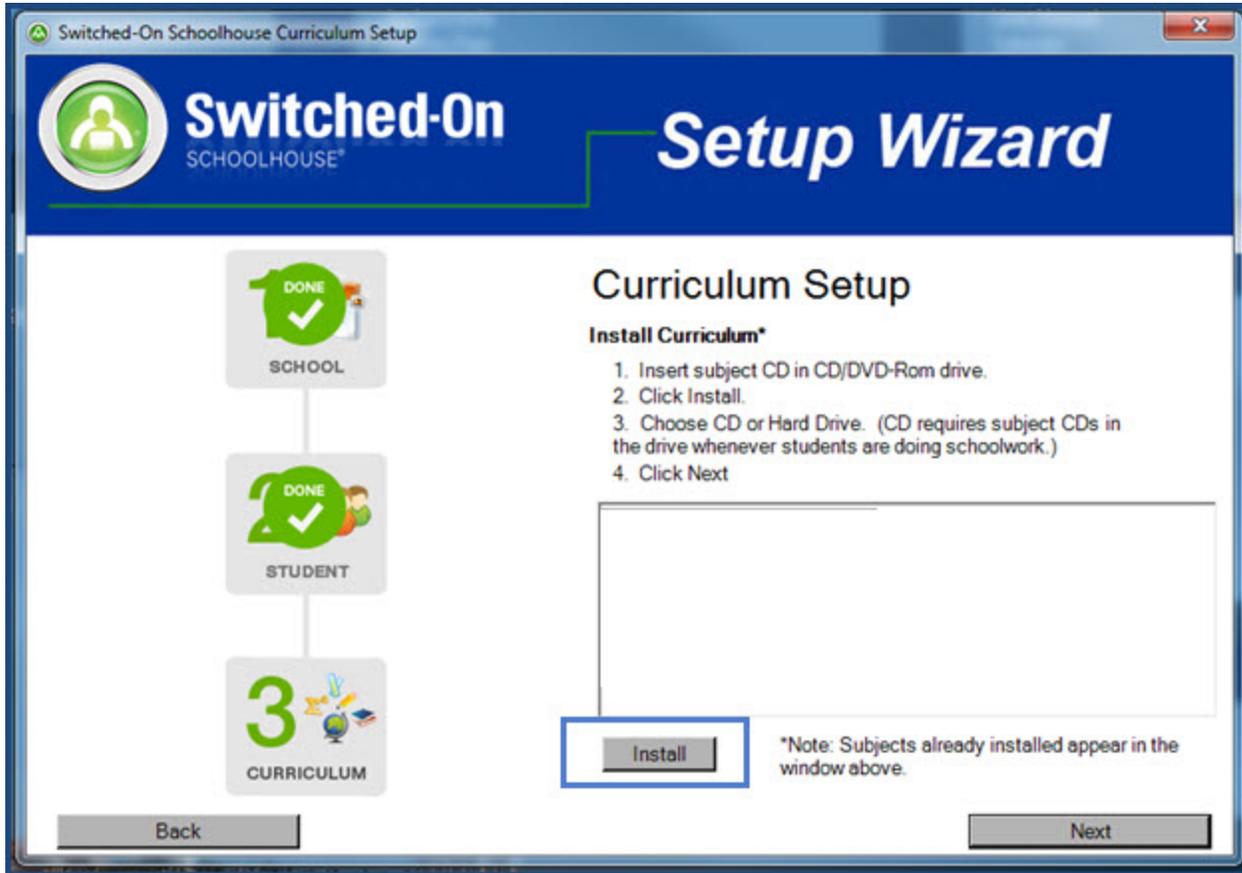
Remember If you do NOT load the subject onto your hard drive, the student must have the disc in the DVD/CD-ROM drive when working on the subject.

To install curriculum:

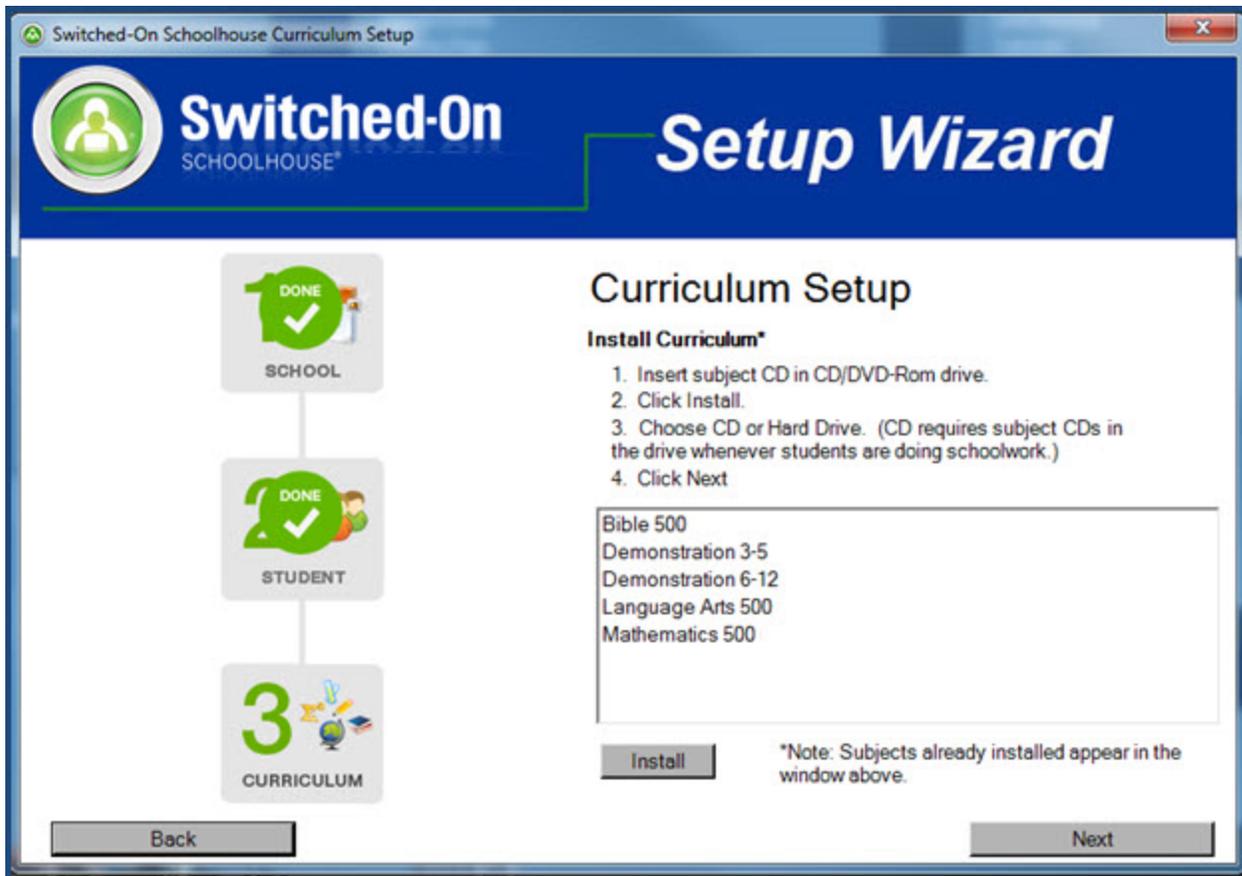
1. To begin, click **Next** on the **Curriculum Setup** screen.



2. Load a curriculum/subject disc and click **Install**.



3. By default, the **Copy to Drive** option is selected. You must have enough disk space on your hard drive for the subject to install correctly. If you want to have your student use the subject disc whenever working in this subject, click **Leave on CD-ROM**.
4. Click **OK**.
5. If you chose **Leave on CD-ROM**, go to Step 6.
If you chose **Copy to Drive**, a window opens allowing you to copy to the default folder. Click **OK**. You may choose another location provided there is enough free space on your drive, but we **HIGHLY** recommend leaving the curriculum in the default folder.
SOS begins copying the subject to the selected drive. If the subject has more than one disc, SOS prompts you when to put in the next disc.
6. Repeat Steps 2 – 5 until you have installed all of the subjects you intend to assign. Then, click **Next**.



Tip See the “How to Install a Subject” tutorial on SOS Installation Disc Two for assistance.

Note If you are using a Client Install, the subject is copied to the server location. The client computer must point to the subject on the server location or you must copy the curriculum to the hard drive of the computer with the Client Install.

Assign Subjects to Students

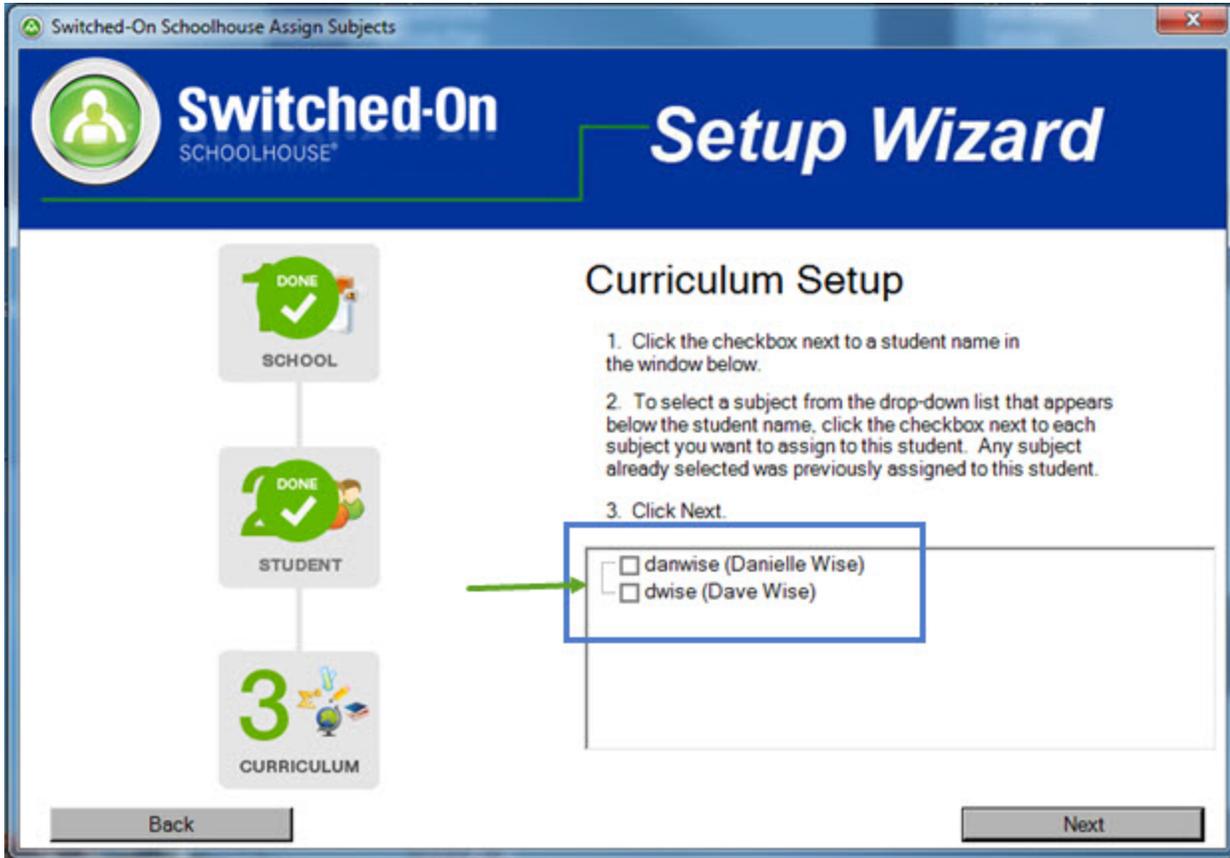
Now that you have installed your subjects, they can be assigned to your students. SOS allows you to assign multiple subjects to every student before you move to the next screen.

To assign subjects to students:

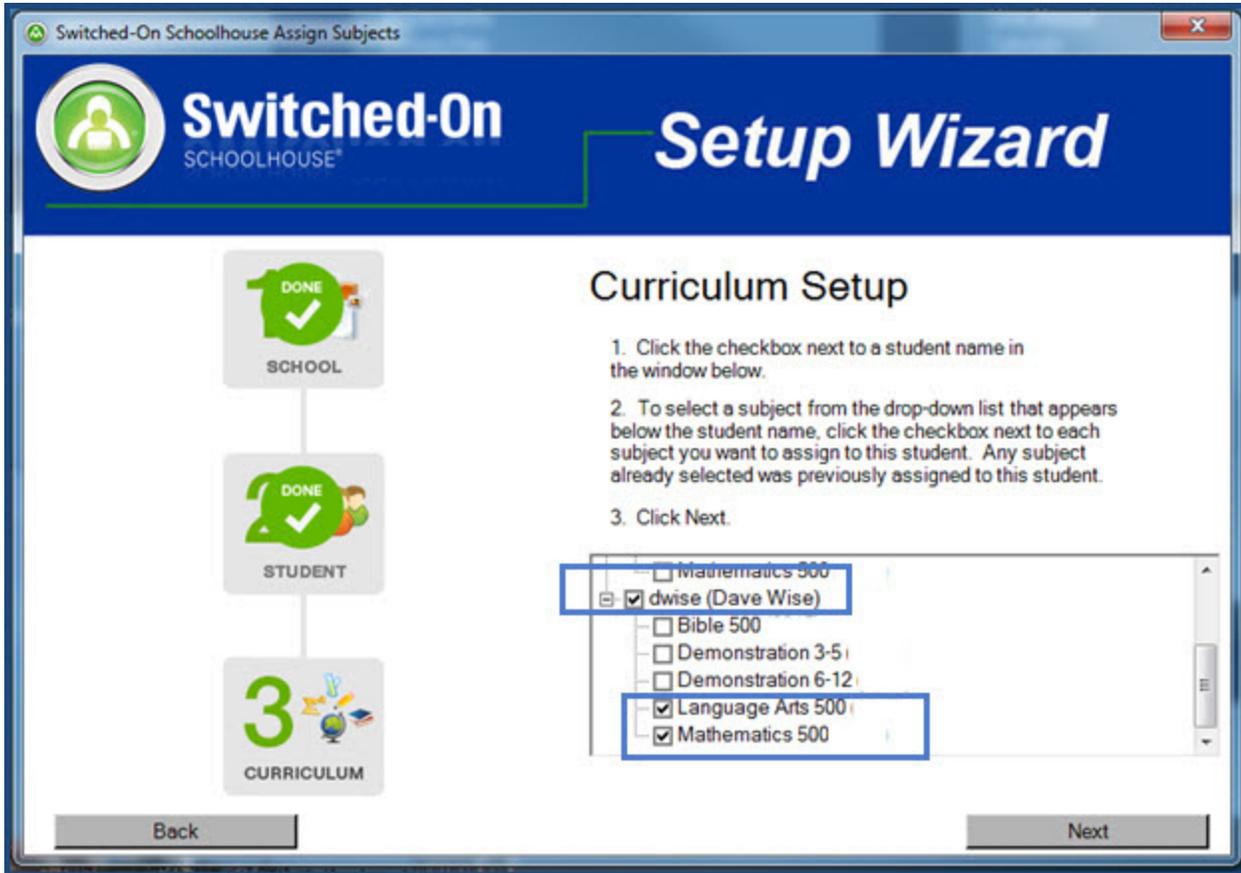
1. After you have clicked **Next** on the **Curriculum Setup** window, the **Curriculum Update** message appears. This is an automatic process to check for curriculum revisions or updates to the curriculum you just installed. Click **OK**. If there are updates, they are automatically applied to your database. When the **Update Complete** message appears, click **OK**.

Note You must have Internet access to do automatic curriculum updates. If you do not have Internet access, contact AOP Customer Service periodically to see if there are updates to your curriculum.

In the bottom half of the **Curriculum Setup** window, you see a list of your students.



2. Click the check box next to a student's name to display a list of the subjects you installed.



3. To assign the subject to the student, click the check box. Any subjects NOT selected will not be assigned to the student. If you assigned a subject in error, click the check box to clear it.

Note You can also assign subjects to students in SOS Teacher using the Curriculum Setup window. See the Help for more information.

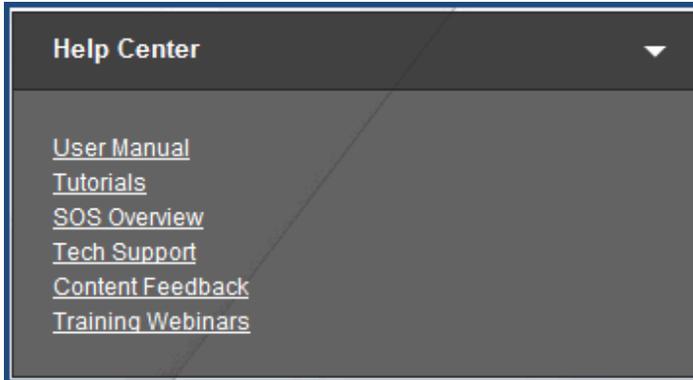
4. Click **Next** when you are finished.
5. When the **Assignment Complete Confirmation** message box appears, click **OK**.

Note Coursework may be assigned to students by day of the week. When you are finished with the Setup Wizard, on your Teacher **Home** page, in the **Lesson Book** widget, click **Lesson Plan**. Select the student (one at a time) and click the **Reschedule** button.

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Helpful Information

The **Help Center** widget is your source for assistance in SOS Teacher. Links to the Help file, tutorials, Tech Support's web site, as well as a link to share curriculum issues and SOS suggestions are all available here.



- **User Manual** - Access the **Help** file by clicking this link in the **Help Center** widget or by pressing the **F1** key in the upper row of your keyboard from anywhere in SOS. Most of the time you are immediately taken to information about the window, form, or page you are on when you press the **F1** key. The **Table of Contents**, **Index**, and **Search** functions in the left-hand column of the Help file are there to assist you, if you need to find other help. The **User Manual** also includes a **Glossary** of terms used in SOS.
- **Tutorials** - This link takes you to the AOP Homeschooling Support web page. The tutorials are videos that walk you through how to perform a function or use a feature, step-by-step. Tutorials are also available on SOS Installation Disc Two.
- **SOS Overview** - This link takes you to the AOP Homeschooling Support web page.
- **Tech Support** - This link takes you to the AOP Homeschooling Support web page. From here you can access assistance. You can find answers to your SOS questions or chat with a technician.
- **Content Feedback** - Opens a web page, where you can tell AOP about an issue you encountered in the curriculum or share a suggestion or idea you have for SOS. We try to reply to these in a timely fashion, if you provide us with an email address. Responses may be delayed if curriculum errors are sent as suggestions or vice-versa. The more complete and specific you are when filling out the form helps expedite the process.
- **Training Webinars** - This link takes you to the AOP Homeschooling Support web page. Sign up for a training webinar and get your questions answered.

Note The **SOS Student** application also has its own Help file. It can be accessed from the **Help** link in the **Application** widget on the **Home** page or by pressing **F1**.

Other Resources

Along with the SOS Teacher and SOS Student Help files in the applications, several guides are available from the AOP Homeschooling Support page for SOS.

For SOS Teachers, download these guides:

- "*Reports & Application Functions*" explains how to create and print all available SOS Teacher reports as well as how to perform administrative functions for your SOS application, such as configuring security settings, backing up and restoring your SOS files, importing and exporting student schoolwork between computers, and more.
- "*Lesson Book Functions*" explains the basic features and functions of the Lesson Book, such as how to view, manage, and grade assignments for your students, as well as how to use the Lesson Plan to reschedule schoolwork,



track student attendance, and more. It also explains how to customize learning in specific subjects for individual students.

- "*How SOS Calculates Grade Point Averages*" explains how the SOS grading scale and subject credits are used to calculate a GPA.

SOS Students can download these guides:

- "*Student Basics*" explains the basics of SOS Student, such as logging on and out, what you see on your Home page, how to change your Home page theme and other ways to manage the application, and more.
- "*Student Schoolwork & Assignments*" explains the views used to access your schoolwork and assignments, how to work on assignments and use the multimedia and other learning tools, how to study for and take quizzes and tests, how to use the student reports to track your schoolwork, and includes an appendix that describes all of the SOS problem types and how to complete each type.

Search the Help file

To search the **Help** file using the **Contents** tab, follow these easy steps:

1. Double-click any "book" icon or title to open a topic.
2. Double-click any "question mark" icon or title to display specific help information for that particular topic.
3. Use the scroll bar on the right side of your screen to move up and down, if necessary.
4. Double-click any "book" icon to close the topic, but leave the **Help** file open.
5. Click  in the upper right corner of the window to close the **Help** file.

To search the **Help** file using the **Index** tab:

1. Click the **Index** tab.
2. Use the scroll bar to move up or down the alphabetized list of topics.
3. Click the desired topic.
4. Click the **Display** button. The right side of the screen displays the help information for that topic. If more than one topic is available, select it from the list that appears, and click **Display**.
5. Use the scroll bar to move up and down, if necessary.
6. Click  in the upper right corner of the window to close the **Help** file.

Another way to search using the Index tab is to type a topic name or keyword in the text box. As you type, the **Help** file automatically scrolls up and down according to the letters you type. After finding the keyword or topic, follow Steps 3-6.

To search the **Help** file using the **Search** tab:

1. Click the **Search** tab.
2. Type the name or keyword in the text box.
3. Click **List Topics**.
4. Use the scroll bar to move up or down the alphabetized list of topics that displays in the lower pane.
5. Click the desired topic.
6. Click the **Display** button. The right side of your screen displays the help information you need. If more than one topic applies, select it from the list, and click **Display**.
7. Use the scroll bar to move up and down, if necessary.
8. Click the



in the upper right corner of the window to close the **Help** file.

Tip To search entries containing any of the words in your search, type your search word or phrase without quotation marks around it. For example, you would search this way if you wanted to find entries containing the words “student,” or “home,” or “screen.” However, if you want to find an entry containing the phrase “student home screen,” you would use quotation marks around the phrase.

Back Up and Restore Your SOS Files

The Backup/Restore feature protects against the loss of data, such as student work, grades, teacher commentary, and other information. This is a convenient way to back up your entire SOS database at any time. Backing up saves everything exactly as it is, so you can restore a previously-created backup should you ever need it.

Note The backup/restore operations can **ONLY** be performed when there are no students currently doing schoolwork. Before you begin, have all students exit their schoolwork to protect against losing their work.

We **HIGHLY** recommend you back up SOS every day if possible. *If anything happens to your computer's hard drive, all student work could be lost.* It's also especially important to back up student work whenever students might be away from their computers for any great length of time. You and your students are prompted to back up each time you exit SOS. It only takes a minute or two and saves much time, if you run into problems later.

Attention Windows Vista and Windows 7,8,8.1 & 10 Users: If you have a **Client Installation**, when you run a backup of SOS, you receive a warning informing you that you cannot write to the location of the backup folder. You have two options to allow writing to the location:

1. Run SOS as administrator.
2. Turn **User Account Control (UAC)** off.

Option 1: To run SOS as an administrator:

1. Open your **C:** drive.
2. Open **Program Files**.
3. Open the **AOP** folder.
4. Open **Switched-On Schoolhouse Home**.
5. Right-click **SOSHAPP.exe**.
6. Select **Run as administrator**.

To turn **UAC** off:

1. Open your **Control Panel**.
2. Select **User Accounts and Family Safety**.
3. Select **User Accounts**.
4. Select **Turn User Account Control On or Off** or drag sliding bar down to "**never notify**".
5. Click **OK**.

Back up your SOS files

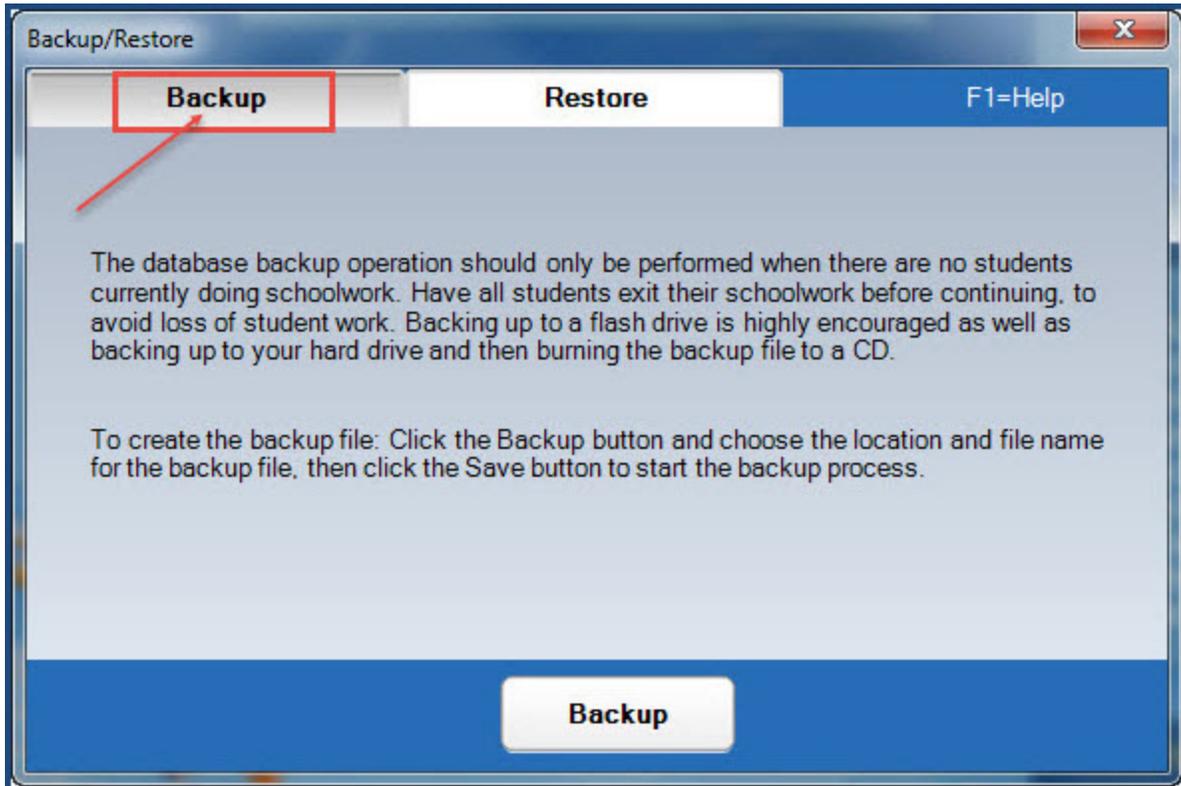
Before you begin the backup of your SOS files, keep these points in mind:

- Because the backup file is too large to be saved to a disk, backing up to a flash drive is highly encouraged as well as backing up your hard drive and then burning the created backup file to a CD.
- The file name, including the path, must not exceed 256 characters.
- Verify that the drive has sufficient free space and you have write permissions to this drive.



To back up your SOS files:

1. Ensure all your students are logged off.
2. On your **Home** page, in the **Application** widget, click **Backup/Restore**.
The **Backup/Restore** window appears.
3. Ensure the **Backup** tab is highlighted. This means you want to perform a backup of data.



4. If you are sure, click the **Backup** button. Or, to exit the backup, click the **Close [X]**.
5. The **Save backup file as** window appears. SOS automatically populates the backup folder name as **SOSbackup2016T** on your **C:** drive. It is strongly recommended that you leave the backup file as this name and in this location.
6. Click **Save**.

Note If a backup file was previously created, a message box appears, telling you the file already exists. Click **Yes** if you want to replace it with the new one. If you want to save every backup file you make, rename the file each time you back up. If you do this, we recommend that you simply add a number at the end of the current file name and increment it by one with each backup; for example, SOSbackup2016T1, SOSbackup2016T2, SOSbackup2016T3, etc.

A message may appear telling you the database backup is in progress. Because this process copies the entire database, you may need to wait a few moments.

7. When the process is finished, a message box appears telling you that the backup file was successfully created. Click the **OK** button. You have now backed up your entire SOS database.

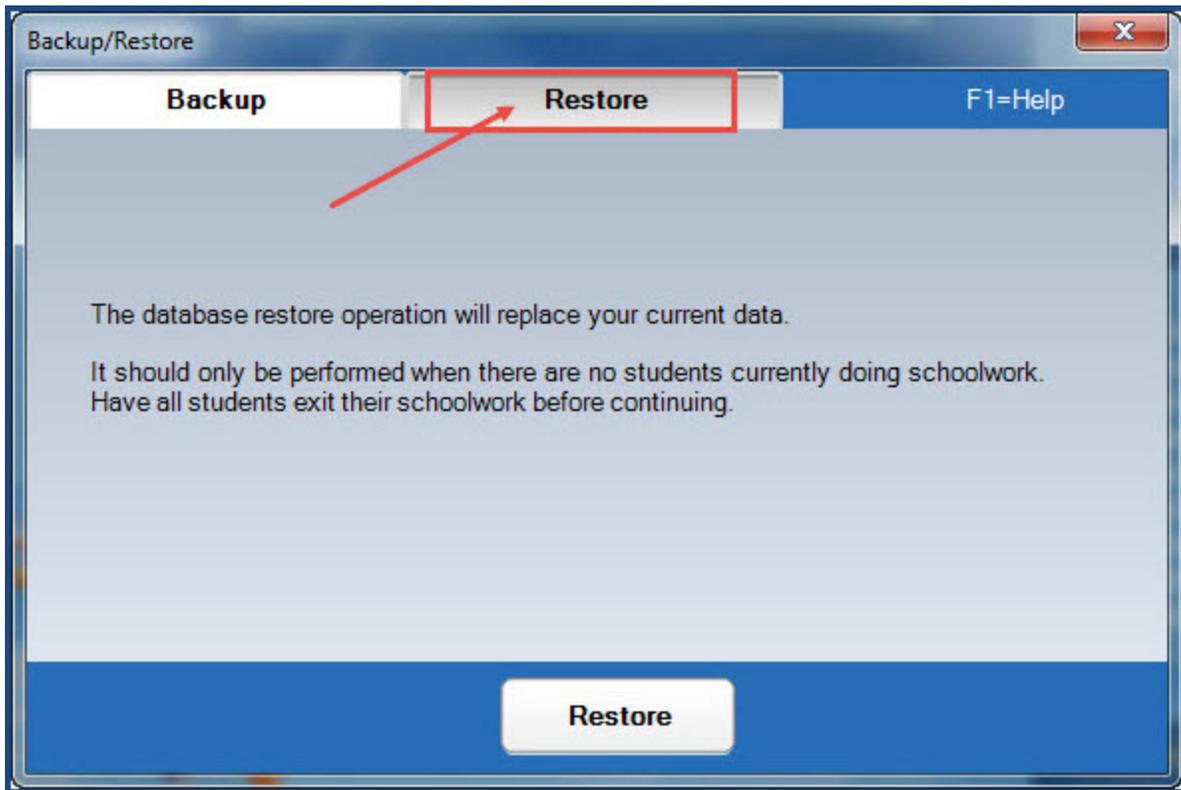


Notes

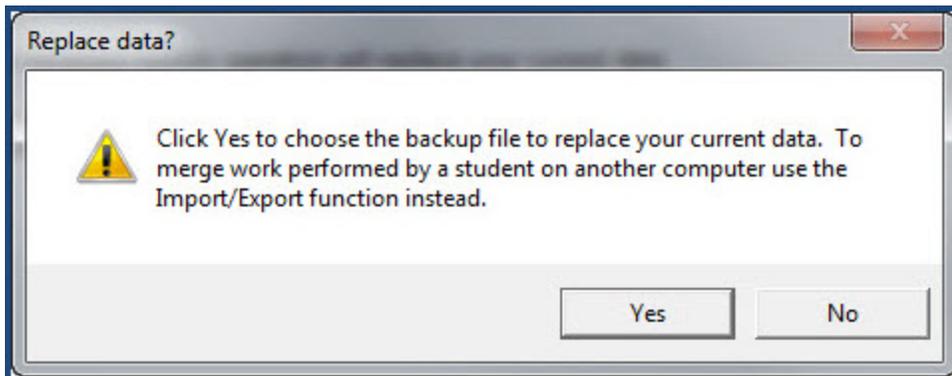
- You can also copy your backup file (SOSbackup2016T.bak) to a flash drive, burn it on a CD, or store it on a different computer.
- If you have a Teacher/Client installation, your backup file is placed on the computer where the database is installed. Remember this if you need to perform a restore.

Restore your SOS backup files

1. Ensure all your students are logged off.
2. On your **Home** page, in the **Application** widget, click **Backup/Restore**.
The **Backup/Restore** window appears.
3. Click the **Restore** tab to highlight it. This means you want to perform a restore of your backed-up SOS data.



4. If you are sure, click the **Restore** button. Or, to exit the restoration, click the **Close [X]**.





5. In the window that appears, browse to and open the backup SOS database file you want to restore. It is in the new folder you created when you were performing the database backup. Unless you selected a different name, the file is probably called "**SOSbackup2016T**." If you have been retaining copies of previous backups, you may have an incremental number after the "T".

REMEMBER: If you have a Teacher/Client installation, your backup file is located on the computer where your database is installed.

6. The **Backup/Restore** window appears and the restore process starts automatically. A message then appears, telling you that the database restore is in progress.
7. When the process is finished, another message appears telling you that the restore file was successfully created. Click the **OK** button. You have now restored your entire SOS database.

The application closes and you must restart it.

Change (Reset) Your Forgotten Teacher Password

SOS does not limit the number of times you can try entering your password if you cannot remember it exactly. If you have totally forgotten your password and can't open SOS, you can reset your password using the utility tool contained on SOS Installation Disc Two.

Passwords are:

- Limited to 12 characters.
- Can contain letters and numbers, but no special characters, such as !, #, @, or punctuation marks.
- Are case-sensitive. This means that if you use an uppercase letter, such as M, when setting up the password, be sure that when you enter the password when logging on to SOS or accessing answer keys, you use the uppercase letter M and not the lowercase m.

To change (reset) your forgotten teacher password using the SOS Installation Disc Two CD utility:

1. Load **SOS Installation Disc Two** on the computer with the Full Install. (If the **Install** window opens, click **Close**.)
2. Hold the **Windows** key and press the **E** key.
3. Right-click the drive containing **SOS Installation Disc Two**, and click **Open**.
4. Double-click the **Tools** folder, and then double-click the **DataUtilities.exe**.
5. When prompted to select a database, choose **SOS Home 2016** and click **Connect**.
6. From the **Commands** list, select **Change Password**, and then click **Execute Command**.
7. At the prompt, enter your new Password twice.
8. Click **Save**.

When the window closes, notice the "Change Password was successful" message appears below the **Execute Command** button.

9. Close the **Data Utilities** window and remove the disc.

Be sure to write your password down and put it somewhere safe. Protect your teacher password by keeping the SOS Installation Disc Two in a secure location.

Install Adobe® Reader®

SOS uses Adobe Reader to open PDF files, for example, when printing student reports or when reading assignment instructions. If you do not already have Adobe Reader, you can install it from SOS Installation Disc Two (if you do not have internet access) or download it from the Adobe website.

These steps explain how to install Adobe Reader using SOS Installation Disc Two.



1. Load **SOS Installation Disc Two**. (If the **Install** window opens, click **Close**.)
2. Hold the **Windows** key and press the **E** key.
3. Right-click the drive containing **SOS Installation Disc Two** and click **Open**.
4. Double-click the **Adobe Reader** folder, or right-click it and select **Open**.
5. Double-click the appropriate folder for your operating system, or right-click the folder, and select **Open**.
6. To install Adobe Reader, double-click the appropriate file for your operating system.
7. When installation is finished, remove **SOS Installation Disc Two**.

Remove (Uninstall) SOS Home Edition Components

Use these steps if you want to completely remove all SOS Home Edition components from your computer(s).

1. Hold the **Windows** key and press the **R** key to open the system **Run** dialog box.
2. In the **Run** dialog box, type “control” and click **OK**. This opens your **Control Panel**.
3. Depending on your operating system, select **Add/Remove Programs** (or it might be **Programs and Features**).
4. To uninstall all SOS Home Edition components, do the following:
 - a. Select **Switched-On Schoolhouse Home Edition**, and then click **Uninstall** or **Remove**. If asked to confirm the removal, click **OK** or **Yes**.
 - b. Select **Switched-On Schoolhouse Home Database**, and then click **Uninstall** or **Remove**. If asked, confirm the removal.

The following steps are optional. It is not necessary nor recommended for you to remove Microsoft SQL Server and its components. If you reinstall SOS, this application and all of the components WILL be installed again. If you choose to remove Microsoft SQL and have more than one instance of SQL installed on your computer, do NOT remove any SQL items except SOSHome80.

Note If you do choose to remove Microsoft SQL Server 2008 R2, it MUST be removed before any of its components are removed or it will not be properly uninstalled, and any subsequent installation attempts will fail. If you try to uninstall one of the components first, you will see a warning that the server should be removed first.

5. Select **Microsoft SQL Server 2008 R2**, and then click **Uninstall** or **Remove**.
6. On the **Uninstall** dialog window, select the instance of **SOSHOM80** and **SQL Client Connectivity SDK Redistributable Features**. Then, click **Next**.
7. When the **Complete...**screen appears, click **Close**.
8. One final SQL component, **Microsoft SQL Server Native Client**, remains. Select it and click **Uninstall** or **Remove**.

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Troubleshoot SOS Home Edition

If you experience problems with the installation of your application, try the following before calling technical support.

- Close any open applications.
- Restart your computer.
- Disable/turn off any anti-virus software.
- Double-check that your computer meets or exceeds the minimum system requirements. See "[Recommended System Requirements](#)" on page 3.
- Back up your SOS application (see the Help file or the "*Reports & Application Functions*" guide for instructions), and then remove the application and reinstall it. For instructions on removing (uninstalling) SOS, see "[Remove \(Uninstall\) SOS Home Edition Components](#)" on page 43.
- Verify that you have the most recent application and curriculum updates by visiting www.aop.com.

Common Issues

There are several common issues people encounter. Please take a look at these solutions before contacting technical support.

Q: When I clicked on a lesson, I was prompted to “browse for folder.” What do I do?

A: This means Switched-On Schoolhouse is not sure where to locate your curriculum. The solution is to copy the lesson's curriculum to the computer's hard drive.

1. Load the curriculum DVD/CD-ROM for that subject. If a window opens asking what you want to do, click the **Close** button.
2. Open the SOS Student application and on the **Home** page, in the **Application** widget, click the **Copy Curriculum** link.
3. When the **Copy Curriculum** window appears, click **OK**. A progress window displays while it is copying to the hard drive of your computer. It may take a few minutes.
4. When copying is complete, click **Close**. Remove the subject disc. You should be able to now access the lesson.

Q: I have a message telling me I have an invalid database connection. How do I fix it?

A: There are a couple of possibilities. Please check the following:

1. Confirm that your SQL Server service is running. To do this, hold the **Windows** key and press the **R** key. In the **Run** dialog box, type “services.msc” (no quotation marks). This opens your **Services Manager**. It sometimes takes a few moments to open and list all of the services on your computer that run in the background. Look for **SQL Server (SOSHOME80)**.
2. If the status does not show “Started,” right-click the service name and click **Start**. A progress bar displays while it is starting.
3. Close the **Services** window and log in to Switched-On Schoolhouse.

If restarting the SQL Server service did not fix the problem, the problem might be that Windows Firewall is blocking the database connection. If the problem is on the computer with the Client Install, there is a tool on SOS Installation Disc Two to help open the ports on your Firewall specific to Switched-On Schoolhouse. Do these steps on the computer with the Full Install (the one where your database resides).

To run the Firewall utility:

1. Load **SOS Installation Disc Two**. This disc contains tools and resources for your SOS installation. Close the application when it opens to the Installation window.
2. Hold the **Windows** key and press the **E** key.



3. Right-click the drive containing **SOS Installation Disc Two** and click **Open**.
4. Double-click the **Tools** folder and double-click the **FWConf** folder.
5. Right-click the **FWconf.exe** file. Choose **Run As Administrator**.
6. On the **Firewall Exception** window, click the **Create Exceptions** button.
7. When the indicator at the bottom of the box with the exceptions reads **True**, close the windows you opened while following these steps and log in to Switched-On Schoolhouse.

If ONLY the computer with the Full Install is getting the invalid database message:

1. Load **SOS Installation Disc Two**. This disc contains resources for your SOS installation.
2. Hold the **Windows** key and press the **E** key.
3. Right-click the drive containing **SOS Installation Disc Two** and click **Open**.
4. Double-click the **Tools** folder.
5. Double-click the **InvalidDBConnectionTool.exe** folder.
6. Double-click **InvalidDBConnectionTool.exe**.
7. On the **Invalid Database Connection Tool** window, click **Correct Database**.
8. If you get a message to close the windows, repeat steps 5 – 6 one more time. If you still get a message, call tech support.
9. If you get a successful message, close the window and try SOS Teacher or SOS Student to see if the program is now working correctly.

Q: I'm having trouble performing a Client Install. What should I do?

A: There are a couple of possibilities. We'll walk through each problem and solution.

1. Make sure you can see the SQL Instance name of the database (SOSHOME80) in the drop-down list to pick your database. If you do not see it:
 - Manually type the network path to where the SQL instance (SOSHOME80) is located into the box. It should look something like this: "Computer Name\SOSHOME80". Do not type in the quotation marks. Substitute your computer's name for "Computer Name". (To locate your computer's name, hold the **Windows** key and press the **E** key. Then, right-click **Computer** and select **Properties**.)

Continue with your Client Install.

2. Occasionally, Windows Firewall blocks the connection between SOS and the SQL database. If this happens, follow steps 1 – 7 in [To run the Firewall utility](#).
3. Third-party security software (anti-virus, Internet family safety, filters, spyware, or spam scanners) on your computer sometimes blocks the connection between SOS and the SQL database. There are a few things you can do to try to make sure they are not interfering.
 - a. Make sure you are not running more than one anti-virus suite. Different types of anti-virus programs are not meant to be run simultaneously. This can open your computer to outside risks. If you have more than one anti-virus program on your computer, choose the one you want to keep and completely uninstall others using the **Add/Remove Programs** or **Programs** area of your **Control Panel**. Even if the other program is just an expired trial program that came with your computer, remove it.
 - b. AT YOUR OWN RISK, you can temporarily disable your security software for the duration of the SOS installation process. Many security programs have an option to disable the software in increasing increments of time. Check your security software documentation for instructions.
 - c. Often, you can set your security software to grant SOS an exception, meaning it treats SOS and its database as a trusted connection. Check your security software documentation for instructions. You may need to contact the security software manufacturer's technical support for assistance.



4. Confirm your computers can “talk” to each other over your network. There are three identifiers that allow other computers on your network to identify and work with them. Once you gather the information, you can save it in the table shown below. Each computer has a:
 - Name
 - IP Address (for self-identification within your home network)
 - Workgroup

Use the table below to enter and save your Full Install, and if applicable, Client Install information.

| | Full Install Computer | Client Install Computer |
|---------------|-----------------------|-------------------------|
| Computer Name | | |
| IP Address | | |
| Workgroup | | |

To gather this information:

Computer Name and Workgroup:

1. Hold the **Windows** key and press the **E** key.
2. Right-click **Computer**.
3. Select **Properties**.

IP Address:

1. Hold the **Windows** key and press the **R** key.
2. In the **Run** box, type **CMD**. Click **OK**.
3. A DOS prompt window opens. Type **IPCONFIG** and press the **Enter** key on your keyboard.
4. Your IP Address displays in the list.
5. Make sure all of the computers you want networked are in the same workgroup and all the computers can “ping” one another both by Computer Name and IP Address. On each computer, do the following:
 - a. Hold the **Windows** key and press the **R** key.
 - b. In the **Run** box, type **CMD**. Click **OK**.
 - c. Type **Ping “ComputerName”** using the name of each of the other computers. Do this one at a time. Type your computer’s name in after Ping without the quotation marks.
 - d. Press the **Enter** key.

If the ping was successful, you should see a list of statistics. If it was not successful, you get a timeout message or other error indicating failure.

To ping by IP Address, repeat the same four steps, substituting IP Address for Computer Name in step “c.”

Again, you know the ping was successful if you see a list of statistics. If it failed, you see a timeout or error message.

If you were unable to successfully ping the other computers, try the following: 1) Confirm both computers are connected to the home network. 2) Connect to the Internet.

- Make sure the wireless adaptor is turned on. Many laptops have a physical switch for WiFi or a function key to turn it on and off.
- Confirm that both computers are connected to the same network. Occasionally, you might inadvertently connect to a neighbor’s network.
- Make sure your router is turned on and functional. Power cycle it by turning the router off for 30 seconds and turning it back on.
- If your router limits internal connections or routes traffic externally, you may need to contact tech support for your router manufacturer.



If you are still unable to complete the Switched-On Schoolhouse Client Install, please contact tech support.

Contact Technical Support

Please verify that your computer meets or exceeds the minimum requirements (see "[Recommended System Requirements](#)" on page 3,) before contacting technical support. Additionally, you should have the following information available prior to contacting tech support:

- The version of Microsoft® Windows® you are currently using, the amount of RAM, and how much available disk space you have.
- The version of SOS you are using. To get this information:
 - If you have already installed SOS, click the **About** link located in the upper right corner on your SOS **Home** page. Click the **SOS Logo** if you are using the Classic theme.
 - If you have not installed SOS yet, look on the left-hand side of your SOS Installation Disc. It has a V with a series of numbers and/or letters.

Email Tech Support

techsup@aop.com

Toll-Free Phone Assistance

Customer Service

800-622-3070

Technical Support

866-444-4498

End User License Agreement (EULA)

Switched-On Schoolhouse Home Edition Legal Terms & Conditions

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 - (b) send unsolicited communications to other users of the Product;
 - (c) take any unlawful or unauthorized actions or in any way damage, disable, overburden, or impair the Product or the intellectual property rights owned or licensed by AOP as described elsewhere herein;
 - (d) upload, post, transmit, share, store, or otherwise make available any content that AOP deems harmful, threatening, unlawful, defamatory, infringing, abusive, inflammatory, harassing, vulgar, obscene, fraudulent, invasive of privacy or publicity rights, hateful, or racially, ethnically, or otherwise objectionable in AOP's sole discretion;
 - (e) misrepresent yourself, your age, or your affiliation with any person or entity;
 - (f) upload, post, transmit, share, store, or otherwise make publicly available through the Product any private information of any third party;
 - (g) solicit personal information from anyone under 18 or solicit passwords or personally identifying information for commercial, unauthorized, or unlawful purposes;
 - (h) upload, post, transmit, share, or otherwise make available any material that contains software viruses or any other computer code, files, or programs designed to interrupt, destroy, or limit the functionality of any computer software or hardware or telecommunications equipment;
 - (i) upload, post, transmit, share, store, or otherwise make available content that would constitute, encourage, or provide instructions for a criminal offense, violate the rights of any party, or that would otherwise create liability or violate any local, state, national, or international law;
 - (j) use or attempt to use another's account, service, or system or create a false identity on the Product;



- (k) interfere with or disrupt the Product or servers or networks connected to the Product, or disobey any requirements, procedures, policies, or regulations of networks connected to the Product;
 - (l) upload, post, transmit, share, store, or otherwise make available content that infringes any proprietary rights of any party or defames, slanders, or libels any party, or otherwise violates any law of the United States or the jurisdiction in which you reside;
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 - (b) Hardware issues such as computers, switches, hubs, modems, routers, firewalls and similar items.
 - (c) Infrastructure issues such as power, electrical, or other instances beyond AOP 's reasonable control.
 - (d) Issues not related to the use of the Product, as determined by AOP in AOP 's sole discretion.

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1. Information Collected.

- (a) AOP may collect PII for purposes of administering educational programs, to improve the Product and AOP services, or for any other commercial purpose. The only PII collected from you, if any, has been voluntarily submitted and provided to AOP through your use of the Product, in response to surveys, or in response to other requests for information.



- (b) The types of information that AOP may collect include but are not limited to: name, address, email address, services requested, use of the Product and other AOP products, student registration, and enrollment information.
- (c) AOP maintains all student data, student educational information, and student files, if any, as confidential in order to protect the privacy of students and schools. Strict security procedures ensure that student and school files and information are not disclosed to unauthorized parties.

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- (a) This Privacy Policy applies only to the Product and not to Third Party Sites or the websites of partners, or affiliates. You may be required to accept additional policies prior to your use of links accessed through the Product. AOP is not responsible for the privacy policies of partners, affiliates, or Third Party Sites.
- (b) AOP may use third-party advertising companies to serve ads on certain webpages related to the Product. These companies may use information (not including your name, address, email address, or telephone number) about your activities using the Product and other websites in order to provide advertisements about goods and services that may be of interest to you. If you would like more information about this practice or to opt out of having this information used by these companies, contact AOP via the contact information listed below.

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7. Access to Records and Other Personal Data. AOP takes all steps necessary to protect student privacy and to comply with the Family Educational Rights and Privacy Act (FERPA).

- (a) The User has the right to inspect and review any of the User’s student education records maintained by AOP.



(b) The User has the right to request that AOP correct any such records maintained by AOP which the User believes to be inaccurate or misleading.

(c) AOP may release information from a student's educational record to the following parties or under the following conditions:

- i. School officials with legitimate educational interest;
- ii. Other schools to which a student is transferring;
- iii. Specified officials for audit or evaluation purposes;
- iv. Appropriate parties in connection with financial aid to a student;
- v. Organizations conducting certain studies for or on behalf of the school;
- vi. Accrediting organizations;
- vii. To comply with a judicial order or lawfully issued subpoena;
- viii. Appropriate officials in cases of health and safety emergencies; and
- ix. State and local authorities, within a juvenile justice system, pursuant to specific state law.

8. **Access and Corrections to PII Collected by AOP and Opting Out of Further Communications.** Use the contact information below to request:

(a) Corrections or updates of any PII in AOP's database that you believe to be erroneous;

(b) An opt-out of future communications from AOP; or

(c) AOP to make reasonable efforts to remove PII from its online database. You acknowledge and accept that it may be impossible to delete personal information entirely because of backups and records of deletions.

(d) You may access or correct your PII in AOP's database or opt out of further communications by writing to:

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Chandler, AZ 85226

9. **Changes in Corporate Structure.** If all or part of AOP or any of its affiliates are sold, merged, or otherwise transferred to another entity, the PII provided through use of the Product may be transferred as part of that transaction or process. The Family Educational Rights and Privacy Act (FERPA) protects children's educational records in the event of such a transaction or transfer.

10. **Contact.** If you have any questions regarding this Privacy Policy, please contact:

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300 North McKemy Ave.
Chandler, AZ 85226

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