Getting started

Q1. How do I know my students have been sent a registration/invitation email?

On the 'Students' tab for a class, a status of 'Invited' indicates that a student has been sent a registration/invitation email but hasn't yet logged in. A 'Healthy' status indicates that they've been active in the last seven days. Registered students who haven't logged in during the last seven days will show as 'Inactive'.

Q2. What if teachers and/or students haven't received their registration/invitation email?

Users should first check their spam/junk email folders. If the registration/invitation email hasn't been delivered, or is in their junk email, please add emails from the addresses below to the list of safe senders on your domain so that all users can receive and access emails from these addresses.

If your school is part of a Multi Academy Trust (MAT), it may also be necessary to add to any safe sender lists administered by your MAT. Your IT administrator will be able do this.

stride@aqa.org.uk
area9.dkmg.rhapsode.com

mg.area9lyceum.com
Area9lyceum.com

Q3. How do I send or re-send emails to students if they haven't received them?

A Teacher or 'Class Owner' (teacher with the profile of 'Class Owner') should navigate to the student tab for a class and click on the three dots under the 'Feedback' tab.

Click on 'Send invitation emails'.
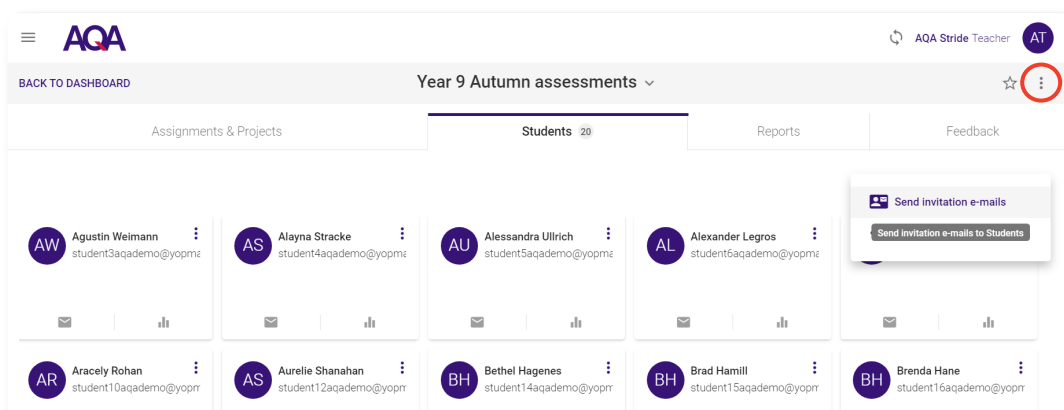
In the pop-up window, select the students that you would like to send emails to. By default, all students are selected.
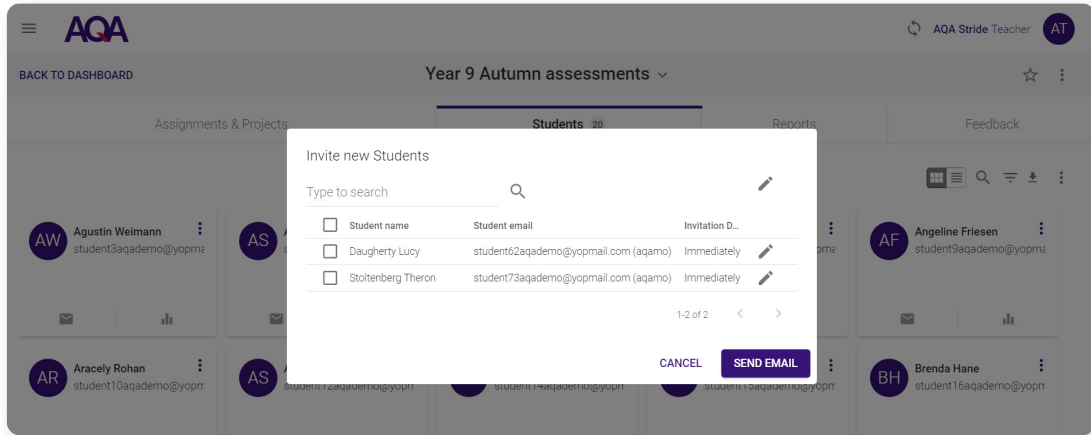

> ℹ️ **Note:** only teachers and 'Class Owners' have permissions to re-send emails in this way.

Q4. Can I send a student an individual registration link directly?

Yes. Each student has a unique registration link.

To copy the link to the clipboard, click on the link icon on a student row within the class. The link can then be shared with the student by email or another messaging system. They can then follow the link to set up their account – they'll need to register and validate their email address.
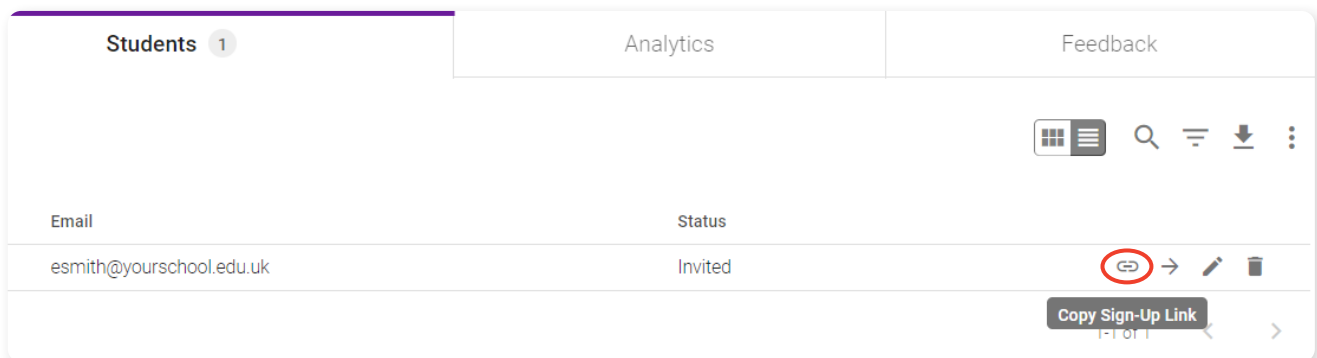
Accessing AQA Stride

Q5. Teachers and/or students can't access AQA Stride teacher or student web addresses.

If you're having trouble accessing the web addresses (URLs), then please speak to your IT administrator in the first instance. The IT manager's guide contains the web addresses that your IT administrator needs to add to your school's firewall policies.

## Q6. Can students take the test on a mobile phone?

The tests are taken through a web browser so can be accessed on any device, including mobile phones. However, we recommend using a device with a larger screen wherever possible – for example, a laptop or desktop computer, a Chromebook or a tablet.

Using a smaller screen to take the tests means that students may find it harder to access some of the questions – particularly those that involve scrolling or images/graphs. They may not be able to complete as many questions in the time allowed and may not have as positive an experience of the test as they otherwise would.

We know that not all schools or students have the same access to devices, so recognise that in some situations a mobile phone may be the only way to take the tests. We'd recommend that if this is the case you test the experience on a mobile before setting the tests for your students.
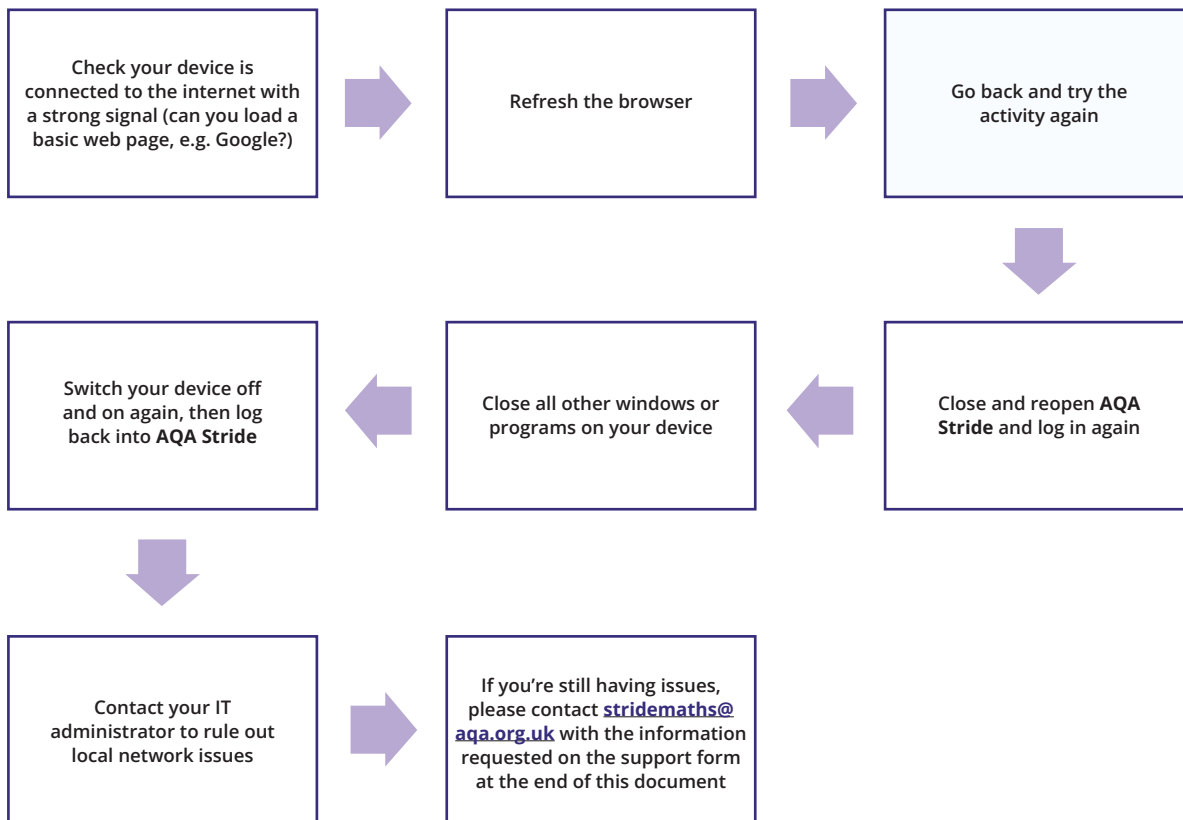
Q7. Can I reset students' passwords?

Yes. Stride administrators and teachers can both reset student passwords. Click the three dots then the edit pencil next to students' names in the 'Students' tab of classes.
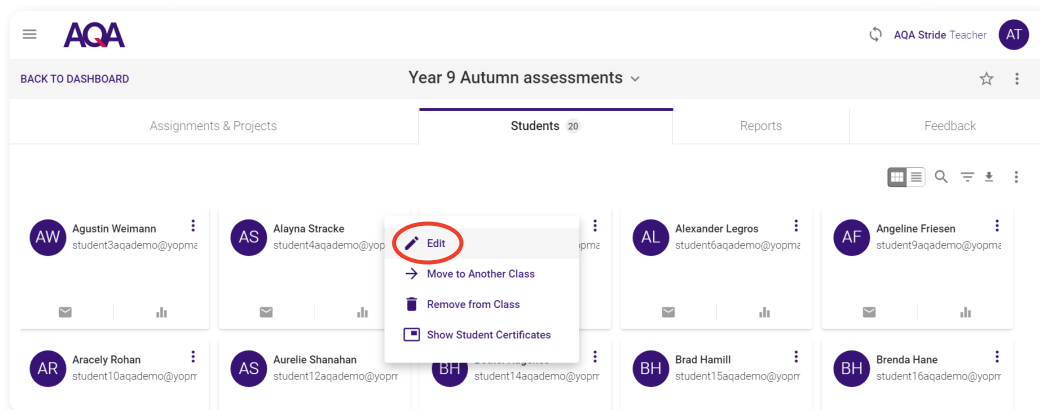
In the pop-up, set a temporary password and share it with the student. Students should use the temporary password in the login page then create a new one when asked.

## Q8. AQA Stride is crashing or freezing. What should I do?

First, please follow the troubleshooting process below:

Check your device is connected to the internet with a strong signal (can you load a basic web page, e.g. Google?)	→	Refresh the browser	→	Go back and try the activity again

↓

Switch your device off and on again, then log back into **AQA Stride**	←	Close all other windows or programs on your device	←	Close and reopen **AQA Stride** and log in again

↓

Contact your IT administrator to rule out local network issues	→	If you're still having issues, please contact **stridemaths@ aqa.org.uk** with the information requested on the support form at the end of this document

Managing classes

Q9. Can I add a new student to my class?

Yes. Under 'My Classes', navigate to the class you want to add the student to and then select 'View Students'.
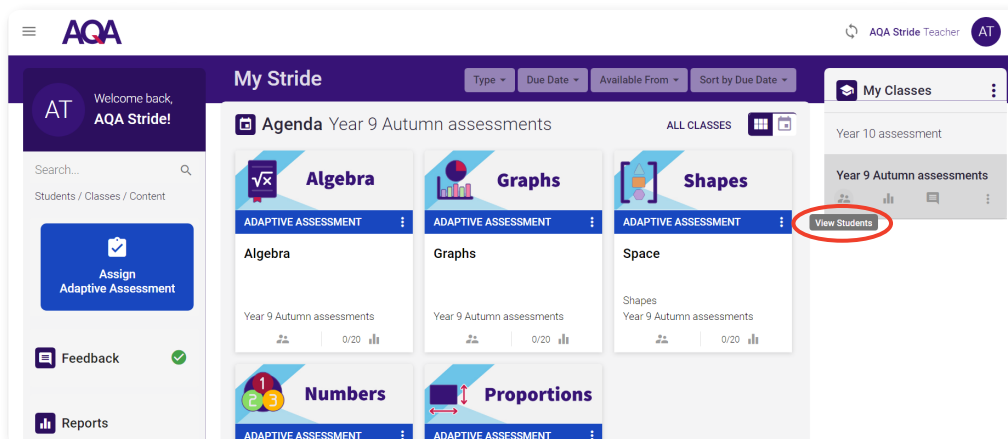
On the 'Students' tab, select 'Add Student' (plus icon) and enter the student details. Remember to tick the checkboxes to send a notification and to confirm you've reviewed the settings before clicking 'Add'.
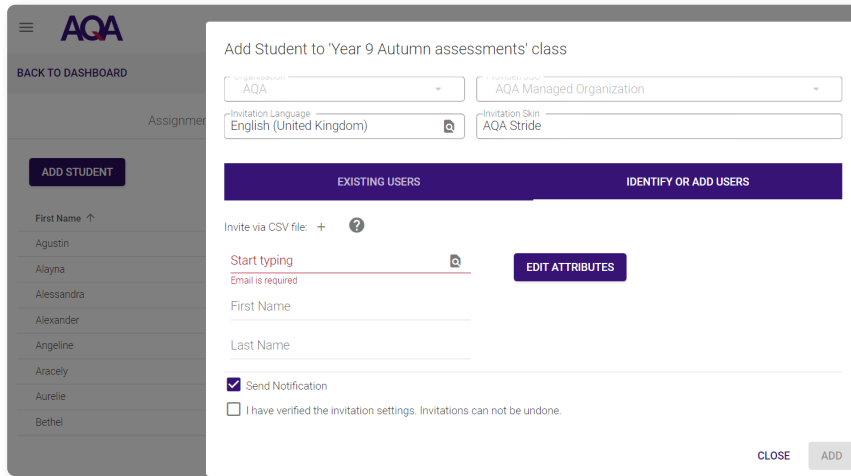
Q10. What if my students have forgotten, or don't have headphones?

Students can switch the coach on and off using the Autoplay setting behind the three dots menu on the 'Coach' and selecting 'Turn Autoplay On'.
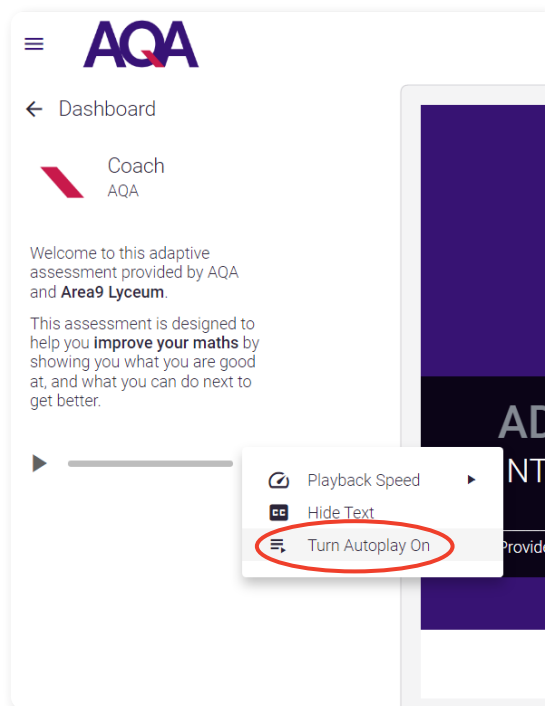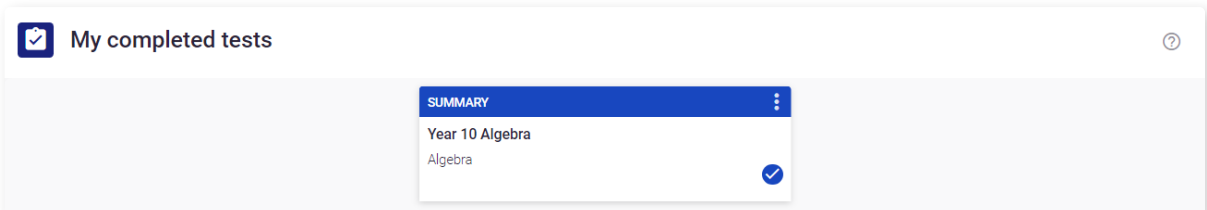
Viewing reports and results

Q11. My students didn't see their reports at the end of the test. Can they access them later?

Yes. If student results don't appear, or students would like to access them again later, they can do so from their dashboard page by clicking on 'My completed tests'.

In the pop-up window, select a test to view the results.

Q12. My students have completed the test, but the Refresh card hasn't appeared on their dashboards.

First, check on the student's dashboard that the test has been completed. If the test card is still visible, this means that the test hasn't been completed. For example, there may be time remaining if a student has logged out before the timer finished.

Refresh cards only appear one day after the adaptive test has been completed.

Q13. My school isn't in England. May we use the tests?

These tests are currently available for all schools and colleges in England. We are considering where we could offer the tests outside this in the future, so we'll let you know if anything changes.

Please contact **stridemaths@aqa.org.uk** for further assistance.

Q14. A 'Too many active sessions' window keeps appearing when I log in. What do I do?
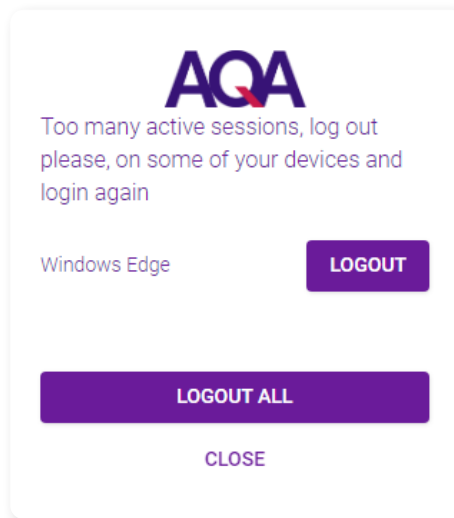
Firstly, click 'Logout all'. This will take you back to the screen to enter your email and password again. If this does not work, try to log in in incognito/private mode on your browser.

Always close the application by clicking 'Logout' which is in the menu screen rather than closing the tab – this should end your session, which closing the tab does not. This is generally why the system thinks you're still logged in elsewhere.
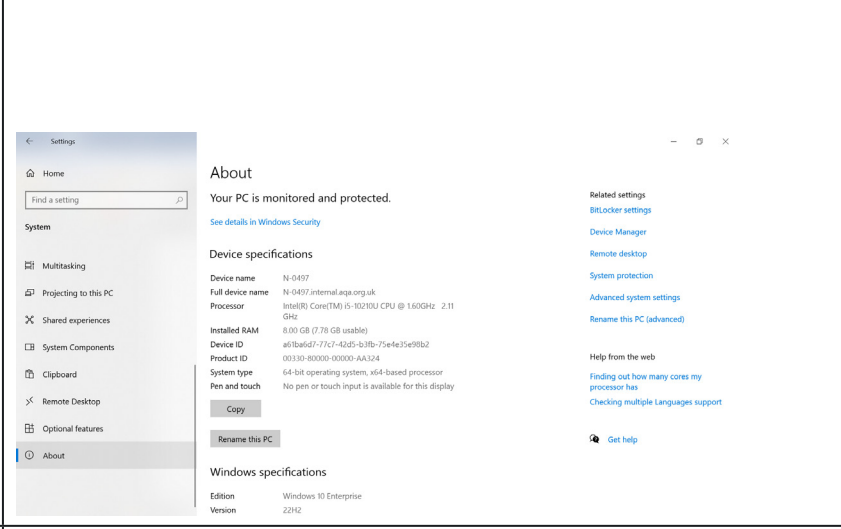
Please do not to open the application:

1. in more than one tab
2. more than one browser
3. on more than one device

Support Form

Information required for the AQA Stride support team

Please provide the following information by email. Please attach full screenshots avoiding any personal user details if possible.

Please enter the time and date when the issue occurred.	
How many students are affected?	
Does it only happen for a specific device model? – *e.g., iPad sixth generation*	
What were you trying to do?	
What happened?	
Please outline the steps you took before encountering the problem.	1.
	2.
	3.
	4.
	5.
Please enter your device type(s), model(s), and software version(s) *This information can be found by searching for Settings in the Windows search and choosing the About option.*	
Browser name and version (if applicable) – *e.g., Edge Version 122.0.2365.52 (Official build) (64-bit)*	
Have you completed all steps in the troubleshooting?	Yes/No