

English e-Library FAQs

For lead users (administrators), teachers and students

These FAQs aim to help schools and/or colleges with the initial set up and access of our English e-Library. If you have a question which is not answered here, contact your lead user (administrator) for technical queries, he or she can raise technical queries with Cambridge Elevate's technical support team. For content related queries, contact the AQA English team on: 0161 953 7504.

Q. How do users access our English e-Library?

A. Our AQA English e-Library is powered by the Cambridge Elevate platform.

Schools and/or colleges who are teaching our new GCSE, AS and A-level English specifications need to let us know they are teaching with us and nominate a 'lead user' for our English e-Library by completing this [online form](#).

Within a week of completing the form, the lead user will receive an email from PTAS (noreply@cambridge.org), containing the lead user's username and password for Cambridge Elevate

If your school or college already has access to Cambridge Elevate you do not need to nominate a lead user, as one will already be set up. Contact your school or college's lead user, who can contact AQA to request access to the English e-Library.

For more information about user access, see the FAQs below.

Q. How do I find out about the functionality of the English e-Library?

When you first login, you will find a user guide which details all of the functionality with the English e-Library.

Q. Why have you used Gutenberg editions for the 19th-century and Shakespeare set texts?

A. A key benefit of our AQA English e-Library is the facility to study digital editions of new GCSE set texts for all of our Shakespeare plays and 19th-century novels. We hope that both teachers and students will welcome this opportunity to work flexibly and interactively with texts at this level.

Accordingly, we have sourced digital editions for this purpose from the Gutenberg library. We recognise how important it is that texts used in this way are suitably authoritative for literary study. As such, we have checked versions extensively in order to provide reassurance that these editions are appropriate.

Where we will select extracts for future examination purposes, we will ensure that they match these Gutenberg versions. In addition, questions will always allow students sufficient scope to respond at all levels of the mark scheme, whichever edition (paper or digital) that has been studied. This more specifically applies to the set texts noted below which can have different endings depending on publication dates:

Romeo and Juliet

The Gutenberg version relates back to a potentially more 'traditional' form of the play, including capitalising the word 'night' in some key passages, and eliding words such as 'marr'd' and 'enpierc'd'. In that there is no definitive version of any of the plays, each editor has their own reasons for changing punctuation or type-setting of some of the lines, which are the two most common types of difference between versions of the plays.

Frankenstein

The Gutenberg edition uses the 1831 text which is the preferred one over the earlier 1818 version. The only possible issue is with the organisation of the text: Shelley uses sequential chapter numbering after the four letters in the 1831 edition, which the Gutenberg version follows, however some print editions revert to a volume and chapter organisational structure.

Great Expectations

The Gutenberg version, as with nearly all existing print versions, uses Dickens' final re-write to include the more hopeful ending.

Q. I'm a private tutor, how do I and my student(s) access the English e-Library?

A. As private candidates are attached to centres to sit their exam(s), it is only right that private candidates have access to the e-Library in the same way as other students.

Therefore we would recommend that private candidates are included in the set-up of a cohort **by a teacher assigned to a centre that is teaching our specifications**, rather than by the private tutor. This means that we do not provide private tutors with lead user login details. If you are a private tutor, we advise you to contact the school or college where your student(s) will sit their final exams and ask the teacher to set up the private candidate when teachers are setting up their own class. Private tutors will then be able to access the English e-Library alongside their student(s).

Q. I'm logged on to the English e-Library, however the title I'd like to teach says 'coming soon'. When will it be available?

We are finalising with publishers a number of digital copyright permissions for the texts on the English e-Library. We have prioritised the content that we believe you will come to first in your teaching. All content will be made available this autumn. You can still allocate content that's coming soon and when a title becomes available it will appear in the English e-Library without you having to do anything.

Q. Which browsers support Cambridge Elevate?

The Cambridge Elevate web application is supported on the following browsers and versions:

- Internet Explorer (10.0.9200.16521 & above)
- Mozilla Firefox (36.0.4 & above)
- Google Chrome (41.0.2272.101 & above)
- Safari (8.0 & above).

The Cambridge Elevate app is available from the Apple store and the Google Play store, and is compatible with 7" screen tablet devices on the following operating systems:

- iOS (7.1 & above)
- Android (4.1 & above)

Q. How do I reset my password

You can reset your password [here](#).

[\[https://elevate.cambridge.org/AQA/Elevate/common/forgotpassword.aspx\]](https://elevate.cambridge.org/AQA/Elevate/common/forgotpassword.aspx)

*Lead users can reset student and teacher passwords.

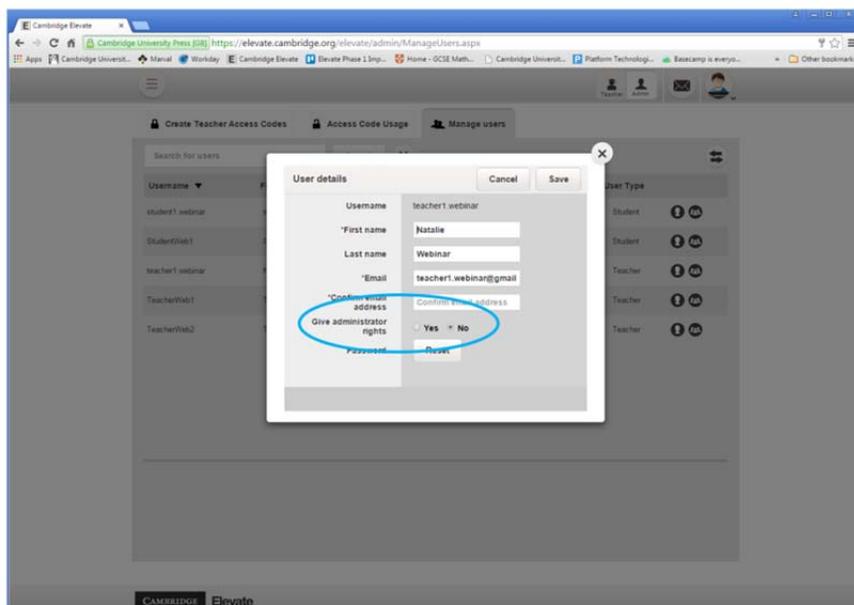
Lead user FAQs

Q. What training or expertise does the lead user need?

A. The lead user must have basic computing knowledge, but no other expertise is needed. A user guide is provided which is available when you first logon. The lead user must be willing to administrate access to our English e-Library to the teachers within their school or college. They will also need to act as the point of contact to resolve or escalate any issues with the platform to the Cambridge Elevate team.

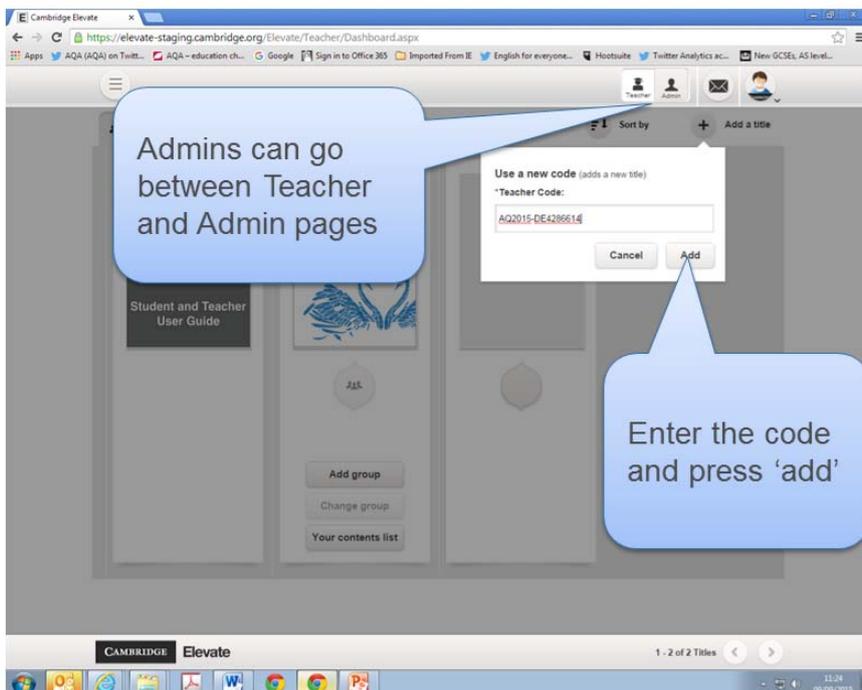
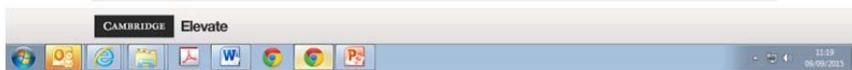
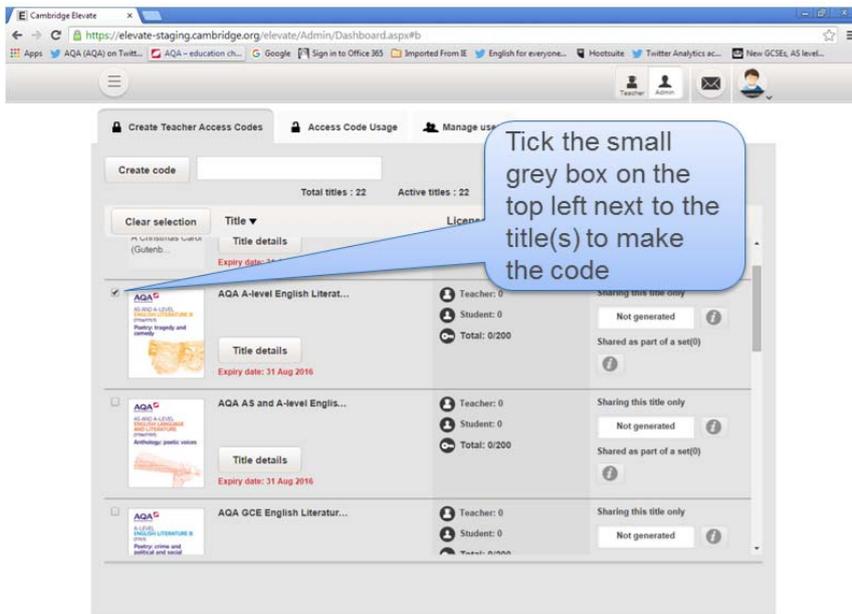
Q. How are Lead user privileges granted?

A. The main administrator is nominated by the school or college when they complete the [online form](#) and set up by Cambridge Elevate Customer Services. He or she will receive an email **from PTAS (noreply@cambridge.org)** with his/her username and password within a week of submission of the form. The lead user can give admin access to other teachers in the school under the Manage users tab by pressing the person button next to the relevant user to see their details and then pressing Edit grant admin rights.



Q. How do I access the content?

A. The first time the lead user accesses the English e-Library they will see all of the titles available to their school or college. To access the books, you first need to create an access code. Once you have the access code, copy it (Ctrl+C), press the 'Teacher' button, and then 'Add a title.' Paste the code in and you will be able to access the book(s).



Q. How do I create an access code?

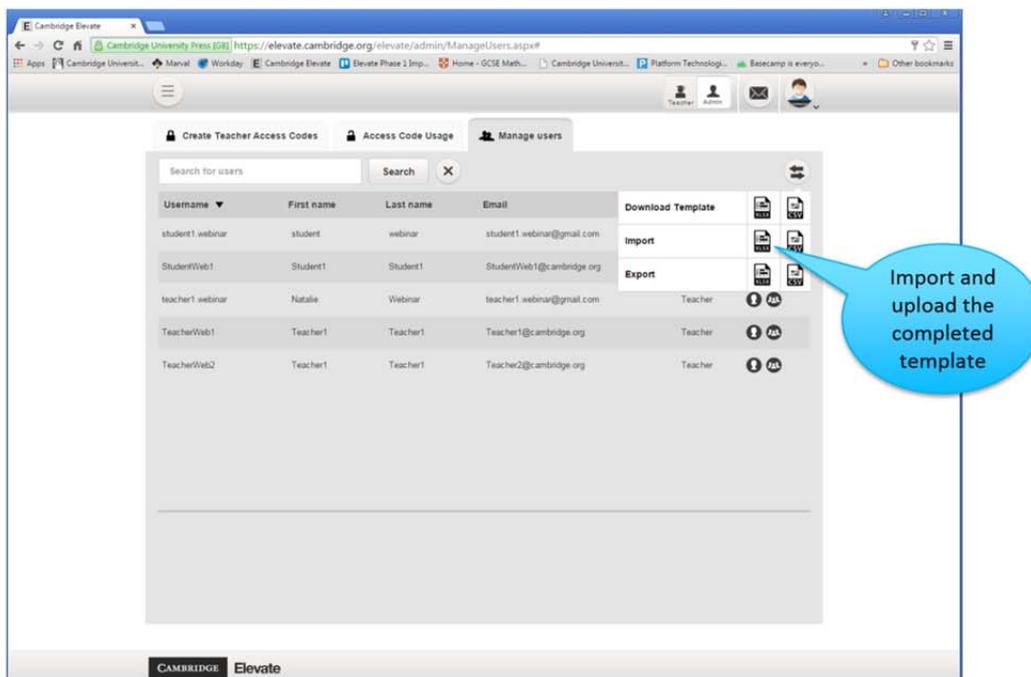
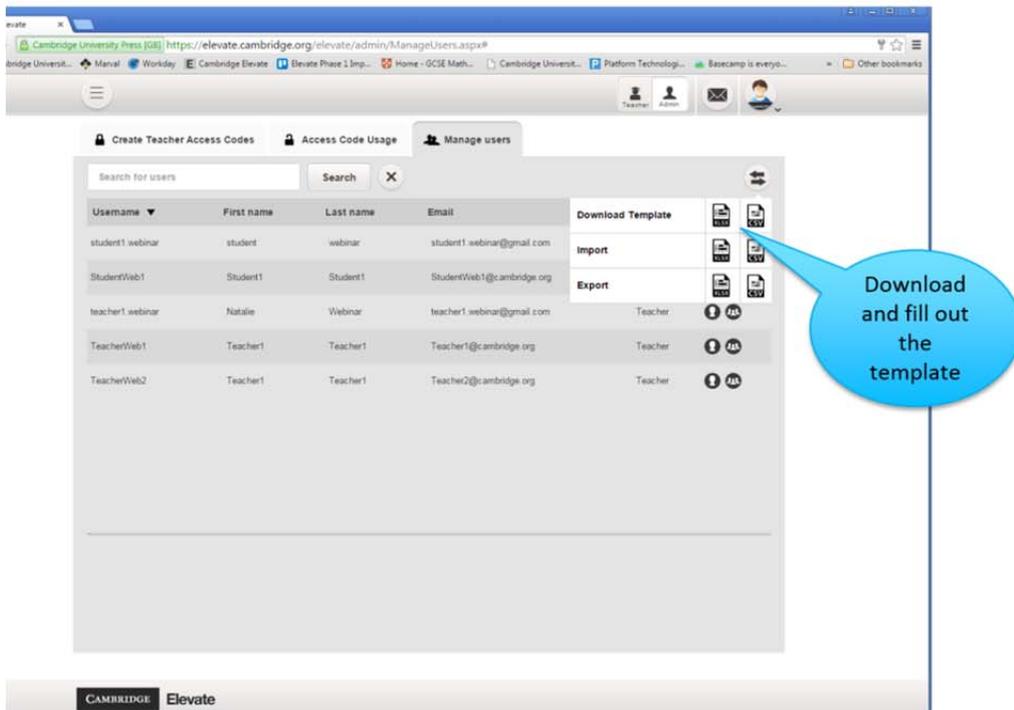
A. To create an access code, select the title for which you would like to create a code and press Create Code (as above). Access codes can be sent via your preferred institution communication system, like email or secure instant messaging. Please only send access codes to teachers who require them.

Q. Can the lead user create user accounts?

A. The lead user can create users (teachers and students) accounts by bulk uploading contacts that require access to the system. Student information can be exported from SIMS and put into the upload template. Otherwise, users self-register using access codes.

Q. Can I export student data from SIMS into Elevate?

A. Yes, and bulk upload it in template form to provide student accounts in Elevate.



Q. What does it mean if I see ‘Coming Soon/New Book?’

A. We are finalising with publishers a number of digital copyright permissions for the texts on the English e-Library. We have prioritised the content that we believe you will come to first in your teaching. All content will be made available this autumn. You can still allocate content that’s coming soon and when a title becomes available it will appear in Cambridge Elevate without you having to do anything.

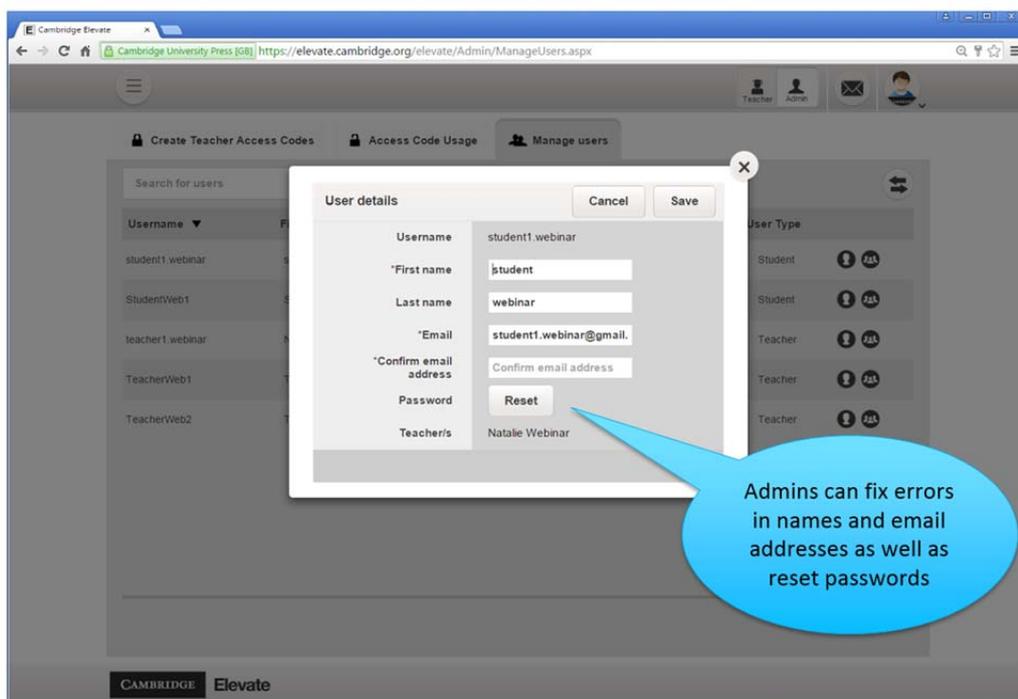
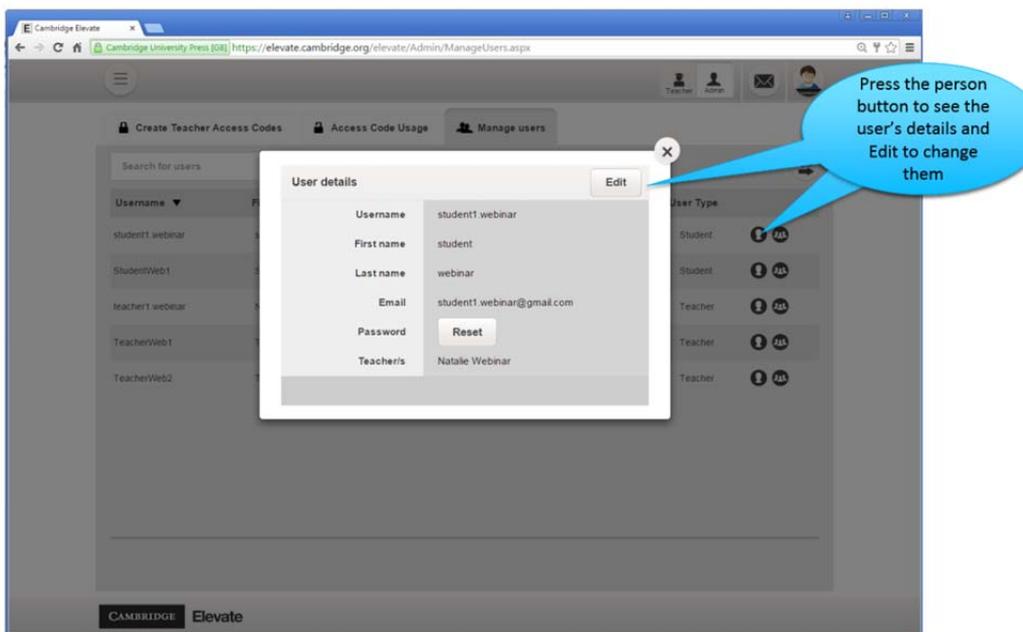
Q. How do I reset/change my username or password?

A. To reset/change your username or password go to:

<https://elevate.cambridge.org/AQA/Elevate/common/forgotpassword.aspx>

Q. How do I reset/change the username or password of a teacher or student?

A. Under the 'Manage users' tab, press the person button to see the user's details and 'Edit' to change them.



Q. Can I re-assign a license to a new student?

A. No, licenses are allocated on a per-student basis and cannot be moved between students once used. A license can be reallocated if a student has never logged in.

Q. How can I delete groups and/or users?

A. Groups cannot be edited or deleted, once created. A student cannot be deleted, but can be removed from a group.

Q. I can see that we are nearly out of licenses, how do I request more?

You will have been allocated with 200 licenses per anthology or set text. When you're close to using up your allocation, contact the AQA subject team on 0161 953 7504 and request for more licenses to be added to your account, this may take up to a week to implement.

Q. I'm having a problem accessing the system. Where can I get help?

A. If you're unable to access the Cambridge Elevate site or there are technical problems, please contact PTsupport@cambridge.org.

Q. Can the lead user oversee student and teacher activity?

A. The lead user can see who has registered within the system, but cannot see login activity or any detailed information, such as account activity, annotations, or messages.

Q. Does the lead user have access to any 'sensitive' information?

A. The lead user has access to name and email addresses, and can see details of the titles teachers and students are allocated to. They cannot see passwords, or any account activity. The lead user can change email addresses and reset passwords if needed.

Q. Can I allocate titles from my tablet, through the Cambridge Elevate app?

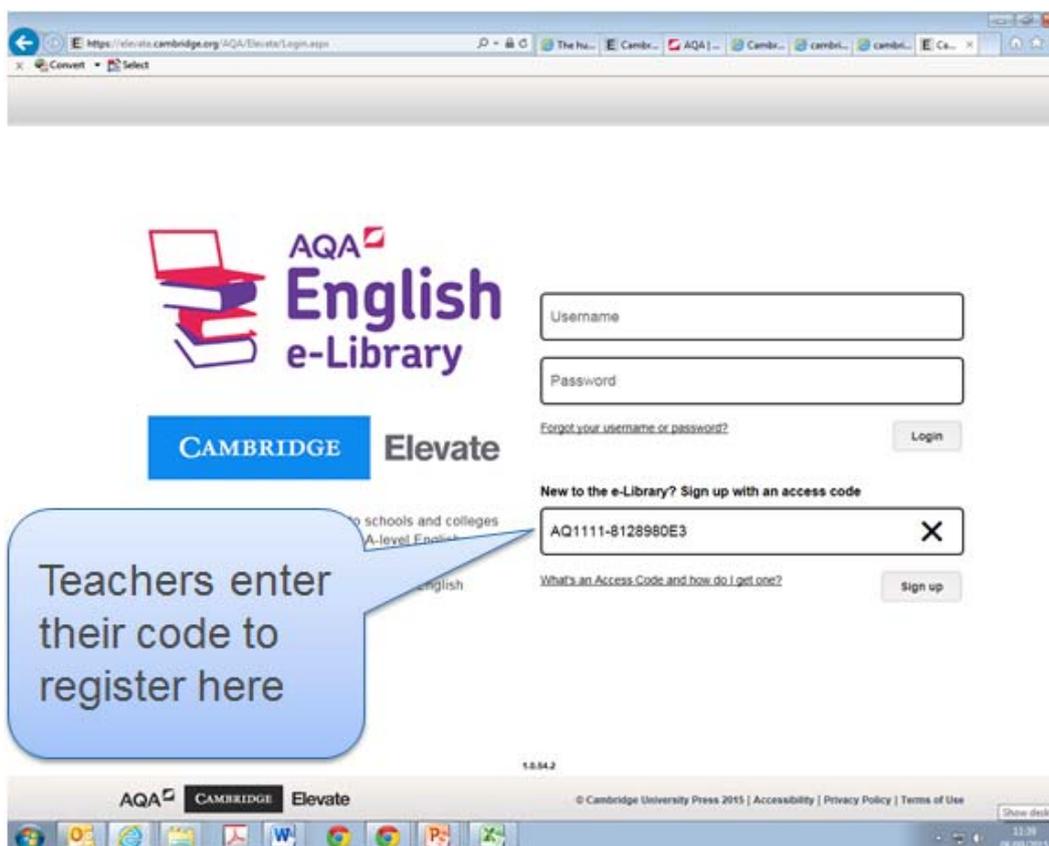
A. The Android and iOS apps do not support the lead user functions, messaging function, adding a new title (using an access code) or editing account details. However it is still possible to use these features on your device by using your browser and going to: <https://elevate.cambridge.org/AQA/Elevate/Login.aspx>

Teacher FAQs

Q. What do I do with the access code I have been sent?

A. If you haven't previously registered for Elevate, you can use your access code to register here: <https://elevate.cambridge.org/AQA/Elevate/Login.aspx>.

If you have already registered for Elevate, you can login and then use the additional access codes to add titles to your account. Your lead user should have allocated the titles you are teaching to that access code, once you've logged in check the titles available to you. If you require additional titles, contact your lead user who will be able to send you an access code for the additional titles. You can add this code when you are logged into the system.



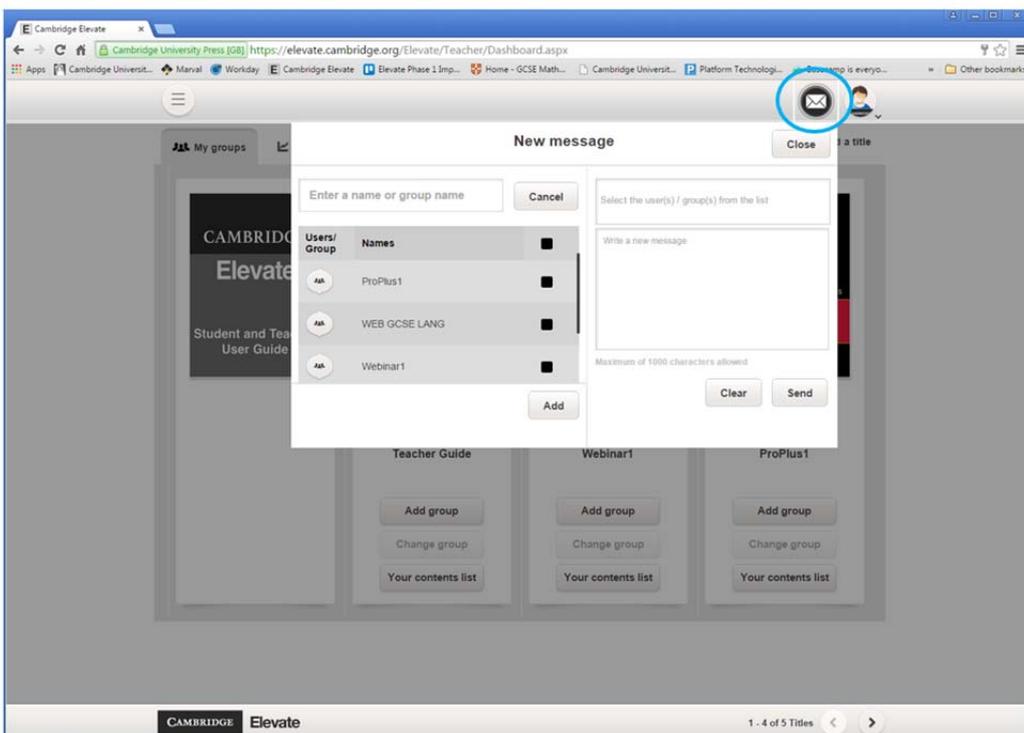
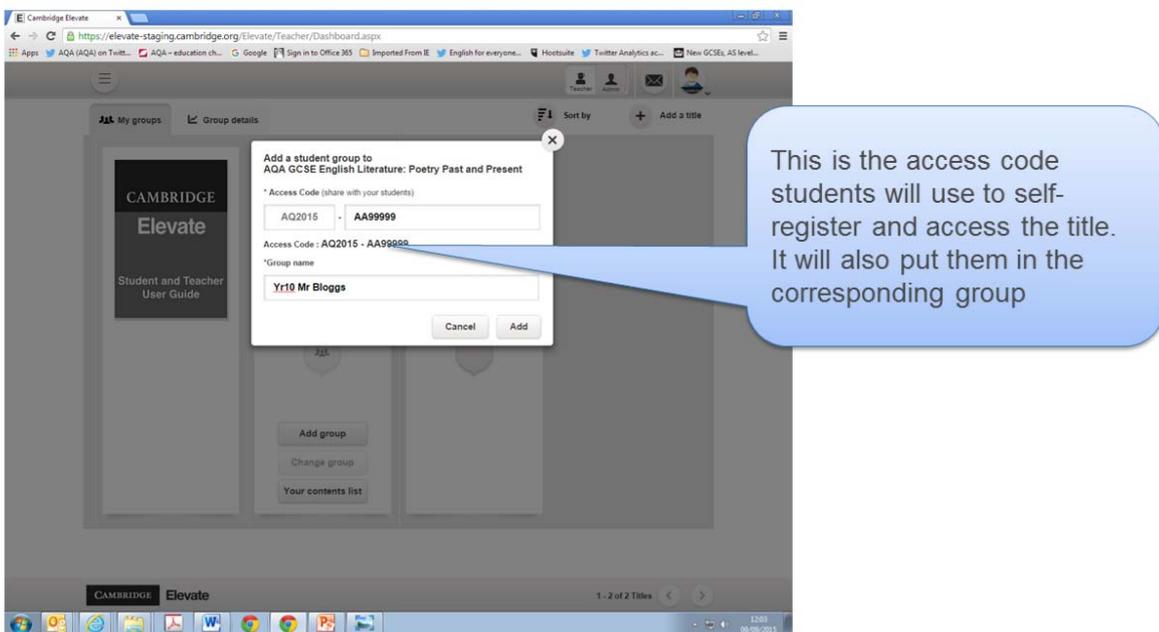
Q. How do I give my students access to a title?

A. Go to your main dashboard and find the book you want to assign. Click the 'Add Group' button and create a reference and title for the group - you can then pass the access code to any of your students. If they're not already registered, they will use the code to self-register. If they have already registered, they can enter the code when they're logged in. Note that each student joining the group will use up one of the available licenses for the title. Please be careful when distributing access codes, as anyone can register using these access codes, and each registration will consume one of the available licenses for the title. Initially your school or college will have been

allocated 200 licenses per title, if you are close to using all of your licenses contact your lead user who can then contact the Cambridge Elevate team to request additional licenses.

Q. How do I chat with my students/groups?

A. Click on the envelope icon at the top-right of your main dashboard page to access the message centre. From here you can either select students to send a new message to or select an existing message trail to continue a previous conversation. You can choose whether to send messages to an entire group or to an individual student.



Q. How do I reset/change my username or password?

A. Please use the link on this page to reset or change your username or password: <https://elevate.cambridge.org/AQA/Elevate/common/forgotpassword.aspx>

Alternatively, your lead user can do this for you.

Q. Can I upload lots of student accounts at once?

A. You can export your role data from SIMS and bulk upload it in template form to provide student accounts in Elevate. You will need to specify a username and password for each student, which cannot be changed.

Q. Is the English e-Library content available through the Cambridge Elevate app?

Yes, if you download the Cambridge Elevate app you will be able to access the content from the English e-Library providing you have already accessed that content on a desktop browser.

Q. Does the App have the same functionality as the online version?

A. The Android and iOS apps do not support the messaging function, adding a new title (using an access code) or editing account details. However it is still possible to use these features on your device by using your browser and going to <https://elevate.cambridge.org/AQA/Elevate/Login.aspx>

Q. What's the process once a license is removed? Do we see that back in the 'pot' straight away?

A. Once a student has been removed the 'Remaining licenses' field will be updated with one additional license.

Q. Are Teachers able to remove a student from a group, or move students between groups?

A. To remove a student, click the 'Group details' tab and select the relevant group. All students within the group are displayed. Click the black box next to the student you wish to remove and then click 'Remove student(s) from this group'. If you'd like the student to join another group, you will need to give them the relevant code.

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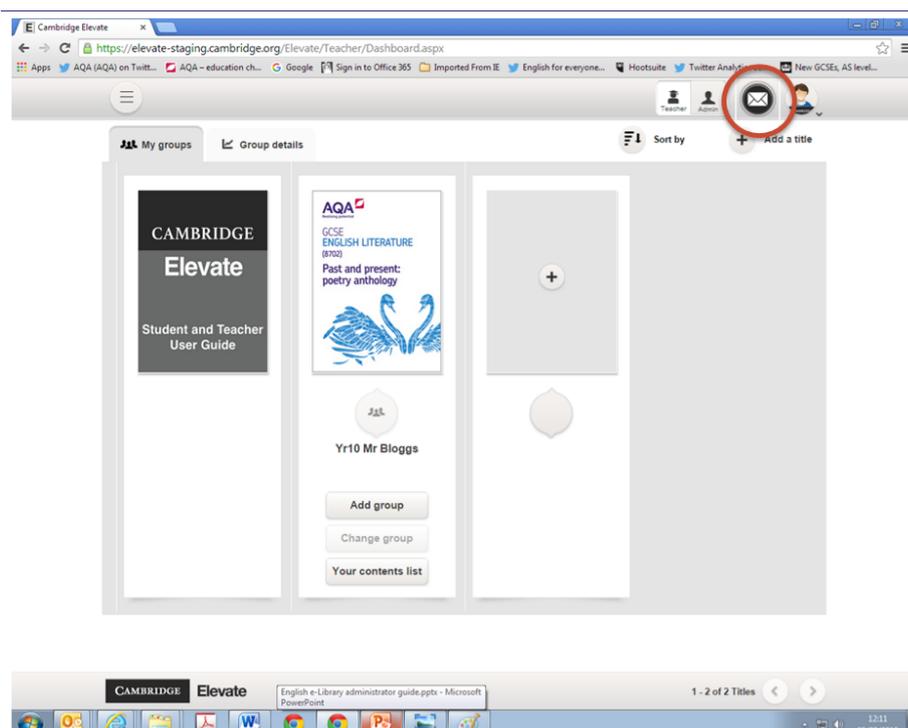
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Great Expectations

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Q. How do I chat with my students and how do you chat with me?

A. Click on the envelope icon at the top-right of your main dashboard page to access the message centre. From here you can either create a new message to your students (individual or groups) or select an existing message trail to continue a previous conversation.



Student FAQs

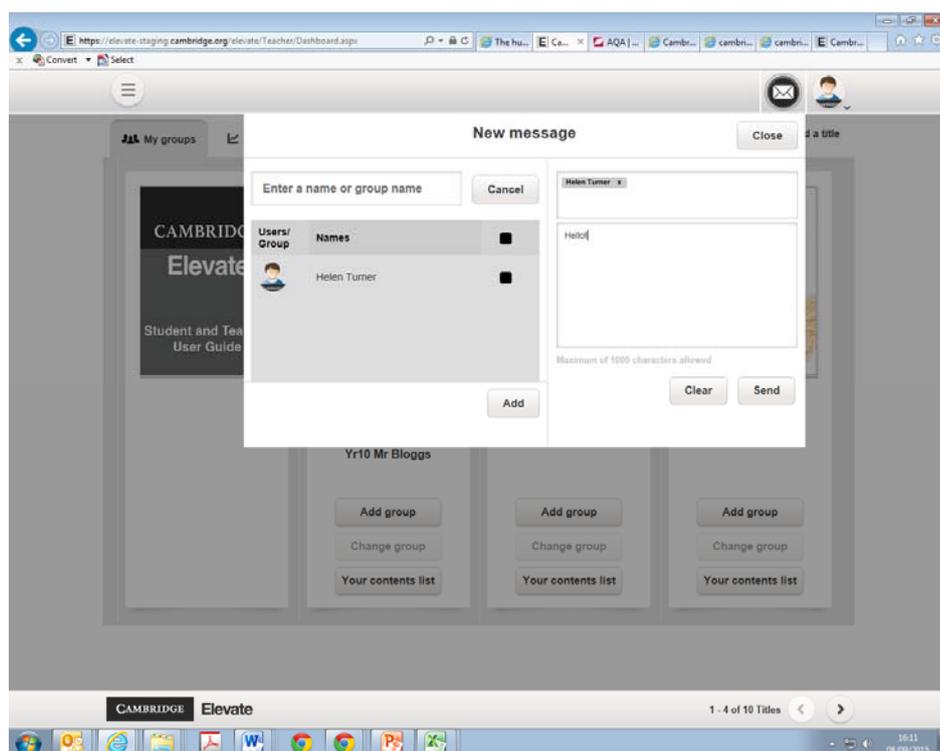
Q. What do I do with the Access code I've been sent?

A. If you do not have a Cambridge Elevate account already, go to <https://elevate.cambridge.org/AQA/Elevate/Login.aspx> and enter your code in the 'Access code' box. Enter your registration details on the next page and you'll be able to dive in and start using the book.

If you already have a Cambridge Elevate account, go to your main dashboard, click the 'Use a new code' button under your avatar and enter the code. The title will be added straight to your dashboard for you to use straight away.

Q. How do I chat with my teacher?

A. Click on the envelope icon at the top-right of your main dashboard page to access the message centre. From here you can either create a new message to your teacher or select an existing message trail to continue a previous conversation.



Q. Can I send a message to my friend using Cambridge Elevate?

A. Student-student communication is not possible within Cambridge Elevate. It is only possible to send and receive messages with your Teacher.

Q. Can my teacher see the notes I add to my titles?

A. No, all the notes that you add to your titles are private. Only you can see them.

Q. How do I reset/change my username or password?

A. To reset/change your username or password go to <https://elevate.cambridge.org/AQA/Elevate/common/forgotpassword.aspx>

Technical and General FAQs

Q. What do I do if my code doesn't work?

A. Please contact your teacher or lead user to verify that the code is correct.

Q. What are the technical and system requirements needed for Elevate?

The Cambridge Elevate web application is supported on the following browsers and versions:

- Internet Explorer (10.0.9200.16521 & above)
- Mozilla Firefox (36.0.4 & above)
- Google Chrome (41.0.2272.101 & above)
- Safari (8.0 & above).

The Cambridge Elevate app is available from the Apple store and the Google Play store, and is compatible with 7" screen tablet devices on the following operating systems:

- iOS (7.1 & above)
- Android (4.1 & above)

Q. What are the differences between the web and app versions of Cambridge Elevate?

A. The main difference is that there is no access to add new books or manage your account on the mobile version. All content functions, widgets, annotations and bookmarks function in the same way on both, and will be kept in sync with changes made on either.

Q. How do I change my account profile?

A. Click on your account profile picture at the top right and select 'settings' to review your profile data. Click the edit link to make any changes and save them.

Q. What should I do if I'm having problems with the English e-Library?

Firstly, please see if your question is answered on this FAQs page, or ask your lead user if they are able to help you. If you have technical problems which your lead user cannot resolve, your lead user should contact the Cambridge Elevate Technical Support team by emailing ptsupport@cambridge.org.

Your lead user will need to provide the Cambridge Elevate Technical Support team with the following information:

- your school name
- your group name (if you have one)

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- a detailed description of the problem with screenshots
 - your browser (and version number)

Q. How do I give feedback on the AQA English e-Library?

A. Contact the AQA subject team on 0161 953 7504 or by emailing:

- GCSE: English-GCSE@aqa.org.uk
- A-level: English-GCE@aqa.org.uk