



## “Schools Closed? How to Support Students with Learning Differences Online with Bookshare” April 2020 Webinars Questions and Answers

### Bookshare Qualifications

Q: Who Qualifies for Bookshare, and who is able to determine eligibility?

A: If your student finds it difficult to process or comprehend printed words, see text in books or on a screen, or physically manage books or reading devices, Bookshare may be able to help. This includes students with dyslexia, blindness, and cerebral palsy, and other reading barriers. Please review the Bookshare [Qualifications Page](#) as well as the webinar slides for more information.

Q: If a student has an IEP or 504, do they automatically qualify?

A: No, not necessarily. And students don't need an IEP or a 504 to qualify. Bookshare's qualifications are determined by copyright law, not education law. To join Bookshare, an individual must have a [qualifying reading barrier](#) as certified by a competent authority. Bookshare members may have an IEP, a 504 plan, or no plan at all. Please review the Bookshare [Qualifications Page](#) as well as the webinar slides for more information.

Q: Can Bookshare be used for all students now?

A: Unfortunately, no. Under current U.S. Copyright Law, Bookshare membership is available only to people with [qualifying reading barriers](#).

Q: Where can students who don't qualify for Bookshare access ebooks?

Bookshare contains approximately 10,000 titles that are not subject to copyright law and can be accessed by anyone, even those who don't qualify. Here are [instructions for finding and reading them](#). In addition, our Learn at Home resources page includes a [list of content providers](#) who are offering free or nearly free ebooks and materials for students during the COVID-19-related school closures.

## Account Log-in Problems

Q: I am already a Sponsor on an organizational account, and I forgot my user name and/or my password.

A: Your user name is typically your school email. If you forgot your password, enter your log in email and select the “Forgot Password” link or review the [instructions](#). If you still cannot log in, please contact customer support via [email](#) or phone (650-352-0198) Hours: M-F 9-5 Pacific Time.

Q: What if a student doesn’t remember his/her log in or password?

A: If the student is listed as a member on an organizational account on which you are a sponsor, or if the student logs in to an Individual Membership that is connected to your school account, you can reset a student’s password. Log in to your Bookshare account and go to your My Bookshare page. Follow these [instructions](#) on how to edit member information including verifying their user name and resetting the password.

## Signing up for a School Account

Q: How do teachers sign up for an account?

A: Go to the [Bookshare Sign Up Page](#) and select “Sign Up as an Organization.” The process is detailed in this [Educators Get Started Guide](#).

Q: How do you submit the Organizational Agreement if you can’t print the form?

A: Please follow [these instructions](#) to submit the Organizational Agreement remotely.

Q: I created an Organizational account several years ago. Do these accounts expire?

A: No, Organizational accounts never expire. If you need help logging in, see “Account Log-in Problems,” above.

## Organizational Account Management

Q: How do I add other teachers to my account? Can they see the members I add?

A: On your “My Bookshare” page, select the “Sponsors” link and [follow these instructions](#). All Sponsors on the account can see the full Member Roster and Sponsor Roster. However, all students you add to your school account are automatically assigned to your Quicklist, which you can use to filter the Member list to just those students you support. Learn about Bookshare’s [Quicklist](#) feature.

Q: How do you move a student to a different Bookshare account?

A: The best way to move a student from one Bookshare account to another is to help the student get an individual membership, if he or she does not already have one, and then the student can “take” this membership with them when they go to the new school. Once the student has an Individual Membership, you can remove him or her from your member roster, and the new teacher can [add him or her to the new school account](#). Learn more about [updating member information](#) including removing a student.

Q: How do you move a sponsor to another account?

A: Another Sponsor on the current account must remove that Sponsor, and then a Sponsor on the new account can add that person to their account. From the My Bookshare page, the person who will remove this Sponsor selects the “Sponsors” link, places a check mark next to the name of the Sponsor who needs to be removed, and selects the “Remove Sponsor” button. Note that a Sponsor cannot remove himself/herself. A current Sponsor on the new account can then add that person to his/her account.

Q: Can more than one teacher assign books to a student?

A: Yes. All Sponsors on the account can assign books to any student on the member roster.

Q: There are many members on our account. Is there a way I can see just the students I work with?

A: Quicklists are an easy way to see only the students you support. When a Sponsor adds a member, that student is automatically placed on his or her Quicklist. You can then filter the member roster to see just your students. Learn how to sort your member roster by [Quicklist](#).

Q: Can teachers from more than one school be on the same account?

A: Yes. [When adding sponsors](#) you can specify the school, which can then be used to help filter the Sponsor roster on large accounts.

Q: I am an itinerant teacher. Can I be a Sponsor on more than one account?

A: Bookshare allows this; however, you would need to use a different email address for each account. (Some educators in this position use fake email addresses for this purpose. Note that you will not be able to receive “forgot password” emails if you use a fake email address, so please take note of your password! Bookshare asks that you register with at least one functioning email address.)

Q: What type of personal information does Bookshare collect about students, and what about student privacy?

A: To meet its obligations under U.S. Copyright Law, Bookshare must collect certain personal information about its users, including its student users. Bookshare uses the information it collects to confirm that students have a qualifying reading barrier and that their use of the

Bookshare service complies with the law. Bookshare collects only the information it needs to perform these legal functions, to provide its service effectively, and to meet its reporting obligations to OSEP and other entities. The Family Educational Rights and Privacy Act (FERPA) permits educational institutions and agencies to disclose this information to Bookshare as a service provider to those organizations. Bookshare encourages the educational agencies and institutions it serves to determine whether any additional privacy laws apply in their jurisdiction. For educational institutions that prefer not to provide student names, Bookshare permits the use of pseudonyms or numerical identifiers instead. [More information](#) is available in the Bookshare Help Center.

## Individual Memberships for Students

Q: How can parents add an Individual Membership for their child who already uses Bookshare at School?

A: Parents can [follow these simple instructions](#).

Q: How do parents sign their child up who is NOT already on a school account?

A: Parents complete the [Individual sign up process](#). They will need to provide [Proof of Disability](#).

Q: How do teachers add an Individual Membership for students on their account?

A: Follow these simple [instructions](#).

Q: Are Individual Memberships also free for students?

A: Yes. Bookshare is free for all qualified U.S. students (of any age) and the schools that support them.

Q: When a parent signs up their child for Bookshare, do they need to enter an activation or promo code?

A: No, neither an Activation ID nor a promo code is required. However, if a parent has been provided an Activation ID by the child's teacher, entering this during the signup process will help connect the student's Individual Membership to the school's organizational account.

Q: If a parent/guardian chooses to help their child upgrade to an Individual Membership, does the login information they create replace the user name and password the teacher created for the student?

A: Yes, Individual Memberships require an email address for the user name, and the login credentials that the parent enters will replace the user name and password that the teacher created. However,

during the “upgrade to individual membership” process, parents have the opportunity to grant permission to their child’s teacher to reset his or her password should that become necessary.

Q: Can I still assign books to a student who has added an Individual Membership to their school account?

A: Yes, you can assign books as usual. When students with connected individual memberships log in to their accounts, they will still see their assigned books and Reading Lists, but they will also be able to search for, download, and open books of their choice.

Q: Is there a way to connect a student who only has an Individual Membership to my school account?

A: Yes. First add the student to your Organizational account then follow these instructions about [linking accounts](#). The student will continue to log in with the username and password associated with their Individual Membership.

Q: Can I see if my students have accessed books I have assigned?

A: Yes. Select the student’s last name, then the “Downloaded Books” link. Learn more about [viewing member and account download activity](#).

Q: Do Individual Memberships for students expire? What happens when the student graduates?

A: Individual Memberships have to be [verified on a yearly basis](#). If the individual is no longer a student, they can convert to a paid subscription (\$50 a year.) Learn more about [purchasing a subscription](#).

## Reading Bookshare Books

Q: Can teachers download the book to read or review it?

A: Due to copyright law, only [qualified members](#) can read Bookshare books. However, a teacher can log in as one of his/her students to preview books before the student accesses them.

Q: How do students read Bookshare books on a braille note device?

A: The Bookshare Help Center offers [these simple instructions](#).

Q: How do you know which reading tool to use?

A: Selecting the right reading tools depend on the device that will be used to read. Please see the [Reading Tools Wizard](#) for guidance when choosing a reading tool.

## Bookshare Collection and Reading Books

Q: Do books have images? How do I find books that have images?

A: Yes, many books have images. To search for books with images, go to the [Advanced Search page](#) and select the box labeled “contains images.” Learn more about [Advanced Searches](#).

Q: Can you search by Lexile level and/or other leveled readers?

A: Bookshare has created public Reading Lists of books categorized by [Lexile level](#) as well as Leveled Readers from collections such as [Fountas and Pinnell](#), [Accelerated Reader](#), [Scholastic Guided Reading](#) and [other collections](#). You can find these under Teacher Resources on the [Browse page](#).

Q: Do you have a collection of high interest, low vocabulary level books?

A: Yes. On the [Browse page](#), select “Search All Collections” and enter “High Interest” in the search field.

Q: Who can access NIMAC-sourced books?

A: Only students who have IEPs can access NIMAC-sourced books. (This is the only portion of the Bookshare collection that requires an IEP.) [Learn more](#) about the NIMAC.

Q: How can students who do not have internet access at home read Bookshare books?

A: Teachers can [download a book in Word format](#) and save it on a USB drive and either mail or drop it off to the student who can then open the file on their computer. However this does not provide text to speech function unless the student's computer has screen reading software.

Q: Can you read books in Bookshare Web Reader offline?

A: No. Web Reader requires internet access.

Q: Can teachers preset or remotely set the audio and visual settings in Bookshare Web Reader for students?

A: No, settings must be set on each device. [Learn more](#) about using the settings feature in Web Reader.

Q: Are there reading comprehension or vocabulary assignments available?

A: No. Bookshare provides content only.

## Help and Support

Q: Do you have resources to help me use Bookshare?

A: Yes, please visit the [Training Resources Library](#) for a wide variety of videos and guides. You can also search the [Help Center](#) and learn more in the [Learning Center](#).

Q: How do I contact Customer Support?

A: You can call 650-352-0198 Hours: M-F 9-5 Pacific Time or send an [email](#).