

asbc.es user manual

Version 1.0

1. **Introduction.** What asbc.es is and who it is for.
2. **Registration and sign-in.** Email and social sign-up; account verification; passwordless sign-in; changing your password.
3. **The teacher dashboard.** Overview and navigation.
4. **Schools and groups.** Joining a school by code or creating one; managing class groups.
5. **Students.** Adding students; anonymity of minors (surname initials); photos and avatars.
6. **Tests and items.** Creating tests; item types (options, texts, relations, short answers, videos, sociograms, etc.).
7. **Taking tests.** Activating a test; student access codes; automatic and manual grading.
8. **Results and reports.** Per-student and per-group results; PDF export.
9. **Sociograms.** Generation, sociometric indices and interpretation.
10. **Internal messaging.** Inbox and sending messages.
11. **Plans and billing.** Free plan, paid plans and invoices.
12. **Trash and account closure.** How the trash works for items, tests, students and assignments, what each deletion cascades, and closing your teacher account.
13. **Profile and security.** Personal data, password and account closure.
14. **Languages.** Choosing your language; what changes when you switch; and the language in which your students take their tests.
15. **Support.** How to get in touch and FAQ.

1. Introduction

ASBC.es is an ONLINE tool for teachers that allows quick and easy administration of tests to their students.

Some of them are standardized for use in educational centers, such as the SOCIOGRAM test. Others, on the other hand, will be created by the teacher with the tools that the site provides.

The platform is aimed at teachers and education staff of legal age. From a single account you manage your school and your class groups, add your students, build and assign tests, collect and review results, generate sociograms, exchange internal messages with colleagues, and manage your plan and invoices. Each chapter of this manual covers one of these areas.

To protect underage students, their names are always anonymised: only the initials of their surnames are shown and stored.

Students do not need an account. To take a test, a student simply enters, on the home page, the access code that you give them.

2. Registration and access

Creating an account with your email

Go to Register and fill in the form:

- Your **full name**, **email**, a **username** (5 to 10 letters and numbers) and a **password** (at least 6 characters, typed twice). You may also add a **phone**.
- Your **school**, in one of two ways: enter your school **code** to join a school that already exists (the form shows you which school you will join), or enter your school details to **create a new one** (name and town are required).
- Tick the box to accept the **Terms and Conditions**.

For security, if there are several attempts from the same connection a small **captcha** appears, and after too many attempts new attempts are temporarily blocked.

Verifying your account

When you submit the form your account is created and a **verification email** is sent to you. Open it and click the link to verify and activate your account; you can then sign in. Until your account is verified, signing in will say it is pending approval.

If the email does not arrive, an administrator can activate your account; in that case, write to us at info@asbc.es.

Signing up with a social network

On the registration and sign-in pages you will see buttons for the available providers (for example Google, Microsoft, Facebook, GitHub or LinkedIn, depending on which are enabled). After accepting the consent, choose a provider and sign in with it: your email and name are taken from that provider, and you complete the rest (name, phone and school, by code or new). Your username and email are your provider email and cannot be changed. Accounts

created this way are activated immediately and have no separate password.

Signing in

Go to Login and enter your username (or your email, for social accounts) and your password. As with registration, after a few failed attempts a captcha appears, and after several more, access is temporarily blocked.

If you already have an account, choosing your provider on the sign-in page logs you in directly, **without a password**.

Changing your password

You can change your password at any time from your profile (see section 13). Social accounts that have never set a password can define one there too. If you have forgotten your password, see the recovery steps in section 15.

3. The teacher dashboard

After signing in you arrive at your **dashboard**: the hub from which you reach every tool. The dashboard menu groups the options by area (for example Teaching and Administration) according to your permissions.

At the top of every page, a header bar shows your **school**, your **active group** and your name. The top menu also gives quick access to your profile, your messages and your billing, and to sign out.

Your active group

Most of your work (students, assigning tests, reports) is scoped to one **active group**. Use the group selector in the header to switch group; the page reloads showing the data for the group you chose. If you do not have any group yet, the header offers a link to create or manage your groups.

4. Schools and groups

When you register you either join an existing **school** with its code or create a new one (see section 2). The details of your school are managed by an administrator; you can see them, read-only, in your profile.

Your class groups

A **group** is a class: a set of students you work with. You manage your groups from the Groups page, where you can create a group and edit or delete the ones you own.

- To **create** a group, give it a name and the usual class details. It becomes available in the active-group selector straight away.
- Each group has its own **group code**. You can share that code with a colleague at your school so they can join the same group, and you can join a group shared by a colleague by entering its code when you create a group.
- Deleting a group is only possible when it is safe to do so, for example when it is not tied to results you must keep.

5. Students

You add and manage your students from the Students page. The list always shows the students of your **active group**, so select the right group first.

Adding a student

For each student you enter their first name and surnames, and details such as sex, age, email and phone, and whether the student is a minor.

To protect children, the **surnames of underage students are anonymised**: only their initials are kept and shown, in the lists, the reports and the sociograms.

Photo and avatar

You can upload a **photo** for each student. If you do not, the platform generates an **avatar** automatically from the unique initials of the student, so every student is easy to tell apart. When editing a student you can also regenerate the avatar.

6. Tests and items

A **test** is a questionnaire made up of **items** (questions). You manage your tests from the My tests page.

Creating a test

Give the test a name and a short description, and choose its grade, level and subject. A few options let you randomise the order of the items and of the options, and show the correction criterion. With **visibility** you decide who else can reuse your test: only your school, or the whole platform.

You do not need to have any group to create a test; groups only come into play when you assign it (see section 7).

These are the options you can set on the test as a whole:

- **Randomise the order of the items.** When enabled, each student receives the items in a different, shuffled sequence. This discourages copying between pupils sitting next to each other and stops answers from depending on a fixed position, so a test prepared once stays fair across the whole group.
- **Randomise the order of the options.** When enabled, the choices inside selection items (multiple choice, dropdowns and image options) are shown in a different order for each student. The correct answer is therefore not always in the same place, which reduces position-based guessing and casual copying.
- **Show the correction criterion.** When enabled, the criterion you wrote for each item is shown to the student in review mode once the test is finished. This turns the test into a learning tool, because the pupil can read how each answer was assessed instead of seeing only the score.
- **Visibility.** Decide who else can reuse your test. You can keep it private to your own school or share it with the whole platform, so that other teachers can copy it into their tests and adapt it. It does not affect which students take the test; that is decided when you assign it.

Item types

Inside a test you add items of different types. Most are corrected automatically by the platform; a few are graded by you or are purely informational. These are all the available types:

Multiple choice

The student reads the statement and picks one answer from a list of between two and five text options. You write each option and mark exactly one as correct, and the platform grades the item automatically by comparing the answer the pupil selected with the one you flagged. It is the most common closed-question format and works well for quick knowledge checks where a single answer is unambiguously right. You may add an optional picture above the options.

Dropdown selection

This is a closed question with the same logic as multiple choice — two to five options, exactly one of them correct — but the answers are shown inside a drop-down list instead of a column of buttons. The compact presentation suits long option texts or exercises where you prefer the choices to stay hidden until the student opens the list. Grading is automatic, matching the entry chosen by the pupil against the correct one you defined.

Multiple choice with images

The student is shown a statement and a short prompt, and then chooses the correct answer among two to five pictures instead of text options. You upload one image per option and mark which one is right, and you may also add a general picture for the statement. The platform corrects it automatically. This format is ideal when the answer is something visual — a shape, a map, a diagram or an artwork — that is easier to recognise than to describe in words.

Match image to text

The item displays one picture belonging to the statement, and the student selects, among two to five written options, the text that correctly describes or matches that image. You upload the item picture, write the options and mark the right one; correction is automatic. Use it when you want the pupil to interpret a single visual — a photograph, a chart or an illustration — and identify the wording that fits it, combining image reading with text comprehension in one question.

Fill in the blanks

You write a sentence or a short paragraph and enclose each expected answer in curly braces, for example "The capital of France is {Paris}". The student types the missing words and the platform checks them automatically against what you wrote. Two switches let you decide whether the comparison is case-sensitive and whether accents and tildes must match exactly, so you can be as strict or as lenient as the exercise requires. Several blanks can be mixed within the same sentence.

Match columns

The student joins the elements of two columns into the correct pairs. You define up to five pairs, each with a left and a right text; pairs A and B are required while C, D and E are optional, but every pair you start must have both sides filled in. During the test the elements appear shuffled and the pupil has to rebuild the original matches. The platform grades the result automatically, comparing the restored pairs with the ones you defined.

Open answer

The student writes a free-text response, which makes this type suitable for explanations, short essays or reasoning that cannot be reduced to a closed option. The platform cannot grade it automatically, so you correct it yourself from the results screen. You may store a reference solution that is shown to you while marking; it helps you apply the same standard to every pupil and speeds up the review. It does count towards the score once you assign a grade.

Statement only (informational)

This informational item shows only a statement and an optional picture, and expects no answer from the student. Use it to introduce a section, give instructions, provide context before a group of questions, or display a reading passage. Because it is not really a question, its default weight is zero and it does not contribute to the score, although it is still presented to the student within the test sequence just like any other item.

YouTube video

This informational item embeds a YouTube video inside the test. Paste the full video URL or just its eleven-character identifier, and the platform normalises it and shows the player to the student. It expects no answer, so its default weight is zero and it does not add to the score. It is useful for presenting a clip the pupil must watch before answering later items, or for delivering explanatory or stimulus material inside the questionnaire itself.

Sociogram questions

This special item asks the student to choose classmates according to a sociometric criterion: whom they would like to be with (election), whom they would rather avoid (rejection), or whom they think will choose or reject them (perceptions). The options are the members of the group and are generated automatically when the test is taken. The answers are not scored; instead they feed the sociograms and sociometric reports described in section 9, revealing the relationship structure of the class.

Fields common to every item

Whatever its type, every item shares the same set of general fields:

Statement

The wording of the question, or the text to be displayed for informational items. It is required and must be at least ten characters long. It is what the student reads first, so it should state clearly what is being asked or shown.

Criterion

The correction criterion that you, as the teacher, will apply when evaluating the item — the rule or short rubric that defines what counts as a correct or acceptable answer. It is optional and especially useful for open answers, where it keeps your grading consistent. If the test is set to show the correction criterion, the student can read it in review mode after finishing.

Picture

An optional image attached to the item and shown to the student together with the statement. Leave it empty for no picture; when editing an existing item, leaving it empty keeps the current one. Accepted formats are JPEG, PNG, WebP and GIF.

Weight

A number between 0 and 100 that sets how much this item contributes to the test score relative to the others: a higher weight makes the item count more, and a weight of zero means it adds nothing. New items start with a sensible default — zero for informational types and one for the rest — which you can change freely to give more importance to the items you consider essential.

Counts towards score

A Yes/No choice, independent of the weight, that decides whether the item takes part in the final grade at all. When set to No, the item is still shown to the student and still auto-corrected if its type allows it, but it adds neither to the points obtained nor to the maximum possible, so it behaves as practice or informational material that does not affect the mark.

Reusing existing tests

You do not have to start from scratch. You can **copy** a standardised test from the system catalogue, or a test shared by a colleague, into your own tests and adapt it as you like. Tests and items you delete go to a trash, from which they can be recovered while they have not been permanently removed.

7. Taking tests

Assigning a test

For students to take a test you first **assign** it. You can assign a test to your whole active group or to a single student. Each assignment becomes a card in your results, with its own life: you can close it, reopen it, archive it or delete it.

Student access codes

- When you assign to a **group**, you get a single **group code**. Give it to the class; each student goes to the test page, enters the code and picks their own name from the list.
- When you assign to a **single student**, you get the individual **code** for that student, which they use directly.

Students do not need an account: the code is all they need, and they take the test from any device.

How a student takes the test

After entering the code (and choosing their name, for a group), the student accepts the terms and answers the items one by one, moving back and forth, until they finish.

Grading

Closed items (multiple choice, dropdowns, matches, and so on) are graded **automatically**. Open answers are graded **by you**: from the assignment card you open the manual grading, review each answer and mark it as correct or not.

8. Results and reports

The Results page lists your assignments as cards. From each card you follow how the group is doing and you reach the per-student and per-group results.

What you can do from a card

- See the answers and marks of each student, and the group summary.
- **Grade** the open answers (manual grading).
- Export the results to **CSV**, or download a per-student report in **PDF**.
- **Reset** the results of one student, or of all of them, if they need to take the test again.
- **Close, reopen, archive** or **delete** the assignment.

The assignments trash

When you **delete an assignment** it is not removed straight away: it moves to the **Trash** section of the results page. While it is there you can **restore** it, bringing the assignment and its results back exactly as they were.

After some time, assignments left in the trash are **permanently removed** on their own. When that happens, only the **results of those students for that test** are deleted (their answers and the access codes of that assignment). Your **students and the test are never deleted**: they stay in your account and you can assign the test again whenever you want.

9. Sociograms

A **sociogram** studies the relationships within a group. It is built from a standardised questionnaire in which each student privately indicates the classmates they would choose for certain situations and those they would reject, and may also say who they think will choose or reject them.

Generating a sociogram

From the sociogram generator in the menu, you generate the sociogram for a group; it is assigned and taken like any other test (see section 7). The group is fixed the moment the first student starts, so the analysis stays consistent.

Each time you generate a sociogram, the platform creates a new **copy** (a clone) of the system sociogram test, with its own items and named with the date and time. That copy appears in your **tests list** and is **available to assign** to a group or to individual students, exactly like any other test. You can generate several applications throughout the year; each one is independent and collects its own answers.

If you created an application by mistake, you can **delete** it from your tests list as long as **no student has started it yet**, even if you have already assigned it to groups or students. For sociogram applications that list shows only the Delete button; everything else about the sociogram is handled from its generator and its report.

Reading the report

Once there are answers, the report offers:

- A graphical **sociogram**: a diagram of who chooses and who rejects whom, including reciprocal relationships.
- **Sociometric indices** for the group and for each student: choices and rejections received and made, reciprocity, and the position or social status of each student.
- An **individual report** for each student.

You can regenerate the report at any time. Remember that, as everywhere, the surnames of underage students appear only as initials.

10. Internal messaging

asbc.es includes a private messaging system so you can communicate with other users without leaving the platform and without sharing your email address. You will find it in the messaging area (the envelope icon) of the top menu; a small badge shows how many unread messages you have.

Reading messages

- **Inbox** lists the messages you have received. Unread ones are highlighted; when you open a message it is marked as read automatically.
- **Sent** keeps a copy of the messages you have sent.

Sending a message

Open **Compose** and choose who should receive it:

- Type one or more **usernames** in the *To* field. To write to several people at once, separate the usernames with commas.

- Or tick colleagues from the **directory**: it lists the approved teachers at your school (administrators see every teacher). Both sources are combined.
- Add a **subject** and your **message** (up to 20,000 characters) and send it.

If a username does not exist, you are told which ones and the message is not sent.

Replying, forwarding and tidying up

- From an open message you can **Reply** (the original text is quoted and the subject is prefixed with *Re:*) or **Forward** it (*Fwd:*).
- You can mark a message as **read** or **unread**, **delete** it, or select several and delete them together. Deleting removes the message from your own mailbox.

11. Plans and billing

asbc.es offers three plans: **Free** (the default, at no cost), **Plus** and **Pro**. Each plan grants a larger monthly allowance of tests. The exact monthly test cap and the price of each plan are shown on the **Billing** page.

Your monthly test allowance

The allowance counts **completed tests** — each time a student finishes a test in one of your assignments — added up across all your groups and tests within your current **monthly billing period** (anchored to your sign-up date on the Free plan, or to the start of your paid period). When you reach the cap, starting new test sessions is paused until your next period; a session that is already under way is normally not interrupted.

Viewing and changing your plan

The **Billing** page shows your current plan, its monthly cap and price, and the history of your invoices.

- While you are on the **Free** plan you can request an upgrade to a paid plan. The change applies the same day and an invoice is generated.
- You can be billed **monthly** or **annually**; annual billing includes a yearly discount.
- Once you are on a paid plan you cannot switch to another plan or return to Free until it expires by date.
- You can **withdraw** a change request that is still pending payment: your current plan stays in place and the invoice is cancelled.

Invoices and fiscal details

- Every invoice has a status — **pending**, **paid**, **refunded** or **cancelled** — and can be downloaded as a **PDF**.
- You can enter the **billing details** that appear on your invoices: name, tax ID, address and country. The country is used to apply the correct VAT.

Online card payment is being finalised, so the payment page is currently under construction. In the meantime, to complete a paid subscription please write to us at info@asbc.es; once your payment is confirmed, the plan becomes active.

12. Trash and account closure

When you delete an item, a test, a student or an assignment, it is not erased at once: it goes to a **trash** from which you can recover it for a while. Only after a retention period does the platform remove it for good, on its own. This chapter explains each trash, what each deletion drags along with it, and what happens when you close your teacher account.

A safety rule: deletions that protect your results

To stop you from losing your pupils' answers by mistake, some things cannot be sent to the trash while they hold student activity. A test that a pupil has already started, an item a pupil has already answered or seen, and a student who has any test activity are all protected: their **Delete** button is disabled. Assignments are the exception — you can always send an assignment to the trash — because it is precisely through the assignments trash that results are removed in a controlled way (see below).

So if a Delete button is disabled, it is because deleting would destroy results. To remove such an element, first clear the activity tied to it — for example by **resetting** the results from the assignment card, or by deleting the corresponding assignment in Results.

The tests trash

From **My tests**, the Delete button sends a test to your tests trash. You can only do this if **none of your students has started it yet**; copies that other teachers made from your test are independent and never block you. While it waits in the trash the test keeps everything — its items, its assignments and its picture are untouched — and you can **restore** it from the trash exactly as it was.

If you leave it there past the retention period, it is deleted for good. That deletion **cascades**: it removes the test, its items (with their images) and all of its assignments together with the participants and answers linked to them. Because you cannot send a test to the trash once a

pupil has started it, a purged test never had results to lose; but its items are gone for good.

The items trash

While you edit a test, each item has a Delete button that sends it to your items trash, as long as **no student has answered or seen it**. From the items trash you restore an item into the test you are editing at that moment, so open the right test before restoring. Once the retention period is over, the item is deleted for good, together with all of its images.

The students trash

From **Students**, the Delete button sends a student to your students trash, as long as the student has **no test activity at all**. The student keeps their group and their test history while in the trash. When you restore a student, they are placed into the group that is **active in your header**, so select the right active group first. After the retention period the student is deleted for good, along with their photo or avatar and their links to your tests.

The assignments trash (data consequences)

From **Results**, the Delete button on a card sends that assignment to the Trash section of the same page — you can always do this, whatever state the card is in. The assignment and its results are kept while in the trash, and restoring the card brings them back (a restored assignment becomes **active** again, even if it was closed or archived before).

When the retention period passes, the assignment is removed for good on its own. This is the most contained deletion: **only the results of those students for that test** are removed — their answers and the access codes of that assignment. Your students and the test are **never** deleted; they stay in your account and you can assign the test again whenever you want. This is the intended way to clear results in a controlled manner.

How long you can recover, and when it is gone

Each trash lists, for every element, when it will be deleted. Until then you can restore it. The length of this retention period is set by the administrator (about three months by default). Once an element has been permanently removed by the automatic clean-up, it can no longer be recovered.

Closing your teacher account

You can close your account at any time from the close-account page in your profile, confirming with your password. Closing is permanent and, once finished, your session is closed. You choose between two options, with very different consequences for your data.

Transfer your data to a colleague at your school. Everything becomes theirs: your tests, items, groups, students, assignments and results, and even your own trash (anything still

pending deletion). The colleague you pick becomes the new owner and nothing is lost — only your account is removed. This option needs at least one other teacher at your school; if you are the only one, it is not available.

Delete everything. This permanently removes your tests (with their images and, in cascade, the results tied to them), your items (both those in your tests and those in your trash, with their images) and your whole trash. Your **groups and students are removed only if you are the only teacher at your school**; if there are other teachers, your groups and students are kept so your colleagues can go on using them, and you are simply unlinked from them.

Whichever option you choose, the **school itself is never deleted**, and your **invoices are never deleted** either: your billing history is kept, unlinked from your account, for legal reasons. Bear in mind that **Delete everything** also erases all of your students' results in your tests; if you want to keep them, or let a colleague carry on, choose **Transfer** instead.

Your right to erasure. Choosing **Delete everything** is how you exercise your right to be forgotten: your account and the personal data you entered are erased from the platform for good, not merely hidden or archived. The only exception is your **invoices**, which the law requires us to keep for the legal tax-record period, unlinked from your account. Any copies of your data in routine backups disappear as those backups are rotated in the normal cycle.

13. Profile and security

Open your profile to review your account and update your details. The form is divided into a few blocks.

Your details

- **Account** (read-only): your **username** and your **email**. The username cannot be changed; if you need to change your email, an administrator does it on request.
- **Personal** (editable): your **full name** and your **phone**.
- **School** (read-only): the details of your school. The school you belong to is managed by an administrator; if you do not belong to any school yet, a dash is shown.

Changing your password

In the password block, enter your **current password** and your **new password** twice (at least 6 characters). For your safety, if the current password is wrong none of the other changes are saved either. If you leave the three password fields empty, your password is not changed and your other edits are saved as usual.

If you signed up with a social network and never set a password, you can define one here without entering a current password; from then on you can also sign in with your username and password.

Closing your account

Closing your account is permanent, so it has its own page, reached from your profile. You must confirm with your password and choose one of two options:

- **Transfer your data** to a colleague at your school, who takes over your groups, students and tests.
- **Delete everything**: your account and all of your data are removed.

Transferring requires choosing a colleague from your school; if you are the only teacher there, deletion is the only option. Once done, your session is closed.

14. Languages

The platform is available in several languages. You can switch language at any time with the language selector in the top bar, which is visible on every page — even before you sign in. The change is immediate.

How the platform chooses your language

The first time you arrive, before you have chosen anything, the platform tries to guess your language from your country (by geolocation); if it cannot, it uses English. As soon as you pick a language in the selector, your choice is remembered: during your session and, through a cookie, on your next visits. If you are signed in, your choice is also saved to your account, so you are recognised on any device and the automatic messages we send you arrive in that language.

What changes when you switch language

The whole interface — menus, buttons and texts — switches to the chosen language straight away, and your preference is saved (session, cookie and, if you are signed in, your account). The automatic messages we send you (welcome, billing notices, the monthly report) also start arriving in that language.

Two things are **not** affected by switching your language. First, assignments you have **already created keep their language**; only the new assignments you create from now on use the newly chosen language (see below). Second, the content you have already written — your tests and items — is kept exactly as you wrote it; changing your language never rewrites it.

The language in which a student takes a test

When you assign a test (to a group or to a single student), the platform **freezes** the language you have active at that moment into the assignment. The student will take that test — and get its PDF report — in that language, whatever the language of their browser or country, and regardless of any change you make afterwards. That is why, right after assigning, you see a notice, written in that language, confirming which language your students will see.

The student does not have to choose anything: they enter their access code and the test appears directly in the frozen language.

Making your students take a test in a specific language

To have your students take a test in a particular language, switch your own language (with the selector in the top bar) to the one you want for them, and only then assign the test to the group or the student. That language is frozen into the assignment, and from then on every student takes the test in it. If you need the same test in different languages for different groups, switch your language before each assignment: each group gets its own assignment with its own language.

Changing the language of an assignment you already made

An assignment's language is set when it is created and does not change if you assign again onto the same active card (its original language is reused). To move a group to a different language, start a fresh round: close or archive the current assignment (from the Results page) and assign the test again with the new active language. The new card freezes the new language.

What is translated and what is not

The platform interface is translated into all the available languages. Standardised system tests (such as the school sociogram) are translated too and are shown to the student in the assignment's language. The content **you** write — the statements and options of your own items — is shown exactly as you wrote it: the platform does not translate it automatically. If you want a test in another language, write its items in that language (you can copy an existing test and adapt it).

The language of a test, and finding tests by language

When you create a test you choose **the language in which you write it and its items**, with a selector on the test form. It defaults to your active language, but you can pick any platform language or choose **Other language...** and type one that is not on the list (for

example Basque, Galician or Russian). The content you write is never translated, so this is simply a **label** that records the language of the test; while you add items, the form reminds you of the language the test was defined in.

That label lets you **filter tests by language**. In the list of system tests, and in the list of shared tests you can clone (those shared within your school or with the whole platform), a language filter shows by default the tests written in **your** language. You can switch it to any other language, pick **Other language...** to search for one outside the platform, or choose **All languages**. The school sociogram is multilingual and always appears, whatever language you select.

15. Support and frequently asked questions

If you need help or want to report a problem, you can reach us in two ways:

- Use the contact form: fill in your name, your email and your message (between 10 and 5,000 characters). If there are several attempts from the same connection, a captcha appears.
- Or write to us directly at info@asbc.es.

Frequently asked questions

I did not receive the verification email. What can I do?

Check your spam or junk folder. If it still does not arrive, an administrator can activate your account; just write to us and we will help.

I forgot my password. How do I reset it?

On the sign-in page, click "Forgot your password?" and enter the email you registered with. If it belongs to a user, a link to set a new password will be sent; the link is valid for 24 hours and can be used only once. For your privacy, the page always shows the same message, whether or not the email is registered.

Sign in with a social network using the same email you registered with: it recognises you by your email and lets you in without a password. Once inside, go to your profile and set a new password there. Because you have signed in this way, you do not need your old password, and if your account did not have one yet, you simply create it. If you cannot use a social network with that email, write to us using the contact form or the support email.

Can I change my username or my email?

Your username cannot be changed. Your email is changed by an administrator on request, so write to us. You can edit your name and phone yourself from your profile.

How do I sign in with Google or another network?

On the sign-in page, choose your provider. If you already have an account, you are signed in without a password (see section 2).

How do my students take a test?

Students do not need an account. They enter, on the home page, the access code you give them (see section 1).

How many tests can I run each month, and how do I change my plan?

It depends on your plan. Your monthly cap, your current plan and your invoices are all shown on the Billing page (see section 11).

How do I close my account?

From your profile, open the close-account page. You can transfer your data to a colleague at your school or delete everything (see section 13).

Are the names of my students visible to other people?

No. The names of underage students are always anonymised: only the initials of their surnames are shown and stored.