Acces - Frequently Asked Questions (FAQ)

This document is intended for Authorized Dealers of Acces. It answers the most frequently-asked questions by customers. Please be familiar with the answers so that you may provide adequate pre- and post-sales support.

General product information and features

Q What grades and subjects are covered by the Common Core State Standards for Mathematics (CCSS Math) modules?
A There are three CCSS Math modules: CCME covers grades 3-5. CCMM covers grades 6-8. CCMH covers the high school math topics Number and Quantity, Algebra, Functions, Geometry, and Statistics and Probability.

Q If I create a printed test with Acces, can I convert the same test to a slideshow and use it with my clickers?
A Yes. Acces can export scoreable slideshows for SMART Notebook (.notebook), MimioVote (.ink), and TurningPoint (.pptx) student response systems. Acces supports Promethean slideshows (.pptx) and other interactive whiteboards via the Common File Format (.iwb). Acces also creates a generic Powerpoint file for other whiteboards and projection systems.

Q Can I edit problems in Acces?
A Yes. Problems from any database module, including the CCSS Math modules, may be edited.

Q Can I write my own problems?
A Yes. Acces has a complete and sophisticated set of tools for problem-writing, including a clipart library, table builder, spell checker, and mechanism for inserting inline and floating figures.

Q Can I include math formulas?
A Yes. Acces can typeset any math formula. All common symbols are selectable from palettes. Formulas can be entered using the TeX language, which is increasingly popular on the web, or they can be created visually in MathType(tm) and pasted in.

Q Can I import pictures?
A Yes. Acces' method for importing pictures is simple: you just drop them in a "User Content" folder. Acces finds them and makes them part of the clipart library. All common graphics formats are supported.

Pricing and ordering

Q Does Acces have an annual renewal fee?
A No, there are no renewal fee. Acces is purchased with a perpetual license that does not expire.

Q What about program updates?
A EducAide regularly posts free “maintenance releases” on its website. (Acces can check for these through the Help menu.) Maintenance releases include bugfixes and other minor improvements. There may be a charge for any major upgrade that EducAide releases in the future, such as for online testing.
Q I want to order Acces for my entire school district. Do I get a discount?
A Districts that purchase Acces for all of their schools may be eligible for a discount. The discount is determined on a case-by-case basis. Please contact EducAide Software for details.

Q Can customers purchase database modules separately?
A Yes. For example, suppose a high school originally purchases a base package with CCMH only. Several weeks later, the school could place a separate order for the AP Calculus/SAT Math Prep bundle.

Q I noticed that the prices on the EducAide Software web site are different from those offered by the authorized dealer. What does that mean?
A The Acces Common Core Math modules and slideshow export functionality are available exclusively through our authorized dealer network. At this time, they may not be purchased from the EducAide Software web site.

Q Will EducAide Software be publishing content for Common Core State Standards for English Language Arts or Social Studies, Science and Technical Subjects (CCSS ELA)?
A EducAide Software intends to publish one or more database modules for CCSS ELA. After the first few weeks of dealers selling Acces, we will have a better gauge of the customer response to our new CCSS Math modules. EducAide Software will use that information to refine our content development plan. Our tentative plan is to release CCSS ELA by late winter/early spring, but this is subject to market conditions.

Q Is there a demo version of Acces which can be left with potential customers?
A The demo version of Acces is only available to authorized resellers. Acces is reasonably priced and offered with a perpetual license so long-term financial implications are minimal. In practice, EducAide Software has found that giving potential customers a short time to try Acces in person with a sales representative to answer questions gives them enough information to make a purchasing decision. For example, the Acces demo could be installed on two or three lab computers so potential customers can try out the program for themselves, and then uninstalled from the lab computers after an hour or so.

License terms

Q Is there a district-wide license, or can I purchase just one copy of Acces for the central office?
A No, Acces is licensed only to school sites. When all schools in a district are licensed, EducAide Software will normally provide a complimentary copy of Acces to the central office upon request. This is so district-level personnel may provide technical and instructional support to teachers; it is not an alternative to site-based licensing.
Q If a building houses multiple schools (e.g. a combined elementary, middle and high school), would they need separate licenses?
A The Acces License Agreement defines a school site as “a school building or campus which is clearly identifiable by name and which is under the direction of one principal, headmaster, or lead teacher.” If two or more schools reside in the same building but have different principals (and are registered as separate entities with the local educational authorities), then they each must acquire their own Acces license.

Note: there’s an important difference between licensing and pricing. In the above example, which is not uncommon for a rural district, EducAide Software may offer a special deal, something like three licenses for the price of two. Any such deal will require a purchase of Acces by all schools in the district. Please contact EducAide for more information about small school and district discounts.

Q I am working with a single charter school that has multiple resource centers in several counties. How can they license Acces?
A EducAide Software encourages charter schools to purchase Acces. It is possible that each resource center will be run by a different lead teacher and thus be considered a separate school site. A charter school with such multiple school sites may be eligible for a special deal or discount. Please contact EducAide Software for more information since this type of scenario will be handled on a case-by-case basis.

Q Can teachers install Acces on home computers and laptops?
A Yes. If a school purchases Acces, then teachers (or any employees who spend more than 50% of their time working at the school) may install it on personal computers and laptops. However, the software must be used for school-related purposes only. The license does not allow any commercial use, such as a tutoring job on the side.

Q We printed one of the problem catalogs from the PDF file. May we photocopy it?
A No, problem catalogs may be printed for personal use only. Once printed, they must be treated like a copyrighted book, which means no reproduction. (There is one exception to this rule: a small number of pages may be photocopied for training purposes.) EducAide Software recommends viewing the PDF files on-screen, in electronic format, or using the “Database Browser” in Acces. As modules are updated, the content may change and thus make any printed copies of catalogs obsolete.

Q If I created a slideshow for my interactive whiteboard, can I share it with other teachers on the whiteboard company website?
A No. Slideshows and other materials created by Acces may be uploaded only to secure networks, which means they are protected by password and available only to other employees or students at the licensed school. Under no circumstances may slideshows or any other Acces documents be made available generally to the public. If a district wishes to build a curriculum library or facilitate sharing of documents between schools, it should contact EducAide for permission.

System requirements, product specifications

Q Does Acces run on a 64-bit Windows computer?
A Yes. Acces runs on all modern Windows computers, including XP, Vista and 32- or 64-bit Windows 7.
Q Does Acces run on a Mac?
A Mac users can run Acces via any of the Windows virtualization programs such as VMware Fusion or Parallels Desktop. Slideshows created with Acces can easily be copied to the Mac desktop and then opened with the Mac version of your interactive whiteboard software.

Q If I install the software on a network, how much disk space will it use up?
A The answer depends on the number of database modules. For one CCSS Math module, the disk space requirement is about 50 MB. Each additional module adds 5–15 MB.

Q What are the advantages of networking Acces compared to standalone installations?
A The primary benefit of networking Acces is that all teachers in the school will easily be able to share documents with each other since they will reside on the server in one location. A centralized installation also means that Acces program maintenance releases and module content updates can be reliably deployed.

General Acces help

Q How do I learn about Acces’ features?
A For beginners, there is a Visual Overview and Quick Start Guide in the Support Center of EducAide’s website. (These two documents are also included in the CD box.) For details about a particular program option, or for a complete reference manual, go to Help menu — Contents or press F1 anywhere in Acces.

Q Is there a tutorial I can follow?
A EducAide Software provides extensive online help for Acces at www.educaide.com. Browse to the Support Center for more than 50 step-by-step guides and videos on various topics. Also, there’s a direct link to the Support Center on Acces’ Help menu. EducAide Software also has a YouTube channel dedicated to Acces product support.

Installation and updates

Q When I try to install Acces on my computer, I get a message saying I need .NET Framework 2.0. What am I supposed to do?
A Refer to the Support Center for information on how to check whether you have .NET installed and how to perform the installation if you do not. Note: all modern Windows computers have .NET 2.0; it has been pre-installed since XP Service Pack 2 came out in 2004.

Q My school purchased a basic package with CCSS Math a few months ago. Now we want to buy additional database modules. How do I install those?
A When a school purchases new database modules, it receives a new keycode. The keycode unlocks the modules on the Acces CD. As an alternative, EducAide can email a new license file to the school. Then the modules can be added through Help menu — Check for updates.

Q If I find a mistake or typo in an Acces database module, how can I report it?
A Visit the Support Center and choose “Report a Database Error”.
Q If I think I encounter a bug in Acces, or something is not working properly, what should I do?
A Start with some normal troubleshooting: (1) go to Acces’ Help menu and make sure you are using the feature or performing the operation correctly; (2) make sure you have the latest version of Acces (go to Help menu — Check for Updates); (3) visit the Acces Support Center and see if there’s a bug report and workaround posted; (4) contact your Authorized Dealer for assistance with the particular feature or operation; (5) report the bug by sending an email to support@educaide.com.

Important: when reporting to a bug to EducAide, be sure to include school name and phone number. If the bug involves problem-writing or formatting, then please attach a copy of the document package (File — Export As — Document Package...) to the email. Otherwise, include as much information as possible, including screenshots of the suspected bug and any error messages which may have appeared in Acces.

Selecting problems

Q I do not know how to get started with the program. How do I select problems for a test?
A Launch Acces. In the Database Browser (top-left of the screen), open “EAS Content” by double-clicking or pressing Enter, then select the grade and standards that interest you. Choose problems individually or right-click and choose several at random.

Q I don’t see the Database Browser at all. Where is it?
A It is possible the Database Browser was hidden on accident. Choose View menu — Database Brower or press F5 to toggle the view.

Q I don’t see problems for certain CCSS Math standards. Why?
A Some CCSS Math standards do not lend themselves to written or test-like problems. Examples include lab experiments or tasks requiring collection of data. CCSS standards are new and, in some cases, EducAide Software is determining the best way to address student understanding. EducAide Software will not charge for any new problems that fill these holes.

Q I have both English and Spanish versions of CCSS Math. How do I switch languages?
A Go to Tools menu — Switch Language... Choose whether “English to Spanish” or “Spanish to English”, then press OK.

Exporting a slideshow

Q I used Acces to export a document as a slideshow. How do I open the slideshow in my whiteboard software?
A Acces provides the option to automatically launch the associated whiteboard software after exporting each slideshow. If you don’t choose this option, then you can run your whiteboard software, go to File menu — Open., and browse for the saved slideshow. By default, it will be in a folder called “My Acces4 Content“ inside of All documents or My Documents.

Q If my students use clickers to answer the problems, how do I show them the results? How do a create a report for my whole class?
A These questions are examples of support that EducAide Software does not provide since they pertain to another vendor’s product. The dealer’s own technical sta should be familiar with the whiteboard software and student response systems and should be able to help customer with those products.
Q Why do some problems on my slideshow have a very small font compared to others?
A The Acces “engine” intelligently and automatically formats content for all kinds of output, including slideshows, printed tests or quizzes, flash cards and calendars. Sometimes—and only as a last resort—Acces will shrink a problem to fit in the available space. This, of course, results in a smaller font size. A teacher should choose a different, shorter problem if the change in font size is unacceptable.

Page layout, previewing and printing

Q How do I change the class name or title of a slideshow?
A This can be done two ways. If you ran the Slideshow Wizard immediately after selecting problems, then you should look for a button labeled “Document Properties” in the Slideshow Options dialog. Class name and title can be typed there. The second way, if you are also creating a printed document, is to choose Format menu — Headers & Footers.

Q I want problems spread out more on my test, only 2 or 3 per page. What’s the best method?
A In Acces, select Format menu — Document Setup. Specify how many problems per page with the pulldown menu.

Q How do I turn a multiple-choice problem into free-response?
A Select Format menu — Multiple Choice. Click the box labeled “Make questions free-response (hide multiple choice).”

Q When I am previewing a document, I see only the first page. How do I see the next page? the answer key?
A The print preview window has page navigation icons at the top-center. The answer key is usually the last page of the document.

Q How do I change the formatting of a single problem or a specific part of a document?
A Right-click the problem in the Document Tree, then select Format... from the pop-up menu. Similarly, in a multi-part document, you can right-click the part in the Document Tree, then select Format... This will affect all problems in the current part.

Q Can I put directions above several problems? How?
A Yes. Each part may have its own directions. Select the part in the Document Tree, then right-click and choose Insert menu — Directions.

Saving and opening documents

Q Can you tell me how to save a document on a thumb drive?
A By default, all Acces documents and slideshow exports are located in the “My Acces4 Content” folder under “My Documents” in Windows. Find the file there, then copy it to your thumb drive.

Q Someone emailed me a document package. How do I open it?
A By default, all Acces documents and slideshow exports are located in the “My Acces4 Content” folder under “My Documents” in Windows. Save file there, then open it from within Acces.
Advanced features

Q I created a slideshow and it looks good. But I can’t get the summary chart to appear. I followed all of the directions and it has worked before. What should I do next?

A The summary chart issue may be related to the interactive whiteboard software. First, verify both Acces and the other software are working properly. If the problem persists, escalate the situation to EducAide Software technical support.

Q A teacher at my school sent me a document package. When I try to open it, I get an error. What’s going wrong?

A It is possible that the person receiving the document has an older version of Acces and the document package has a newer, incompatible format. Another possibility is that school has purchased new database modules and they are not installed on all computers. In either case, the recipient should run Acces and choose Help menu — Check for Updates. If updating does not make a difference and both people have the same version of Acces with the same content licenses, then the issue should be escalated to EducAide Software technical support.

Q My principal asked me to create a set of common assessments for my math department. They will contain original questions. How can I turn those questions into a database module?

A Depending on the amount of original content, it may or may not be advantageous to create a module. Acces documents function as “miniature modules,” in that they store content and are easily shared. Also, questions can be copied/pasted or moved from one document to another, which is similar to clicking on them in the Database Browser. (An easy way to do this is to open both documents in Acces and choose Window menu — Top/Bottom Comparison.) While Acces has many excellent database development tools, a module is usually not worth creating unless it contains many hundreds or thousands of new questions. Depending on the scope of the project, some advanced training may be needed. Contact EducAide Software for more details.