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Accounts, Registration, and Payment
Creating Accounts

1. Higher Ed students: Select the button for your country

High school students: Click High School.

2. Click Create an Account.

- If you have a Facebook account, you can use it to quickly create a Sapling Learning account. Click Create my account through Facebook. You will be prompted to log into Facebook if you aren't already. Choose a username and password, then click Link Account.
- Otherwise, supply the requested information and click Create My Account. Check your email (and spam filter) for a message from Sapling Learning and click on the link provided in that email. If you don't get the email within 30 minutes, contact technical support.
I can't log in and/or I forgot my username and password. What do I do?

If you forgot (or never knew) your username or password, first try requesting a new password.

1. Go to this form.
2. Enter your email or your username (there is no need to enter both) and click OK.
3. If nothing happens when you click OK, then the info you entered is not in our system. If you are sure you already have an account, try again with a different username or email address.
4. Once you've entered the correct username or email, you will be taken to a confirmation page where you can click Continue. (See image below).
5. Wait 15 minutes, and then check your email (and spam filter).
6. Click the link in that email, then wait for a new email to arrive with your login info.

An email should have been sent to your address at ****@gmail.com. It contains easy instructions to confirm and complete this password change. If you continue to have difficulty, please contact support@saplinglearning.com.

If neither of those links resolve your issue, contact technical support. Do not create another account.
I use Facebook to log into Sapling, but it's not working

If you cannot log into Facebook or if the connection between Sapling and Facebook is temporarily broken (due to an update to Facebook API), you can still log in by entering your username and password. Your username is likely the email associated with your Facebook account, and your password is something that you chose during Sapling registration (not necessarily the same as your Facebook password). If you cannot remember your username and/or password, you can request them.

To request your username or password, click the Forgotten Username or Password? link near the Log in button.
How do I enter or edit my Student ID?

A Student ID is a unique identifier assigned to you by your school. Note that your college or university may call it something else, such as netID or eID. Your Sapling Learning profile has a field called ID Number (which may contain letters and/or numbers) that is meant to hold your university Student ID. When filled in correctly, it allows your instructor to more easily transfer your homework grades to their local grade system.

At any time, you may add or edit your Student ID (also known as ID Number) by editing your profile.

Additionally, your instructor may have chosen a setting that prompts you to enter your university Student ID, if missing, when you view the course page. In these cases, you won’t be able to work on the assignments until you enter your ID into the popup and click Ok. Once entered, you will not be prompted again.
Editing Your Profile

From time to time, you may have to update information in your user profile. The most common reasons to do this are to update your email address, to update your timezone, or to add your student ID number.

To learn how to update your user profile, read these instructions or watch the following video.

Log in

Click your name at the top-right corner of the page
Alternatively, you can enter one of your courses and click Profile on the left

Click Edit profile

Change the information as required

You can find the "ID Number" field at the bottom by clicking Show Advanced.

Click Update profile at the bottom of the page

Note: If you are in Arizona, please choose the "Arizona Time (MST, no DST)" setting for your timezone. This is equivalent to Mountain Time, but without daylight saving time observed.
Registering for Courses

Log in

Look for the gray bar entitled Enroll in a new course

Click on your subject to expand the menu

Click on the term to expand the menu further

Note that Semester 1 refers to the first course in a sequence and not necessarily the first term of the school year.

Once the menus are fully expanded, you’ll see a link to a specific course. If this is indeed the course you’d like to register for, click the link. Otherwise, continue expanding the other menus until you locate the correct link and click it.
You may be asked to enter a Key code, which is not the same thing as an Access Card Code from a scratch-off card. The key code (if necessary) should have been provided to you by your instructor.

Enter your zipcode and pay if necessary

Most courses require payment using a credit card, a PayPal account, or an Access Card Code from a scratch-off card purchased at your bookstore. In some cases, you may have additional options to enter the course for free for x days or to use your Sapling Learning credit, or to buy multiple terms for a bulk discount.
When you return from paying, you will be enrolled in your course. If your credit card is not accepted, it may help to create a PayPal account, store your credit card info there, then use the PayPal option to pay for Sapling Learning.

Once you have registered and enrolled, you can log in at any time to complete or review your homework assignments.
Apply Credit

If you have credit on your account, you can apply it to purchase a course.

Click on the course where you would like to apply the credit

You may need to look in the Enroll in a new course section.

Select the "Use my credit checkbox"

Click USE CREDIT AND ENTER COURSE.

If you do not see this page, you may need to first click pay now near the top of the page.
Access Cards

Access cards may be available for purchase in your school's bookstore or as part of a bundle with your textbook. If you have an access card and would like to use it to pay for a course in Sapling Learning, please select the Use Prepaid Access Card option when you reach the payment page, and enter the code found under the scratch-off strip.

If you don't have an Access Card, you can pay using credit card or PayPal.
How do I enter the code from my scratch-off card?

When you reach the payment page for a course, you will have the option to Use Prepaid Access Card where you can enter a code from a scratch-off card. It is not the same thing as a key code. If you don't have a scratch-off card, you can pay for your course using a credit card or Paypal.

1. Select Use Prepaid Access Card.
2. Enter the code from your scratch-off card. Be sure to scratch gently so that you don't obscure the underlying numbers.
3. Click Apply.

If you have already gotten into the course via the grace period, you can enter your scratch-off code by clicking pay now at the top of your course page.
Why can't I find my course in the list?

Here are some possible reasons why your course is not in the list of available courses to enroll in.

Too early

Sapling Learning homework typically becomes available two weeks before the first day of class. If your first day of class is more than two weeks away, wait until then and try again.

Too late

Enrollment for Sapling Learning homework typically lasts until the last day of class. If you feel that you should still be able to enroll after the last day of class, please talk to your instructor.

Other

If it's neither too early nor too late for enrollment, your instructor may have asked us to restrict the enrollment dates to a narrower window than described above.

If none of these reasons seem applicable, please email support or talk to your instructor.
I signed up for the wrong course. What should I do?

Assuming the courses have the same cost, we can switch you over, no problem. Just contact technical support with the course you want out of and the course you would like to be added to. Please use the email address you used to create your account, so we can verify that you are the account owner.

If the costs of the courses are different, your best bet is to register (and pay) for the second course, and request a refund for the first. Make sure you tell us which course you need a refund for.
Is there a discount for buying multiple courses or terms?

If your class is the first in a series of classes (such as General Chemistry I), it may be eligible for a multi-course discount. When you reach the payment screen for your course, click on the All Semesters option. This will purchase the current term’s course, and will also apply credit to your account to use toward a future term.

The discount only applies if you buy multiple terms up front. In other words, if you buy a single term now, you cannot receive the discount when you purchase the next course in the sequence later.

If you use a prepaid access card, it will automatically give you credit for one or multiple courses depending on the type of card you purchased.
My credit card was rejected even though I know it has funds. What should I do?

If your credit card is not accepted:

1. First, try creating a PayPal account. You can save your credit card info securely in PayPal, then select the PayPal option to pay for your Sapling Learning course.
2. If that doesn't work, contact technical support.
Why am I being asked to pay again?

It is possible that you created two accounts in the system. You have to log in using the same account you used to pay for the course. If you can’t remember the username or password you used when you paid, we can help you recover them. Do not create a new account. Your payment will not be associated with the new account.

If you purchased multi-term access last term, then you just need to apply your credit. Just be sure to use the same login as you did last term.

If the suggestions above don’t help, please contact technical support with your transaction or receipt ID.
What if I don't have the money right now?

At the beginning of each class, there is a grace period in which you can enter the course for free and do all your work. For summer courses the grace period is 7 days, and for most other courses it is 14 days. At the end of the grace period you will be prompted to pay.
Grace Period

Since college add/drop periods often go through the first or second week of classes, Sapling offers a grace period on payment. For most courses, the grace period is 14 days from the first day of class (summer sessions may have a shorter grace period).

During the grace period, students can choose to enter the course site and complete their assignments without paying. At any point during the grace period, a student can choose to pay sooner by clicking pay now at the top of the course page.

Once the grace period ends, students who have not yet paid can still do so. Any work they had done during the free period is saved and they can resume where they left off, once they pay. Or, if they have dropped the course, they may choose to do nothing.

NOTE: eChecks can take several days to process. To ensure timely access to your Sapling materials, it is recommended that students who pay using eCheck do so as soon as possible.
Refunds

Below you'll find Sapling Learning's Refund Policies for Higher Education and Self-Study Products.

Refund Policy for Digital Product Purchases Made Online at Sapling Learning's Websites

Students who purchase access to Sapling Learning Higher Education product(s) via Sapling Learning's websites only and drop the academic course at their respective academic institution may request a refund of the price of the Sapling Learning Higher Education product(s) within two weeks of purchasing the Sapling Learning product(s).

A user who is eligible for a refund under Sapling Learning's Refund Policies for Higher Education Products should contact technical support with the email address he/she used to enroll in Sapling Learning, the user name, the transaction ID(s), and the specific Sapling Learning course to be refunded. Payment will be refunded via the original payment method.

Refund Policy for Users Who Retake the Same Academic Course Using Sapling Learning

If a student paid for a Sapling Learning online homework Higher Education product for an academic course, and that student retakes the academic course that uses the same Sapling Learning online homework product, that user will be granted free access to the new homework product for the retake upon request to technical support. The user must relinquish access to the previous Sapling Learning homework product. If the homework product includes a Sapling Learning eBook, the student must still purchase access to that eBook for the time period of the new course.

Refund Policy for Tangible Product Purchases Made Online via Sapling Learning's Websites

Sapling Learning does not provide refunds for physical books or tangible goods purchased at Sapling Learning's websites. In the event a purchaser believes a physical book or tangible good purchased from a Sapling Learning website is defective, the purchaser may contact technical support to arrange for a merchandise exchange. Sapling Learning will bear the cost of shipping the exchanged product to the original purchaser.

Refund Policy for Purchases Made through Third Parties

Students who purchase access to Sapling Learning Higher Education product(s) through a third party or parties (including, but not limited to, online retailers, physical retail stores such as a
campus bookstore, and access codes/cards bundled with other products such as textbooks), are not entitled to a refund if they have activated the Sapling Learning access card/code(s). Purchases of Sapling Learning products through a third party are subject to the refund policy of that third party.

**Refund Policy for Self-Study Products**

Sapling Learning does not offer refunds for any self-study Sapling Learning product.

**Refund Policy for Multi-Course Sapling Learning Access Codes/Cards**

Sapling Learning does not offer refunds for unused access on multi-course Sapling Learning access codes/cards. Once an access code for a multi-course Sapling Learning online learning product is activated, the user is not entitled to a refund for any unused portion of the code. For the sake of clarity, a user who activates a multi-course Sapling Learning access code during the Fall 2013 term is not eligible for a refund for access to Sapling Learning for subsequent terms, even if the student does not take the subsequent course(s) at the academic institution.

**Termination of License to Digital Sapling Learning Products**

Once a refund is issued, user access and the license to Sapling Learning will terminate.

**Changes to Sapling Learning Refund Policies**

Sapling Learning reserves the right to alter the Sapling Learning's Refund Policies for Higher Education Products at any time at the company's sole discretion.

**Grace Period Policy**

Sapling Learning may, but is not obligated to, provide a grace period at the beginning of each academic term during which time higher education students may temporarily enroll in and access Sapling Learning's Higher Education online products without paying. Generally, the grace period for the Fall, Spring, and Winter terms is two weeks from the first day of the academic course. Generally, the grace period for the Summer term is one week from the first day of the academic course. Students will be prompted to pay for access to Sapling Learning at the end of the respective grace period in order to continue their access. Sapling Learning reserves the right to alter or discontinue the Grace Period Policy at any time at the Company's sole discretion. Self-Study products do not have a grace period.
Student Single-Sign-On

1. Follow the Sapling Learning link from your instructor’s course page (Blackboard, Canvas, D2L, or Moodle). For initial registration, your Sapling Learning homework must be accessed through that link.
2. If you already have a Sapling account, enter your username and password in the login box. If the login box is disabled, scroll down to the Create an Account portion of the page, fill in the missing info and click Create My Account.
3. You’ve been automatically enrolled into the appropriate homework course on Sapling Learning, so the link will appear near the top of the landing page in Sapling Learning.
4. If the course requires payment and is past the grace period, you will be required to pay before you can access the assignments.

Troubleshooting

- If you see the following message when clicking on your Sapling Learning course, it means you need to go to your school’s learning management system (Blackboard, Canvas, D2L, or Moodle) and follow the instructions above, which will automatically enroll you into the correct course.

- If you need help, contact technical support.
Learning Environment
Sapling Learning enables you to work at your own pace and evaluate your own answers. You can check your answers as you go, view hints, and get feedback on your answers. Some questions may provide tutorials, which are a series of questions that branch off of the main question to break a problem into smaller steps. If you have tried and are unable to answer a question, you can view a solution, which will show you the answer to the question and how you should have figured it out.

The animation below provides an introduction to the homework system. If you have a specific question about the learning environment, explore the "Learning Environment" topic in the table of contents on the left.

NOTE: This video does not have sound.
Enlarging the Question Area

When viewing an assignment, you can enlarge the question area using one or both of the following methods.

• Use your browser’s "Zoom" function. In most browsers, hold down the Ctrl or Cmd key and tap the + key to zoom in. Hold the Ctrl or Cmd key and tap the – key to zoom out.
• Enter Full Screen Mode by clicking the Full Screen Mode icon button near the top right of the question panel.
Entering Numeric Answers

The numeric entry module allow you to enter your numeric answers. Simply click on the module and type your answer using numbers from your keyboard.

**Scientific Notation tool.** The only tool provided by numeric entry modules is the option for writing an answer in scientific notation. This tool works like a scientific calculator. You can select the tool, which inserts "×10" and allows you to enter the superscript. You can also type "e", "\*", or "x", which each automatically insert "×10". Note: Do not enter an equation for the answer (e.g. 1×10^5.5). Find the final answer first, and then enter it in either standard or scientific notation.
Writing Chemical Equations

The chemical equation module gives you the tools needed to represent chemical reactions in Sapling Learning. Subscripts, superscripts, phases, and different arrow types can be written using this tool. Grading is based on the elements and compounds, including the proper use of capitalization, the correct number of atoms (expressed as stoichiometric coefficients and subscripts), and formal charges (expressed as superscripts). The order of compounds does not matter as long as they appear on the appropriate side of the equation. This tool allows you to write out chemical equations to look as much like paper homework as possible.

Tool Details

Here is a description of the tools available in the chemical equation module:

1. **Grab/Move tool.** Use this tool to move around within the module if your equation goes off the right side of the module (rarely used).
2. **Superscript tool.** Select this to write formal charges ("+", "-"). Use arrow keys to move out of the superscript. You can also use the ^ key to superscript.
3. **Subscript tool.** Use this tool to represent the number of atoms in a compound. Use arrow keys to move out of the subscript. You can also use the _ key to superscript.
4. **Isotope tool.** Use this tool to write the proton and neutron symbols for an element.
5. **Stacked fraction tools.** These tools allow you to write a fraction within the equation (rarely used).
6. **Multiplication dot tool.** This tool is usually used to draw hydrated compounds (e.g. Na2HPO4•12H2O)
7. **Lowercase Greek alphabet tool.** Use this tool to insert Greek letters into an equation.
8. **Uppercase Greek alphabet tool.** Use this tool to insert capital Greek letters into an equation.
9. **Physical states tool.** This tool can be used to insert the physical state of a compound or ion into the equation. You can also input physical states by simply typing an open parenthesis "(". The closed parenthesis ")" will automatically appear, and the phase can be typed manually.
10. **Reaction arrows tool.** Use this tool to insert the appropriate reaction arrow into an equation. If you need to add reagents or symbols (e.g.) above or below the reaction arrow, simply move the cursor over or under the arrow.
11. **Reset button.** Use this button (found on most modules) to reset the module to how it was when you first loaded the question. Usually, this will erase the stage, but if the question started with a partial equation, this button will reset the module to show that starting equation.
Drawing Molecules

The molecule drawing module provides a canvas and tools for drawing molecules in Sapling Learning. Different atoms, bond types, stereochemistry, charges, lone electrons, and reactions can be drawn using this module. Grading is based on the atoms and connections between them, not on the orientation of the molecules, making the drawing experience as much like paper homework as possible.

Note: The drawing module is *not* "picky!" We don't grade bond angles or bond lengths, for example. If, after viewing the solution to a question (or eventually getting it correct), you think you were scored incorrectly, please view the help article *I drew the correct molecule. Why was I scored as incorrect?*.

See drawing help for...

- General Chemistry
- Organic Chemistry
- Chirality
- Electrons and Arrows
- Shortcut Keys
- Troubleshooting
The animation below provides an introduction to drawing molecules for general chemistry.

**Tool Details**

The molecule drawing module has several tools. Depending on the grading mode, some of these tools may not be available on every question.

1. **Atom tool.** Click to place atoms, or click-and-hold to change the type of atom being placed to something other than carbon. You can also double click an atom to change it to a different element.
2. **Bond tool.** This is the default tool, and can be used for almost all drawing tasks. Click and drag to add a bond with atoms at either end. Click an existing atom and drag to add a bond from that atom. Click an existing bond to cycle between single, double, and triple bonds.
3. **Wedge and dash bond tools.** Use these tools to place wedge and dash bonds for chiral molecules. If chirality is not graded, these tools are not available. See drawing molecules: chirality for more information.
4. **Charge tool.** Click this tool, then click an atom on the stage to apply a superscripted charge. Type in the charge. You can also hold down + or - and click an atom to add or remove charges.
5. **Electron tools.** With this tool selected, click an atom to add lonepair or radical electrons. You can also hold down ; (for lonepair electrons) or . (for radical electrons) and click an atom to add electrons.
6. **Highlighter (graded select) tool.** Use this tool to select atoms or bonds in your molecules, as instructed.
7. **Select and move tool.** Use this tool to move atoms or groups of atoms around the stage, or to select groups of atoms to be deleted (using the delete key).
8. **Eraser tool.** Use this tool to erase atoms, bonds, electrons, or charges.
9. **Grading indicators.** This section of the editor indicates grading options. Mouse-over a grading indicator to highlight any tools related to that grading mode.
10. **Reset button.** Use this button (found on most modules) to reset the module to how it was when you first loaded the question. Usually, this will erase the stage, but if the question started with a partial molecule, this button will reset the module to show that starting structure.
Some tools are specific to the organic chemistry mode and will not appear if they are not available for a particular activity. The animation below provides an introduction to drawing molecules for organic chemistry (scroll down for more tips):

### Drawing Tips

For drawing questions, there are some things to be aware of to ensure that your answers are graded properly.

#### Always Draw Connections

The molecule drawing module grades connections, not the visual representation of the molecule. That means you can draw your molecules in any orientation, but you must indicate all connections; you can't simply draw two overlapping lines and expect the system to know you meant for there to be a carbon atom in the middle.

To help remind you how this works, "hidden" carbon atoms are indicated with light gray dots in graded molecules. If you don't see a gray dot, the system doesn't see a carbon atom.

#### Hydrogen Atoms

Normally, hydrogen atoms attached to carbon atoms do not have to be shown. You may add them if you like (just be sure to add the correct number). The grading options within the drawing module will tell you if hydrogen atoms must be included on carbon atoms.

Hydrogen atoms must always be included on any non-carbon atom. A common source of mistakes is forgetting to add the hydrogen atom(s) (and/or charge) on atoms such as oxygen and nitrogen.
There are two ways to add hydrogen atoms to a non-carbon atom (X):

1. Draw the X-H bond, as shown with the O-H group below, or
2. Use the "add hydrogen atoms" button to change an X atom into an XHn group, as shown with the NH₂ group below. (Note: the button may be disabled in some questions).

Lastly, remember that implicit hydrogen atoms are optional, but if you include them you must do so correctly.
Correct.
The system recognizes the implicit hydrogens.

Correct.
The system recognizes when both hydrogens are drawn or when no hydrogens are drawn.

Incorrect.
The system considers this incorrect. Draw in the other hydrogen or a charge to correct it.
Drawing Molecules: Chirality

Some questions require you to indicate the chirality of molecules using wedge and dash bonds. The video below demonstrates the processes used to indicate chirality in molecules (scroll down for more tips):

Drawing Tips

For drawing questions, there are some things to be aware of to ensure that your answers are graded properly.

When drawing stereoisomer structures with wedge-and-dash bonds, the skinny end of the wedge bond must point towards the chirality center (asymmetric atom). *Note: Our style is to always point the skinny end of dash bonds toward the chirality center. This style may differ from what you have seen in your textbook.*
Also, if a chirality center contains a hydrogen atom, then the hydrogen must be drawn to ensure proper grading. In addition, the order of wedge, dash, and normal bonds around the chirality center can matter for grading.

Incorrect.

The system treats this structure as a square planar compound. The wedge-and-dash bonds need to be grouped together rather than being separated by the $\text{C}–\text{H}$ or $\text{C}–\text{Cl}$ bonds.
Some questions require you to add nonbonding electrons and/or mechanism arrows to molecules. The video below demonstrates the processes used to indicate electrons and arrows in molecules:
Drawing Molecules: Shortcut Keys

The molecule drawing module has several shortcut keys available to make drawing molecules faster and easier. Hold down any of these keys and then click an atom for the indicated action.

<table>
<thead>
<tr>
<th>Key</th>
<th>Action</th>
</tr>
</thead>
<tbody>
<tr>
<td>- or -</td>
<td>Decrease the charge of the clicked atom.</td>
</tr>
<tr>
<td></td>
<td>For example, - and click decreases the charge on that atom to -1, then -2, etc.</td>
</tr>
<tr>
<td>= or +</td>
<td>Increase the charge of the clicked atom.</td>
</tr>
<tr>
<td></td>
<td>For example, + and click increases the charge on that atom to +1, then +2, etc.</td>
</tr>
<tr>
<td>; or :</td>
<td>Add a lone pair of electrons to the clicked atom.</td>
</tr>
<tr>
<td>, or &gt;</td>
<td>Add a single (radical) electron to the clicked atom.</td>
</tr>
<tr>
<td></td>
<td>Hold down the letter key while clicking an atom with your mouse.</td>
</tr>
<tr>
<td>delete or backspace</td>
<td>Deletes the selected atoms and bonds (use the black arrow tool to select).</td>
</tr>
<tr>
<td>h</td>
<td>Organic chemistry mode only:</td>
</tr>
<tr>
<td></td>
<td>Add a hydrogen atom to the clicked atom, to produce species such as CH₂.</td>
</tr>
<tr>
<td>shift+h</td>
<td>Organic chemistry mode only:</td>
</tr>
<tr>
<td></td>
<td>Remove a hydrogen atom from the clicked atom.</td>
</tr>
</tbody>
</table>

Other tips and tricks

- Double-click on any atom and type the desired element symbol. This can be faster than selecting the symbol on the periodic table in the tools menu.
- The black arrow button in the tools menu will let you select and move atoms or groups of atoms.
- The button that looks like two red arrows will undo all your changes and reset the question to how it was originally. This can be useful if you are given a structure to modify, and you accidentally delete it.
- If available, the ring tool is very handy for adding 5-carbon or 6-carbon rings. The red outline indicates where the new ring will be located when you click. The red outline turns black when you position it close to another ring, which indicates that the two rings will be connected. If you press the right or left arrow key on your keyboard, the outline will rotate in 30-degree increments.
- You can make series of connected rings, then delete a portion of the atoms to quickly create a long carbon chain. Select the atoms using the black arrow tool, then press the delete or backspace key on your keyboard.
Drawing Molecules: Troubleshooting

Please see [Clicking an atom adds H, charges, or dots](#)
Drawing Vectors

With the vector module, you can draw new arrows and modify or delete existing arrows.

Drawing arrows

To draw a new arrow, you must be in vector mode. You can enter this mode by clicking the purple arrow from the Tools menu that appears when you click on the diagram (you may need to scroll down to see the entire menu). The first time you click on the diagram, you will be in vector mode by default.

In this mode, you can click and drag to draw new arrows. Each time you click and hold, a new arrow will be started from that location.

Once an arrow is drawn, you cannot modify it while in vector mode.

Modifying arrows

To modify an arrow you have already drawn, you must be in select mode. You can enter this mode by clicking the black arrow from the Tools menu. If you click outside the diagram, and then click again on the diagram, you will be placed in select mode by default.

In this mode, you can modify already-drawn arrows by dragging their endpoints. You can also drag an entire arrow without changing its length or orientation. To remove an arrow, click on it somewhere between its endpoints to select it, and then press the delete key on your keyboard.

You cannot draw new arrows while in select mode.
Significant Figures

Grading

Students are *not* graded on the number of significant figures in numeric answers (unless the question is specifically asking about significant figures). In general, they just need to be within a certain tolerance (usually 2%) of the correct answer. To prevent errors, they should not round off answers at each intermediate step of calculations. Instead, they should keep all the digits until the very end. When in doubt, it is better for students to keep too many digits than too few. For more information about significant figures, see Significant Figures.

Rationale

Sapling Learning has been designed for science education with a sophisticated engine for handling significant figures. Many competing systems simply round off numbers to a set number of digits, whereas Sapling Learning displays the proper number of significant figures in all solutions.

One area in which this engine excels is the handling of multistep calculations. Many textbooks recommend that students use unrounded values throughout a multistep calculation and apply significant figure rules only to the final answer. Sapling Learning does exactly this by only rounding the answer at the last step of the calculation.

Students shouldn't be concerned if their intermediate values don't match exactly what is on the screen. We want to show students proper significant figure rules at each step. However, our final answer must match the answer that students get when they perform the calculation the proper way (by carrying all significant figures until the end)—otherwise students would be scored as incorrect for following the proper procedure—so we are careful to deliver the best of both worlds. Sapling Learning rounds numbers displayed in intermediate calculations to proper significant figures, but "remembers" the unrounded number for use in the final calculation, giving the student the same answer they find if they calculate the answer as their book recommends.

Bottom Line

Your textbook may show rounding for each intermediate step, as does Sapling Learning. However, the final answer (to which a tolerance is applied and the student's answer is compared) is obtained by performing the calculation the proper way by carrying all digits throughout a calculation and then applying significant figure rules at the end.
Printing Assignments

To print an assignment:

1. Click the activity you wish to print.
2. If you are an instructor, click the preview button (see below). If you are a student, skip to step 3.
3. Click the Print button (see below) in the top bar of the assignment. If the icon is not available, your instructor has disabled printing for that assignment.
4. Choose whether you want to Print Assignment or to Print Current Item.
5. Follow any additional on-screen prompts (these will depend on your computer’s printing settings).

Students, when you return to the site to enter your answers, be careful to match each question to what you see on screen. It is possible in some cases for your instructor to add or remove questions after you print the assignment.

Can I print solutions?

To curb cheating, we currently do not allow you to print your work or the solutions for assignments.

Troubleshooting

Printing assignments can be finicky in some browsers. If you are having trouble printing, we recommend that you try different browsers until you find the one that works best with your system.

How do I save as PDF?

In step 5 of the printing instructions above, you will be shown your computer's printer options. If you have a Mac, you may already have a print to pdf option. If you have a PC, you may need to install a pdf-making program that will insert a pdf option into your printer menu. Many free programs are available online, such as "Cute pdf".
eTextbooks
Book Navigation

There are several ways to navigate within the eTextbook. To navigate forward or backwards in single page steps, you can use your left and right arrow keys on your keyboard. Alternatively, you can use the PREVIOUS PAGE or NEXT PAGE buttons located at the top corners of each page.

The numbers in the top bar represent pages of the current chapter. The current page is highlighted. Click a page number to jump directly to that specific page. Each underlined page number corresponds to the first page of a section. Hover your mouse over an underlined page number to see the name of the section that starts on that page.

The right and left pointers allow you to scroll to access additional page numbers, if present.

Click the chapter number at the far right to go to the first page of the next chapter. Similarly, click the chapter number at the far left to go to the first page of the previous chapter.

To navigate to a specific chapter, click on the arrow next to the chapter title. This will switch the navigation bar from page mode to chapter mode. Now the numbers and/or letters represent chapters, with the current chapter highlighted in orange. Hover your mouse over any of the chapter icons to see the title of that chapter. Click a chapter number to jump to the first page of that chapter. If there are more chapters than can fit horizontally, use the right and left pointer buttons to scroll. To return the navigation bar to page mode, click the number for the current chapter, which is highlighted in orange.
**Skim Mode**

Skim mode allows you to scan through thumbnail images of each page of the current chapter and jump to a desired page.

To enter skim mode for the current chapter, click on the Skim button on the right side of the navigation bar. If you don't see this button, you may need to increase the width of your browser window. A popup will open showing thumbnail images of the pages of the current chapter, with the current page being shown in the center of the view. You may use your keyboard's arrow keys, drag the slider bar, or use any left-right mouse scrolling functionality to scan through the thumbnail images.

When you find the image of the desired page, click on that thumbnail image and you will be taken directly to that page. If you would like to remain on the current page, click anywhere outside of the skim-mode popup window.
Search & Search Results

You can search for any word or phrase contained in the book or your notes. Type a word or phrase into the search bar on the left, then press the Enter key on your keyboard. Search results are not case sensitive.

Your search results will be categorized by where they are found; Table of contents, Book text, Notes, or Highlights.

Table of Contents

If the search text is found within a chapter or section title, the search result is shown in the Table of Contents section. Clicking on Table of Contents will show all of the corresponding results below. Clicking on the text of any of the results will take you directly to the first page of that chapter or section. The search text will be highlighted in yellow on the page.

Book Text

If the search text is found anywhere in the book text, the search result is shown in the Book Text section. Click on Book Text to show all of the corresponding results below. Click on the text of any of the results to go directly to the page with the search result. The search text will be highlighted in yellow on the page.

Shared Notes and My Notes

If the search text is found in the within a note (shared or personal) it will show up in the corresponding section of the search results. Click on the text of any of the results to go directly to the page containing that note. If there is a link contained in the note (internal or external), clicking on the link in the search results box will take you to the target of that link, rather than the page containing that note.

My Highlights

If the search text is found in book text that you have highlighted, it will show up in the My Highlights section of the search results. Click on the page number of the search result to go directly to the page containing the corresponding highlight. The search term will be highlighted in yellow within your existing highlight.
EXAMPLE 1.5 Analyzing the photoelectric effect

Suppose you are developing a radiation detector to be used on a spacecraft and decide to use a thin layer of metallic potassium to detect certain ranges of electromagnetic radiation. You need to make some estimates of the physical properties involved.

The speed of an electron emitted from the surface of a sample of potassium by a photon is 668 km/s. (a) What is the kinetic energy of the ejected electron? (b) What is the wavelength of the radiation that caused photoemission of the electron? (c) What is the longest wavelength of electromagnetic radiation that could eject electrons from potassium? The work function of potassium is 2.29 eV.

ANTICIPATE You should anticipate only that the wavelength of the radiation used (part b) must be less than or equal to the longest wavelength of radiation that can eject electrons from potassium (part c), as the longest wavelength corresponds to photons with the minimum energy required for the ejection.

PLAN (a) Find the kinetic energy of the ejected electron from \( E_k = \frac{1}{2} m v^2 \). To use SI base units (which is often sensible in calculations), first convert the speed to meters per second. (b) the energy of the ejected electron is equal to the difference in energy of the incident radiation and the work function (Eq. 1). The photon needs to provide enough energy to eject the electron from the metal (the work function) as well as to cause it to move at 668 km/s. Convert the value of the work function into joules and use Eq. 5 to determine the value of \( h\nu \) for the photon. Then use \( h\nu = E \) to convert that energy to the wavelength. Conversion factors and fundamental constants can be found inside the back cover of the book. (c) The longest wavelength of radiation that can eject electrons from a substance is the wavelength that results in the ejected electron having zero kinetic energy.

SOLVE

(a) From \( E_k = \frac{1}{2} m v^2 \),
Notes

There are two ways to create notes in your Sapling Learning eTextbook. You can create a standalone note or you can anchor a note to an existing highlight.

Create a standalone note

Right-click anywhere within the textbook page and click on the Add note option. This will bring up the Note Editor and an area where you can type your note. As you begin typing in the text area, the formatting menu will appear so that you can bold, italicize, strikethrough, superscript, subscript or make a list within your note.

To add a link to another page of the book in your book within your note, highlight the text that you would like to be clickable, and click on the Page link icon. In the subsequent popup box, enter the page number that you would like to jump to and click OK. The highlighted text will now appear blue and underlined signifying that there is a link associated with this text.

To add a link to an external resource, highlight the text that you would like to be clickable, and click on the External link icon. In the subsequent popup box, enter the url of the webpage you would like to link to and click OK. The highlighted text will now appear blue and underlined signifying that there is a link associated with this text.

When you are done editing the note, click on the Save note icon. This will save your note and collapse it into the note icon stored on the side of the page.

Anchor a note to an existing highlight

Right click on the highlighted text and click on the Add note icon.
To open a note, click on the note icon. This will open the text of the note.

To move a note, with the note open, click and drag on the body of the note.

To close a note, click anywhere else on the body of the page.

To edit an existing note, right click on the note icon (if the note is closed) or on the body of the note (if the note is open) and click on the Edit icon in the center of the menu.

To delete a note, right click on the note icon (if the note is closed) or on the body of the note (if the note is open) and click on the Delete icon on the right side of the menu.

What Is an Economy?

An economy is the set of social arrangements that answers three questions: 1) What is produced? 2) How is it produced? 3) For whom is it produced?
Bookmarks

Each time you access the eTextbook, it opens to the page that you most recently viewed. However, if you would like quick access to another page of the eTextbook, you can bookmark that page.

To make a bookmark, you can either click on the bookmark icon near the top-right corner of the reading pane, or you can right-click anywhere in the reading pane, and then click on the Add bookmark icon in the middle of the menu.

Your bookmarks are saved in the Bookmarks section of the left pane. Each bookmark is listed with the page number as well as the date the bookmark was made.
Highlights

You can highlight text in your eTextbook just as you would in a physical textbook. Your highlights are saved in your copy of the book and are available to you when you log in to Sapling Learning from any device.

To make a highlight, simply click and drag over the text that you would like to highlight. Release the mouse button at the end of the text you would like highlighted. The Highlights section in the left panel should now reflect a new highlight.

To change the color of your highlight, right-click on the highlighted portion of the text and choose the new highlight color from the four choices in the menu.

To add a note to your highlight, right-click on the highlighted portion of the text and choose the Add note icon on the right side of the menu. To learn more about creating notes, refer to the Notes page.

To delete a highlight, right-click on the highlighted portion of the text and click on the Remove highlight option. Your Highlights section in the left panel should now reflect one less highlight.
Using the Sidebar

The area on the left side of the eTextbook is where your notes, bookmarks, highlights are stored. To collapse the pane, click on the orange triangle at the far left. Click the orange triangle again to expand the pane.

The Notes section may contain two different types of notes. My Notes are notes that you have created. Shared notes are notes that have been shared with you by either the publisher or your instructor. Shared notes may contain links to external content or to another page in the book. Clicking on a link from a shared note will take you directly to the link location (external links will be opened in a new tab) while clicking on any of the other text from the shared note will take you to the page of the eTextbook containing the note and open the note.

The Bookmarks section lists all of the bookmarks that you have made in your eTextbook. Each bookmark is listed with the page number and the date it was created. To go to a bookmarked page, click on that row in your bookmarks list.

The Highlights section lists all of the highlights you have made. Each highlight is listed by page number and shows a selection of the characters of your highlighted text. If there is a note associated with the highlight, a colored square, corresponding to the color of the highlight, appears next to the page number of the highlight. To navigate to the page with the highlight, click on the page number of the highlight.
When taking an assignment, you can quickly get to the relevant section of the eTextbook (if available) by expanding the eTextbook area within the Resources sidebar. This is especially useful for students when they are struggling with a particular homework question, and would like to review the reference material.
Student Mobile App
Which devices can I get the Sapling App on?

iOS devices

The Sapling App is supported on iPhone, iPad and iPod Touch running iOS 8 and later. If you are using an older software version, you will need to perform a software update.

To find out which operating system version you are using and/or update,

1. Select Settings.
2. Select General.
3. Select Software Update.
4. Follow the on-screen instructions to update, if prompted.

Android devices

The Sapling App is supported on devices with Android KitKat OS (API 19) and above.

The app is optimized for four to six inch phones (Nexus 4 to Nexus 6p) and seven to ten inch tablets (Nexus 7 to Nexus 10).
How do I get the app?

iOS Users

Please visit the [Apple App Store](https://apps.apple.com) to download the free Sapling App for your iPhone, iPad and iPod Touch. Or search for “Sapling Learning” to install from the Apple App Store.

Android Users

Download the app from the [Google Play Store](https://play.google.com).
What features are available in the app?

iOS Users
The following features are supported in Sapling Learning’s iOS app:

Students and Instructors
- Receive iOS Calendar alerts for all upcoming due dates.
- Read eTextbooks on iPads
- Launch resources such as text and PDF documents, presentations, audio and video files
- Launch HTML5 homework from tablet or phone

Students only
- View a listing of all your activities with grades and due dates
- View your Sapling Learning grade total

Instructors only
- View a listing of all course activities with due dates
- Set due dates
- Extend due dates for the whole class or for individual students

Android Users

Students and Instructors
- Sync due dates with Google Calendar
- Set calendar notification settings
- Launch HTML5 homework from tablet or phone
- View all assignments list and see grades
- View upcoming Due Dates
Can I complete my Sapling Learning homework in the app?

Yes! You can now complete Mobile Assignments in the iOS or Android app.

To learn more, visit the help article [How do mobile assignments work?](#).
I can't log in and/or I forgot my username and password.

If you are able to log into Sapling Learning on a web browser, then you will be able to successfully log into the app.

If you forgot (or never knew) your username or password, first try requesting a new password. If you do not receive an email after attempting to reset your password (wait at least 15 minutes and check your spam filter), contact technical support.
Why can't I log in with my Facebook account?

The Sapling App is not integrated with Facebook. If you have been using the Facebook login in a web browser, try logging into the app by entering your Sapling Learning username and password. Your username is likely the email associated with your Facebook account, and your password is something that you chose during Sapling Learning registration process (not necessarily the same as your Facebook password). If you cannot remember, you can request your username and/or password.

If you are still unable to resolve the issue, contact technical support.
How do I refresh the app to see recently updated information?

iOS Users

Course information is automatically updated when you log in and each time you launch the app. You can also easily refresh information on each screen by using the **Pull to Refresh** function. To do this, just swipe a screen downward until you see the refresh spinner, release the screen and when the icon disappears, the information will be updated.

Android Users

On Android, your app will actively update new resources and homework assignments twice per day.

You can also pull to refresh your course data from the course selection screen.

1. If you’re already inside a course, press the back arrow at the top left to return to the course selection screen.
2. Swipe down on your list of courses, being sure not to start your swipe from the top menu area.
3. A refresh icon will appear briefly on the screen to indicate your courses were successfully refreshed.
Why can't I see my grades in the app?

Students
If you find that your grades do not appear for one or more activities, this may be due to a decision that was made by your instructor. An instructor may have hidden scores until a particular date or may not have yet posted a grade for an activity.

If you can see grades in your course when logged in through a web browser, then you should be able to see your grades from within the Sapling Learning app.

Instructors
The full instructor gradebook is not available in the app.
Why are some grades formatted differently than others?

In the Sapling App, your progress on each activity is indicated by icons with words instead of being indicated by the color and style of text.

iOS Users

- **In Progress**: An activity icon is displayed in **green** if you have started an activity, the due date has not passed and you still have attempts remaining on one or more questions. If there is a due date set, these scores are not included in totals, since they represent your score so far on that assignment. For open-ended assignments (those without any due date) the scores are included in totals.

- **Past Due with Attempts Remaining**: An activity icon is displayed in **light orange** if the due date has passed but you still have attempts remaining on one or more questions. If your instructor set the assignment to allow for late submissions, you would be able to continue working on this assignment although it may have points deducted each day that it is late.

- **Completed**: An activity icon is displayed in **light grey** if you have finished all questions (by getting them correct, giving up or running out of attempts) or if the due date has passed. These scores are included in totals.
These two scenarios display the same way in a web browser as in the Sapling App (i.e., the app does not display icons).

- **Score not available**: If you have not yet opened an activity and the due date has not passed, your score shows as a dash (-). In addition, if your instructor has chosen certain grading policies, your score does not show until after the due date.
- **Hand-graded activities**: Scores entered directly by your instructor appear in black.

To access grades in the mobile app, simply tap on the **Grades** button at the top of the screen after entering a course.

**Android Users**

On Android, the behavior is largely the same as in iOS:

- **In Progress**: An activity icon is displayed in light grey if you have started an activity, the due date has not passed and you still have attempts remaining on one or more questions. If there is a due date set, these scores are not included in totals, since they represent your score so far on that assignment. For open-ended assignments (those without any due date) the scores are included in totals.

**Mathematical Statements**

- IN PROGRESS

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- **Past Due with Attempts Remaining**: An activity icon is displayed in red if the due date has passed but you still have attempts remaining on one or more questions. If your instructor set the assignment to allow for late submissions, you would be able to continue working on this assignment although it may have points deducted each day that it is late.

**Numbers**

- PAST DUE WITH ATTEMPTS REMAINING

8/16/2016 3:55 PM PDT
- **Completed**: An activity icon is displayed in green if you have finished all questions (by getting them correct, giving up or running out of attempts) or if the due date has passed. These scores are included in totals.

<table>
<thead>
<tr>
<th>Rational Numbers</th>
<th>8/29/2016 2:00 PM PDT</th>
<th>18.8/100</th>
</tr>
</thead>
<tbody>
<tr>
<td>ASSIGNMENT COMPLETE</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>
What do the category colors mean? (iOS users only)

Since grades may be grouped into one or more categories (for example, many instructors create an "Ungraded" or “Extra Credit” category) and categories can be nested inside other categories, we created visual indications in the mobile app to show whether or not a category has a subcategory by displaying bullet-like circles and text in various colors.

- A first-level category is displayed in orange text with 1 orange bullet.
- A subcategory nested within a first level category is displayed in brown text with 1 orange and 1 brown bullet.
- Another subcategory that is below the previous one would be displayed in grey text with 1 orange, 1 brown and 1 grey bullets.

For example, suppose a class includes essays as part of the Sapling Learning homework in addition to standard problem sets. The instructor might create a “Homework” category with an “Essays” category nested within it. In this case, the homework category text will be displayed in orange with an orange bullet and the essays category text will be displayed in brown with both an orange and a brown bullet. If the “essays” category has a subcategory below it (e.g., “Extra Credit Essays”), this subcategory would be displayed in grey text with orange, brown and grey colored bullets.
What is the circle with a number in it by my course name? (iOS users only)

This number in the mobile app represents the total number of upcoming due dates for the course at any given time. The number may increase or decrease as assignments are completed, due dates have passed, or if assignments are added or removed.
What’s in the Next Due Dates area and why does it change?

iOS Users

In the mobile app, your next five upcoming due dates are listed at the top of the Activities view in the Next Due Dates area so you can quickly view what’s due and when. The number of due dates may fluctuate as assignments are completed, due dates pass, or if assignments are added or removed.

Android Users

In the mobile app, your next five upcoming due dates are listed at the top of the Course view in the Next Due Dates area so you can quickly view what’s due and when. The number of due dates may fluctuate as assignments are completed, due dates pass, or if assignments are added or removed.
What type of calendar alerts does the app have?

**iOS Users**

Every Sapling Learning activity with a deadline can be set up as an event in your device's iOS calendar, which will send you an alert 48 hours before the deadline. To change the time of an alert, simply click on the event in your device's iOS calendar and change the alert time option.

To receive the alerts across your iOS devices and OS X systems (e.g. MacBook Pro, MacBook Air), enable iCloud on each device or system. Go to iOS Settings, then iCloud and create an account or log in.

**Android Users**

Android users can create calendar events in the Google Calendar app.

The app will prompt you to set up a default notification for all assignments. You can then adjust individual calendar events from within the Google Calendar app.

For more information, please read the help article [How do I change the time that an alert notifies me?](#).
How do I change the time that an alert notifies me?

iOS Users

If you sync your device's iOS calendar with the Sapling Learning mobile app, the default alert time is 48 hours before each event. To change the time of an alert, simply click on the event in your device's iOS calendar and change the alert time option.

Android Users

View the notification settings by clicking on the menu button on the My Courses page, then clicking Edit Notifications.
Choose a default notification setting.

If you choose Custom, you will be allowed to set your own default notification time for your assignments.
You can also choose whether to apply this notification setting to all assignments or new assignments only.

**Note:** Choosing All Assignments will remove any custom changes you have made to existing calendar events.
If you want to customize notification settings for a specific assignment, not all assignments at once, do this from within the Google Calendar app.
Why don't I see events on my calendar?

To receive alerts, you must install the app on your mobile device and enable calendar access.

Android Users

Android users must accept the calendar request, then sync the Sapling Learning app with their Google Calendar. For instructions on how to do that, please view the help article How do I turn the calendar alerts on?

iOS Users

If you accept the calendar request the first time you launch the app, you should automatically be receiving calendar alerts. If you did not accept the request, please view the help article How do I turn the calendar alerts on?

If you agreed to mobile alerts but don’t see any events on your device's iOS calendar, it may be because you don't have iCloud enabled. If you are using another calendar application, such as Gmail, on the device calendar, it blocks Sapling Learning from writing to your calendar. Enabling iCloud will resolve the issue. Go to Settings, then iCloud, and create an account or log in. Shortly after doing this, you will be prompted to merge data and calendars from iCloud. Merging will enable the events to be written to the device calendar.

If you have iCloud turned on, the default setting from Apple is to show events 30 days into the future and the past, which means that you will not see events more than 30 days out.
My calendar events/alerts aren't working. How do I reset the calendar?

iOS Users

In the event your Sapling Learning calendar events and alerts were accidentally deleted from your device's iOS calendar, tapping Resync in the More section of the app will trigger the app to recreate your events and alerts with the default settings.

Note that resync will remove any custom changes you have made to existing calendar events (e.g., changing the time of an alert), restoring them to the defaults.

Android Users

If your Sapling Learning calendar events and alerts were accidentally deleted from your device's Google calendar, go into your Google Calendar app, tap the overflow menu (3 dots) and tap Refresh. This will trigger the app to update your events and alerts to their latest version.

You can also purposefully delete items from the Google Calendar web view if they are not working, then try refreshing the calendar the same way.

Note: Updating your notifications from the menu inside the Sapling Learning app will prompt you to apply the changes to New Assignments Only, or All Assignments. Choosing All Assignments will remove any custom changes you have made to existing calendar events.
How do I remove all Sapling Learning calendar alerts?

iOS Users

To completely remove all Sapling Learning calendar events from your device's iOS calendar application:

1. Launch the iOS Calendar application
2. Tap on Calendars at the bottom of the screen
3. Tap the icon by Sapling Learning
4. Scroll down to the bottom of the popup and tap the Delete Calendar option
5. Then go to the iOS Settings > Privacy > Calendars and choose to disable the Sapling Learning calendar to prevent the calendar from being recreated on background updates

Android Users

To completely remove all Sapling Learning calendar events from your device's Google calendar:

1. Open Google Calendar on a desktop computer
2. Under My Calendars in the left sidebar, find the Sapling Learning Calendar and click on the dropdown arrow
3. Click Calendar Details
4. Scroll down and click Permanently delete this calendar
5. Confirm that you want to delete the calendar
6. Return to the Sapling Learning app to refresh your calendar by selecting this option from the three dots menu in the upper right of your Google Calendar
How do I turn the calendar alerts on?

If you decline to give Sapling Learning access to your calendar and later change your mind, it's easy to turn calendar alerts on.

Android Users

Every time you close and re-open the app, it will prompt you again for permission to access your calendar. Tap Connect Google Calendar to give calendar access.

Note: Android users must also sync the app to their Google Calendar. For more instructions on how to do that, see the help article How do I sync the Android app with Google Calendar?

iOS Users

1. Go to the iOS Settings for Privacy.
2. Go into the Calendars section.
3. In the Sapling listing, tap the button so that it turns green.
4. Go into the Sapling App and open the More section in the top right side of the screen.
5. Tap the option to Resync Calendar.

If you still do not see a “Sapling Learning” calendar in the iOS device's Calendar application, please ensure that you are signed into iCloud and have the Calendar synchronization option turned on.
In the Settings menu, under iCloud, the iCloud Drive option is set to On. The iCloud Drive is currently turned on. In the iCloud section, under Storage, there is 4.9 GB available.
What resources can I launch from the app?

**iOS Users**

The Sapling App supports many types of resources such as PDF's, text documents, presentations, interactive labs, links, audio files and video files. Simply tap a resource icon in the All or Resources sections and the resource will display within the app.

You can also choose to open a resource in another application, such as Safari or Keynote. To do this, open the resource from the Resources section, tap the Share icon on the top right of the screen and select an eligible app to open the resource.

**Android Users**

Currently the Android app does not support external resources. The only resources you can launch from within the Android app are Mobile Assignments.
Why don't I see any resources in the Resources or All sections?

If you don't see any resources in the app, it's probably because your instructor has not uploaded any. You can verify by looking at your course page from a desktop or laptop. If you don't see a resources section there, then you also won't see any resources when you view your course from the Sapling App.
I'm having trouble opening a resource. Why?

iOS Users

Some files are not supported on iOS devices. For example, Apple doesn't support Flash files, Java applets, OGG videos, or Excel documents. To view these resources, try opening them with another supported app via the Share button on the top right of the screen.

If you are still having issues opening a resource within the app, here’s how to check whether or not your iOS device supports a particular resource file.

1. Open a web browser on your device.
2. Go to www.saplinglearning.com and login.
3. In the Resources section, find the file in question and try loading it.

If you have issues with the file or it fails to load, you will need to view it on your laptop or desktop.

Android Users

Currently the Android app does not support external resources. The only resources you can launch from within the Android app are Mobile Assignments.
Why don't I see an eTextbook for my course?

If an eTextbook is available in your Sapling Learning course, you can purchase it within a web browser on a desktop or laptop computer. Once purchased, you can read the eTextbook within the Sapling App on an iPad (see the Resources section of the Sapling App).

The majority of eTextbooks offered are not yet available for the iPhone or Android devices.
Why can't I launch the eTextbook from my iPhone?

Some eTextbooks are not optimized for the smaller iPhone screen and will display messaging that instructs you to view the book on an iPad or web browser.
Why can't I highlight text or skim the eTextbook chapters in the app?

For most eTextbooks, the skim and highlight features are only available when you access the eTextbook from a web browser on a desktop or laptop computer.

For the following two ebooks, skim and highlight are not available.

- *Chemistry* by Olmsted & Williams (US edition)
- *Chemistry: Fundamentals and Principles* by Davidson
How do mobile assignments work?

Mobile Assignments

Mobile assignments may be done on a desktop, a laptop, or a mobile device such as a phone or a tablet. These assignments have an icon of a tablet next to their name.

Navigation

Click on a question number on the left side to jump to any question within the assignment. You may also use the right and left arrow buttons < > at the top.

Hint / Feedback

Click the HINT button to see a helpful tip before answering a question.
After entering a wrong answer, the button will change to display **FEEDBACK** based on the answer you gave. To expand the hint or feedback window, click the left arrow. To close it, click the X in the upper-right corner of the popup window.

**Check Answer / Try Again / Resume**

The **CHECK ANSWER** button is found at the upper right of the page. Click this button to attempt to answer a question. If the answer is incorrect, this button will change to say **TRY AGAIN**. When reviewing past attempts, this button will instead say **RESUME**. Click **TRY AGAIN** or **RESUME** to go back to answering questions and the button will return to its original function of **CHECK ANSWER**.
Attempts

If you make more than one attempt on a question, you can review those attempts by clicking on their corresponding buttons in the upper-right corner of the assignment. If you make five or more attempts, they will be listed in a dropdown.

Give up

If you would like to see the solution to a question (thus forfeiting your ability to continue answering for more points) you may choose to do so by clicking the GIVE UP button. You will need to confirm this choice by clicking GIVE UP AND VIEW SOLUTION in the subsequent popup window.
Assignment Score

You can view your overall assignment score at the top of the assignment. This score updates as you answer more questions and score more points.

Answer all questions before the due date to score as many points as you can. Your instructor also sees your updated score every time you answer a question, so there is no need to "turn in" the assignment.
What calendar apps work with the Sapling Learning app?

iOS Users

The iOS app supports iCloud Calendar and local calendar. iCloud calendar is recommended.

Android Users

The Android app currently only supports Google Calendar.

Set up your calendar

To find out more about how to use calendar alerts, please visit the help article How do I turn the calendar alerts on?.
How do I write mathematical equations in my mobile assignment?

This article will help you enter equations for mobile-friendly assignments. The equation entry module gives you the tools needed to represent the components of mathematical expressions, including numbers, variables, and functions. Once entered, your answer will look very similar to how you would write it on paper.

Tool Details

Here is a description of the tools available in the equation entry module.

1. **Basic**: This tab includes a virtual keyboard for numbers and functions. On a desktop, you may also type numbers (and some symbols like + and -) directly from your physical keyboard.
2. **abc**: This tab includes a virtual keyboard for lowercase letters. On a desktop, you may also type letters directly. Keep in mind that grading is case sensitive. Adjacent letters are automatically separated by a multiplication dot symbol.
3. **ABC**: This tab includes a virtual keyboard for uppercase letters. On a desktop, you may also type letters directly. Keep in mind that grading is case sensitive. Adjacent letters are automatically separated by a multiplication dot symbol.
4. **πΣθ**: This tab includes a virtual keyboard for Greek letters. Adjacent letters are automatically separated by a multiplication dot symbol.

5. **Left and right arrows**: Use these on-screen buttons to move your cursor within the module. On a desktop, you can also use the arrow keys on your physical keyboard.

6. **DEL**: Use this button to delete the term that’s immediately to the left of the cursor.

7. **CLEAR**: Use this button to delete everything in entry box.

8. **Close**: Use the button marked with an X to close the toolbar.

9. **Numeric keypad**: Use these buttons to enter numbers 0-9 or a decimal point.

10. **Operators**: Use these buttons to indicate division, multiplication, subtraction, and division between terms. The subtraction button may also be used before a term to make it negative.

11. **Fraction**: Use this button to add fractions. The cursor starts in the numerator of a new fraction and can be moved with the arrow keys.

12. **Exponent**: Use this button to add an exponent to the term immediately left of the cursor. Use the arrow keys to move the cursor in or out of the exponent box. Click the exponent button again while your cursor is in the exponent field will add and exponent to that exponent.

13. **Parentheses, brackets, and absolute value**: Use these buttons to add an empty set of parentheses, brackets, or absolute value bars, within which you can begin typing. Any of these adjacent to each other or to other letters are automatically separated by a multiplication dot symbol. Use the arrow keys to move the cursor.

14. **Square root, logarithm, and natural logarithm**: Use these tools to add a square root, logarithm (base ten), or natural logarithm function. Functions that are adjacent to existing terms are automatically separated by a multiplication dot symbol.

15. **Common symbols**: Use these buttons to enter x, y, π, or e.

**Incorrect Formatting**

If a response is incorrectly formatted, it will trigger a warning **Cannot interpret equation**. Examples of improper formatting include ending in an operator, or having a blank exponent box.
How do I sync the Android app with Google Calendar?

You must sync with Google Calendar in order to see alerts from the Sapling Learning app.

Open Google Calendar and tap the hamburger menu at the top left.

Then, scroll to the bottom of the list and tap Settings.
From there, tap **Show more** underneath your email address.

You should see an entry for Sapling Learning. Tap it.
Then, tap the toggle to toggle on Sync.
Assignments
Do I have to finish the whole assignment at once, in order?

No, you don't have to complete the assignment all at once and you don't have to go in order.

You can leave an assignment at any point and come back later to continue working where you left off (just make sure you finish before the due date). You can also skip around in the assignment as much as you want. Your current answer will save when you click Check Answer. If your assignment does not have a Check Answer button, your answers will save when you click Next, Previous, or otherwise navigate to another question.

For more information about the learning environment, see learning environment basics.
Why do some of my classmates have different due times?

Most likely, your timezone is set incorrectly (or theirs is). Note that changing your timezone does not change when your assignment is due, it simply changes what time is displayed to you. To update your timezone, you'll need to edit your profile.

Another possibility is that your instructor has chosen to have multiple sections share the same homework site, in which case he/she may opt to set different due times for the sections.
Can I have an extension?

Permission for an extension must come from your instructor. Your instructor must either set the extension themselves, or ask us to do so if they aren't sure how.
Requesting a Due Date Extension

If the due date for an assignment has passed or you know that you will have a legitimate excuse to miss an upcoming due date, it is possible for your due date to be extended.

If you had a technical issue while working on the assignment, let us know by contacting technical support. If it's our fault, we'll consider granting you an extension if appropriate.

For all other cases, please talk to your instructor first.
My answer is correct but Sapling marked me wrong. What should I do?

Let us know and we will investigate the issue. If you are indeed correct, we will fix your score.

Submit this online form to our technical support team and be sure to include the question number, the name of the assignment (don’t just say “the one due tomorrow”), and why you think you are right. If possible, send the URL of the page you are looking at, as well as a screenshot. It also helps to include the email address that is associated with your Sapling account, so that we can verify your identity.
I drew the correct molecule. Why was I scored as incorrect?

The molecule drawing module grades connections. A very common error is to draw overlapping lines, expecting the module to know that there should be a carbon atom in the middle. Since sometimes lines overlap legitimately without the intention of adding a carbon atom at the intersection, the system is unable to guess that a carbon atom should be placed at the overlap.

If that doesn't fix your problem, check the drawing molecules help pages. If you still think the system is doing something wrong, contact technical support.
The left side of the periodic table is cut off. How do I select H?

Add a different atom to your molecule (any letter will do) then double-click on that atom and type H on your keyboard. If you'd like, you can contact tech support with the assignment name and question number so that we can reposition the periodic table for future students. But the “double-click and type” trick will always work.
Where did the "Check Answer" button go, and why can't I see my score?

There are different grading policies that your instructor may choose from on any given assignment. One of those options removes the Check Answer button from the page and hides your score until after the due date. If you think your instructor has set this policy by mistake, please let your instructor know, or let us know and we'll contact your instructor.

From the instructor side, this is a result of choosing a grading policy called Test or by un-checking the Show feedback option on a custom policy.
Can I print solutions?

No, you cannot print solutions. To cut down on potential cheating, solutions may only be accessed online.
I want to retake an assignment for practice. How can I do that?

If you are interested in extra practice problems, let your instructor know. We can help your instructor set up optional problem sets for the whole class, but it must be the instructor’s decision to offer that. In the meantime, one option is to print the assignment. In the printed copy, you’ll see just the questions without the answers filled in.
I don't understand how to solve a particular homework question. Can you help me?

If you feel that the question is flawed or ambiguous, email us and we will investigate. If you simply don't understand the material, you'll need to consult your textbook, your instructor, or other resources outside of Sapling Learning. Sapling Learning does not offer tutoring.
Grades
Grades

To access the gradebook for a course, click on the Grades button in the Administration block on the left side of the course.

The color and style of each score tells you some information about your progress on that activity.

- **Score not available**: If you have not yet opened an activity and the due date has not passed, your score shows as a dash (-). In addition, if your instructor has chosen certain grading policies, your score does not show until after the due date.
- **Assignment in progress**: If you have started an activity, the due date has not passed, and you still have attempts remaining on one or more questions, your score displays in green italics. If there is a due date set, these scores are not included in totals, since they represent your score so far on that assignment. For open-ended assignments (those without any due date) green scores are included in totals.
- **Completed assignment**: If you have finished all questions (by getting them correct, giving up, or running out of attempts) or the due date has passed, your score displays as a blue link. These scores are included in totals.
- **Completed assignment with attempts remaining**: If the due date has passed but you still have attempts remaining on one or more questions, the score has an asterisk (*). If you feel you deserve extra time to complete this assignment, you can contact your instructor about an extension.
- **Hand-graded activities**: Scores entered directly by your instructor appear in black.
- **Score hidden (instructor view only)**: If the score is hidden from students, it displays in gray rather than blue, green, or black.
Grading Policies

Your instructor can customize how each assignment is graded. Within an assignment, the grading policies are listed in the Resources panel on the right side. Specifically, you will be told:

- Whether you can check answer, and if not, when you’ll be able to see whether your answers are correct.
- When you’ll be able to see solutions.
- In cases where you can check answer, it also indicates how many tries you have on each question, and what the penalty is for incorrect attempts.

Here are some example grading policies.

Important Notes

- **Partial Credit**: Each successfully answered part within a question contributes points toward your assignment score.
- **Hints**: A hint is located in the bottom panel of each question. You do not lose any points for viewing the hint.
- **Tutorials**: Some difficult questions contain tutorials, groups of questions to help you answer the original question. Viewing and answering the tutorial steps will not cost you any points, regardless of whether you get them correct or incorrect.
- **Significant Figures**: You will not be graded on the number of significant figures in numeric answers (unless the question specifies that you must include the proper number of significant figures). In general, you just need to be within a certain tolerance (usually 2%) of the correct answer. To prevent errors, do not round off answers at each intermediate step of your calculations. Instead, keep all the digits until the very end, and
even then, it is better to keep too many digits than too few. For more information about significant figures, see Significant Figures.

- **Saved Work**: Within an assignment, all of your responses are saved every time you click Check Answer. If your assignment does not have a Check Answer button, your work will be saved each time you click Next, Previous, or otherwise navigate to another question.
- **Reporting to Gradebook**: Your score in the gradebook is updated every time you click Check Answer. For more information, see Grades.
Will late submission hurt my grade?

You will maximize your score by getting all questions right before the due date, but it is always beneficial to keep trying to get a question right, even after the due date.

Most assignments prevent you from entering answers after the due date. But your instructor may choose to allow late submissions on an assignment. If late submissions are allowed, you will see a note in the Assignment Information in the Resources sidebar of the activity.

Additionally, you will see an icon on the main course page next to any past-due activity that allows you to continue working.

Any deductions for lateness will be applied to the additional points you earn after the due date. Any points that you earned before the due date are locked in. In other words, if you are able to click Check Answer, it will never hurt your score to do so. It can only increase your score to keep trying.
I completed the assignment, why is my grade low?

You most likely had some score deductions for incorrect attempts on one or more questions. There is an explanation of the grading policies within each assignment.

It is also possible that your instructor made the assignment worth 0 points. If your score shows as 0/0 next to the assignment name on the main course page, that means your instructor has chosen to award zero points for that assignment, regardless of how well you do. In other words, that assignment neither helps you nor hurts you because it does not count toward your overall grade.

Another possibility is that your work got mixed up with a classmate who used the same computer (e.g., in a computer lab, or your roommate used your computer, etc). Make sure you are logged in as you, and not someone else, when you complete the work. If you accidentally did the work under someone else’s login, your best bet is to explain your mistake to your instructor, and request an extension.
My grades show in Sapling, but not in my teacher's gradebook

Some schools use an external grade book beyond what Sapling Learning uses to record your grades. Your teachers have the option of exporting those grades through a variety of settings. A mismatch or the absence of your student ID in your profile may be the cause of an overlooked grade. If necessary, you can edit your Sapling Learning profile to include your student ID.

You may also want to ask your instructor if you are in the wrong section within the Sapling Learning course site, which could cause your instructor to overlook your Sapling Learning grades.
Technical and Miscellaneous Issues
When I try to type letters, I only get numbers, capital letters, or lowercase letters

Here are some things you can try.

- Check to see if your computer's keyboard set to international settings (i.e., Not US/CA keyboard).
- Certain virus scanners, most notably Comcast, sometimes interferes with data entry. Try turning off your virus scanner to see if that helps.
- Verify your Flash version. If it's already up to date, you may need to uninstall then reinstall your Flash plugin.
- Try holding down the ALT key.
- Check your Num Lock and CAPS lock (depending on your input issue).
- Check the on-screen keyboard to make sure none of the virtual keys are stuck. If any keys are white on that on-screen keyboard while your hands are off the computer, then that key is stuck. Click it on the on-screen keyboard to turn it off.

Here's how to access the on-screen keyboard.

**For PC:** WindowsKey-R (or Windows button at the bottom-left of screen). Type "osk" then enter.

**For Mac:** System Preferences > International Settings > Input Menu > Keyboard Viewer

If none of these work, we advise you to use the on-screen keyboard or use a different computer to input your homework answers.
When I load my homework, the questions are blank

Here are some things to try.

- Make sure you are using a compatible device. For more info, see System Requirements.
- See if clearing your browser cache helps.
- Try using a different browser.
- Next, verify your Flash version. If it's already up to date, you may need to uninstall then reinstall your Flash plugin.
- Restart your computer.
- Another potential cause could be your internet connection. Check to make sure your internet access is working correctly, and perhaps try a different network.
Clicking an atom adds H, charges, or dots

If clicking an atom causes undesired symbols to appear (H, charges, or dots), it's because your system thinks you are holding down a shortcut key on your keyboard. The key may not look physically stuck, but tapping the appropriate key a few times usually fixes the issue.

How to fix it

1. Tap the appropriate key a few times on your physical keyboard. For issues with H, tap the key for the letter H. For issues with charges, tap the plus (+) and minus (–) keys. For issues with dots, tap the colon (:) or period (.) key.
2. If that doesn't help, pull up your on-screen keyboard. Make sure that none of the virtual keys appear to be pressed when your hands are off the keyboard. (See below for instructions on how to access your on-screen keyboard).
3. If neither of these options fix the issue, you may be able to select the necessary atoms by dragging a box around them rather than clicking directly on them.

Here's how to access the on-screen keyboard.

For PC: WindowsKey-R (or Windows button at the bottom-left of screen). Type "osk" then enter.

For Mac: System Preferences > International Settings > Input Menu > Keyboard Viewer

How to remove the extraneous symbols that you already added to your answer

Once you've solved the issue so that clicking atoms no longer adds extraneous symbols, you can use the shortcut keys as intended to remove those symbols. Or, click the revert button, if available, to clear your work and return the answer module to its original state.

- H: To decrease the number of H's, hold down shift and the H key (shift+H) while you click on the atom. Do not try to use the eraser button to remove H from a CHx group.
- Charge: To decrease charge, hold down the minus (–) key while you click on the atom. To increase charge, hold down the plus (+) key while you click on the atom. Or, if the eraser button is available in your question, you can delete the charge.
- Dots: Click eraser button, if available, then click on the dots to delete them. If no eraser button is present, there's no way to remove dots. Please contact customer support to reset your question.

If you accidentally delete part of the molecule, use the revert button to return the answer module to its original state. If the revert button is not available, neither is the eraser tool.
I'm trying to print out my assignment but it won't let me

First follow these instructions. If you still can't print, we recommend that you try different browsers until you find the one that works best for your system. Many users report that the Chrome browser is particularly troublesome for printing Sapling Learning assignments.
How do I clear my cache?

In most browsers, you can type Ctrl+Shift+Del to skip straight to the cache options. Or, you can follow the steps below for your browser type.

**Chrome**

1. Click the Browser Settings Icon Button in the top right corner of your browser.
2. Choose Tools > Clear browsing data.
3. Make sure the option to Empty the cache is checked and choose from the beginning of time from the dropdown menu.
4. Click Clear browsing data.

**Internet Explorer**

1. Click Tools in the upper right corner of the browser. This button may appear as a gear icon.
2. Choose Internet Options.
3. Click Delete... in the Browsing history section of the General tab.
4. Make sure that Temporary Internet files and website files is checked.
5. Click Delete.

**Firefox**

1. Click History in the toolbar at the top.
2. Choose Clear Recent History.
3. Make sure the Cache box is checked (if you don't see that option click Details) and set the timeframe to Everything.
4. Click Clear now.

**Safari**

1. Click Preferences.
2. Choose Privacy.
3. Click Remove all website data.
I want to talk to a person. Who can I contact?

You can reach tech support by

- filling out this online form; this will help us have all the information we need about what you are experiencing
- by phone at 1-800-936-6899

Technical Support Hours

- Monday-Thursday, 10:00 am to 1:00 am EST
- Friday, 10:00 am to 5:00 pm EST
- Saturday and Sunday, 4:00 pm to 1:00 am EST

A real live person will get back to you in a timely manner (usually less than 24 hours). To speed up the process, please mention the email address associated with your Sapling Learning account.
System Requirements

Here are the minimum hardware and software requirements for using Sapling Learning.

Hardware

Sapling Learning assignments can be completed on PC, Mac, or Chromebook computers with

- 1 GHz processor or faster
- 512 MB of DDR2 RAM or more

We do not officially support Linux or any mobile device at this time. We do offer a Mobile App for viewing due dates, receiving calendar notifications, and completing mobile assignments. To see exactly which features are supported in the mobile app, please view the help article What features are available in the app?

Software

Operating Systems

- Microsoft Windows 7, 8, 10
- Mac OS X 10.9+
- Chrome OS 40+

Browsers

Flash Player 20.x+ is required for all browsers. Verify your Flash version here: http://helpx.adobe.com/flash-player.html

Supported operating systems and browsers are given below.

- Chrome 40+
- Firefox 40+
- Safari 9+
- Internet Explorer 11+
- Microsoft Edge 20+