SOUTHWESTERN
Global Academy

Frequently Asked Questions

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Skwids

advantage4teens

advantage4teens

Skwids
General FAQ

What are the device requirements for Skwids?

Skwids will work on many devices across multiple platforms.
See our preferred device list below:

Apple
iPhone: 8 or newer
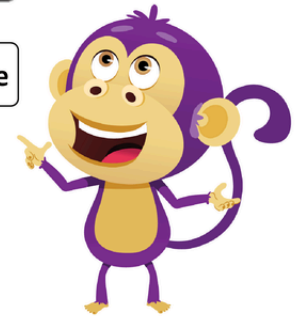iPad: 5th Gen (2017) or newer, iPad Air: 3rd Gen (2019) or newer, iPad
Mini: 5th Gen (2019) or newer, and iPad Pro: 1st Gen (2016) or newer

Android
Android 9 or newer (mobile and tablet)

Amazon
Fire Tablet: 21 / 2021 or newer

How do I get my child started on Skwids?

The first step to getting started is creating your child's profile. If you need help creating a profile, review the steps under "How do I add, edit, and delete child profiles?" on page two.
1. Once your child's profile is created, select "switch user" on your Grown-Up dashboard menu to return to the profile screen.
2. Your child's name should appear on a card next to your profile card. Tapping this will take you to your child's very own dashboard.
3. From here, they are ready to learn with the Skwids Kids!

How do we mute the background music?

Background music can be muted in two locations:
In the Child dashboard, the background music can be muted by tapping the music note icon next to the avatar on the top right. When turned off, the music note will have a line through it.
In the Grown-Up dashboard, in the Settings section, you can toggle the Background Music switch on and off. When this is toggled off, the Child dashboard option will permanently toggle off until this Grown-Up setting is toggled back on.

Can I mute all audio and sound effects?

Skwids is designed to support non-readers in order to enhance their learning experience with helpful audio and sound effects. However, it is an option on your device to mute all sounds and narration in the app.

Where can I track my child's progress?

All of your child's progress, such as quiz scores and awards earned, can be viewed in the Progress section of your Grown-Up dashboard. This is the homepage of your dashboard, following the security screen.

1. Select your Grown-Up profile and input your birth year on the security screen to enter your Grown-Up Dashboard.
2. All of your child profiles will be listed horizontally at the top of the section. Tap the profile for the child's progress you'd like to view.
3. Their profile will indicate the grade level that was set up by default.
4. You can view all progress made in each grade level by tapping the drop-down menu next to their name. If you wish to change your child's grade level, see the "Edit" section below.
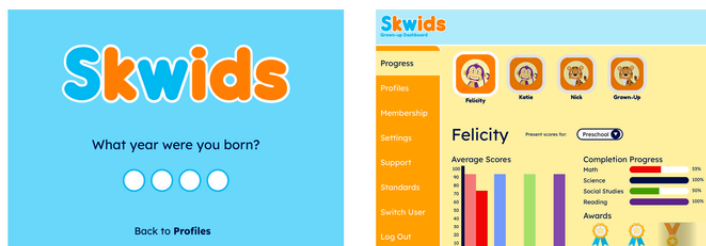
## How do I add, edit, or delete child profiles?

From the Skwids Mobile or Tablet App:

ADD: In the Profiles section, you should see all the profiles listed for your account. To Add a profile, tap the dark blue Add button on the bottom right. Fill out the form that appears to set up the new child profile. Once you've entered all the required information, tap "Save" under the form to save the profile. You'll be redirected to your Profiles screen, where you should see your new profile. Please note there is a limit of 4 child profiles per account.

EDIT: In the Profiles section, you should see all the profiles listed for your account. To edit a profile, tap on the profile you wish to edit. The form with that profile's information will appear, and you can change anything you'd like in this screen. Tap "Save"when you're ready. If you do not wish to make changes, tap "Cancel" to return to the Profile section.

DELETE: In the Profiles section, you should see all the profiles listed for your account. To delete a profile, tap on the profile you wish to delete. You should see a red Delete button under the profile. Tap the Delete button to initiate deleting the profile.You'll need to confirm that you want to delete the profile. Please note that deleting a profile will erase all progress and profile information for all devices. You'll be redirected to the Profiles section, and your deleted profile will no longer appear.

You can also add, edit, and delete profiles following the same process through skwids.com by visiting your account through the "Membership" option in the Grown-up menu. After being directed to skwids.com, tap the cogwheel in the top right and select "Manage Kids."
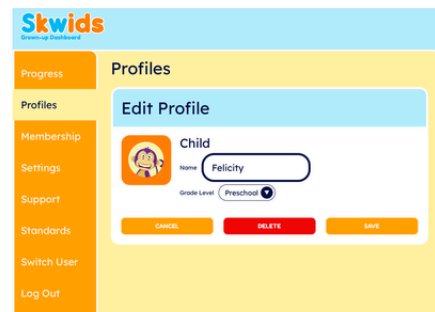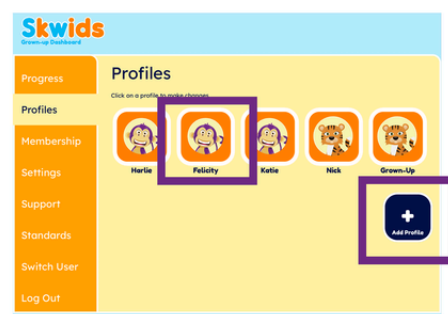
Skwids
General FAQ & Membership

Do I need to sit with my child while they learn with Skwids?

No, you do not have to sit down with your child as they learn. The Skwids experience is designed to support independent learning at your child's own pace. The lesson path structure will ensure they understand each lesson before building on those concepts. Of course, you can always track their progress in the Progress section of your Grown-Up dashboard.

Where can I learn more about the Skwids learning standards?

Skwids has been carefully crafted with your child's education as our top priority, so our lessons provide standards-based learning. To view the standards we follow, tap on Standards in the Grown-Up dashboard menu.

Membership

How do I log in / log out of Skwids?

To log into Skwids, you'll use the same credentials you used to set up your account. The email attached to your Global Academy membership will go in the first input field and your password in the second. If you have not registered for an account, select "Register" on the login screen.

My login information isn't working. What can I do?

If you know your email is correct, tap the "Forgot Password" text on your log in screen. Follow the prompts to complete a password reset. If your email is having issues, our customer care team will be happy to assist you. You can email them at **CustomerCare@SouthwesternAdvantage.com**.

### How do I update my account settings?

Account settings can be accessed through the Membership tab in the Grown-Up dashboard. This will direct you to the website to make changes.

How do I update my payment information?

Payment information can be updated at any time in the Membership section of the Grown-Up dashboard. Tap "Membership" on the left side of the Grown-Up dashboard. The app will direct you to the Membership section of Skwids.com. From here, select the Membership option on the left side menu to view your current payment information. Input your new information in the fields and tap save to confirm your updates.

How do I cancel my subscription?

To cancel your subscription, select the Membership tab in the Grown-Up dashboard in the Skwids app. Tap "Manage Account" on the left side menu and follow the prompts.
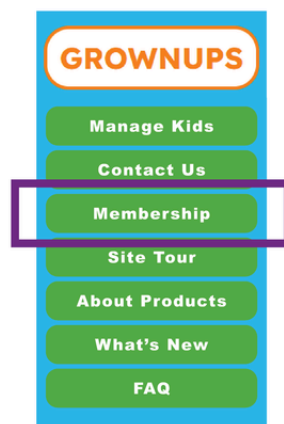
Skwids

How do I submit feedback I have about my student sales representative?

In the email with your receipt, there is a survey link to provide feedback about your student sales representative, and even win a $50 Amazon gift card.

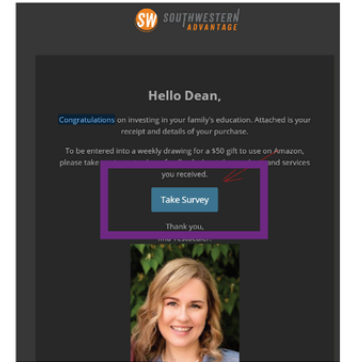## How can I learn more about the student representative who came to my house?

Student representatives are hard-working, young college and university students from over 1,600 campuses worldwide participating in the Southwestern Advantage sales and leadership program. To get to know your student rep better, you can verify them here.

My friend wants Skwids for their child. How can they get it?

They can contact your student sales representative on their Facebook Business page. Or your friend can contact customer service and provide them with your student representative's account number, located on the PDF of your receipt.

What else does my Global Academy subscription provide once my child outgrows Skwids?

The Southwestern Advantage Global Academy has a host of products your whole family can enjoy across multiple platforms. After your child completes Skwids, they are ready for Advantage4Kids, an online learning tool just like Skwids for our second to fifth grade learners.

Where can I leave a review for Skwids?

We'd appreciate your review! We recommend leaving reviews in the app store on the device where you downloaded Skwids.

I never received an activation email.

If you did not receive your activation email, please contact our Customer Care team. Include a screenshot and description in your email to them at **CustomerCare@SouthwesternAdvantage.com**. Their hours are: Monday through Friday, 8:30 am and 4:30 pm cst.

Have other questions?

Our Customer Care team will be happy to answer any other questions you may have. If your question is related to our student representatives or an order you placed, you can also visit our Southwestern Advantage page for more information.

Skwids
Technical Support

How do I install Skwids?

To install Skwids, visit your device's app store and search "Skwids". Look for Monkey's adorable face tap "Install" when you've found him. You'll sign in with your Grown-Up credentials once the app is installed. Deleting an app from your device will not erase your child's progress if your device was recently connected to the internet.

My app has a Giraffe on it but the app store shows a Monkey. Which one is the right one?

If your Skwids app features a thumbnail with Giraffe, you might want to update it. The new Skwids experience includes a fun and easy-to-follow learning path that tracks your child's progress and displays it in the Grown-Up dashboard! We are no longer supporting the app version with Giraffe's thumbnail but don't worry, the best of that version, like CoopToons, are still in the new app.

INSTALL

My app is not responding when I tap on it. What should I do?

If your app is not responding when you tap on it, we recommend uninstalling it from your device and reinstalling it in the app store.

My app crashed. What should I do?

We'd love to hear more about this. If your app crashes, we first recommend restarting your device. This will help untangle anything that may have gotten mixed up, causing the crash. If your app is still having trouble, please contact our Customer Care team.

UPDATE

My app is stuck on a screen, and my child cannot move on. What should I do?

For activities, there will be a small gray triangle or question mark. If you see a question mark, tap the question mark icon to bring up the help window. In the help window will be the gray triangle. If you see the gray triangle, tap it and confirm your age. This will allow your child to move on from that activity.

If you do not see a question mark icon or triangle, we recommend fully closing the app and re-opening it. If the issue persists, uninstall the app and reinstall it.

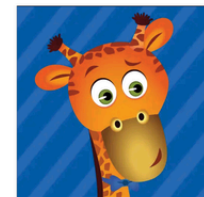### Can I use the same login on multiple devices?

You certainly can. Your account can be logged in on multiple devices, and all profiles within your account will appear in the app after login. If you need help logging in, see "My login info isn't working on page three.

My app says it has an update. Should I update it?

We always recommend keeping your apps up-to-date. When you get the pop-up to update within the app or see in the app store there's an update available, confirm the update so you can have the best experience possible!

How do I set up a student profile?

Once you've logged into advantage4kids.com using your parent login information...

1. Click on the three horizontal lines icon in the top right corner.
2. From the dropdown menu, click on 'My Students'. You'll be directed to another page.
3. In the menu section on the left of the new page, you'll see 'Add Student.' Click 'Add Student' and follow the prompts to set up your new student profile. Select 'Update' when you are finished.

Why can't I sign in using my student profile?

You will need to verify that you are signing into the correct site using the correct profile. An example would be trying to sign into Advantage4teens using a profile for Advantage4kids.

If you are still having issues signing in, our Customer Care Team is ready to help! Email **CustomerCare@SouthwesternAdvantage.com** with a screenshot and description of your issue. Their hours are: Monday through Friday, 8:30 am to 4:30 pm CST.

What are the device requirements for Advantage4Kids?

Desktop
Most desktops will work. We do recommend using Chrome (or similar) as your browser.

Apple
iPhone: 8 or newer
iPad: 5th Gen (2017) or newer, iPad Air: 3rd Gen (2019) or newer, iPad Mini: 5th Gen (2019) or newer, and iPad Pro: 1st Gen (2016) or newer

Android
Android 9 or newer (mobile and tablet)

How can I update my payment information?

Once you've logged into advantage4kids.com using your parent login information...

1. Click on the three horizontal lines in the top right corner.
2. Click on "Membership" in the dropdown menu. This will bring up your account page.
3. In the menu on the left of your account page, you should see "Membership" again. Click "Membership" and then click "Payment Authorization" in the submenu. You should now see your current payment information.
4. Click on "Add New Payment" and fill out the form with your new preferred payment details. When you are finished, confirm your information.
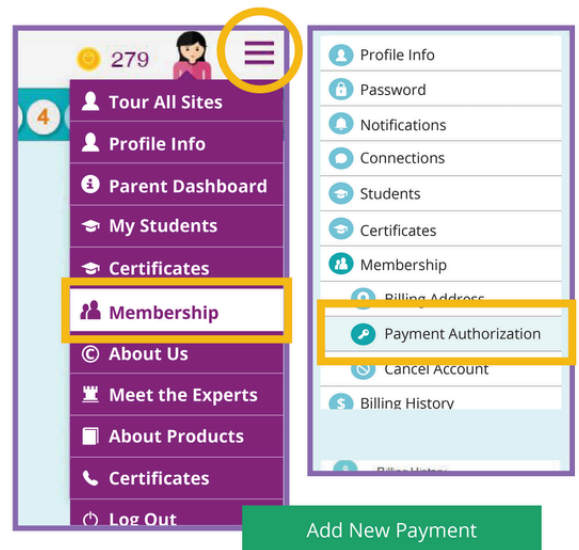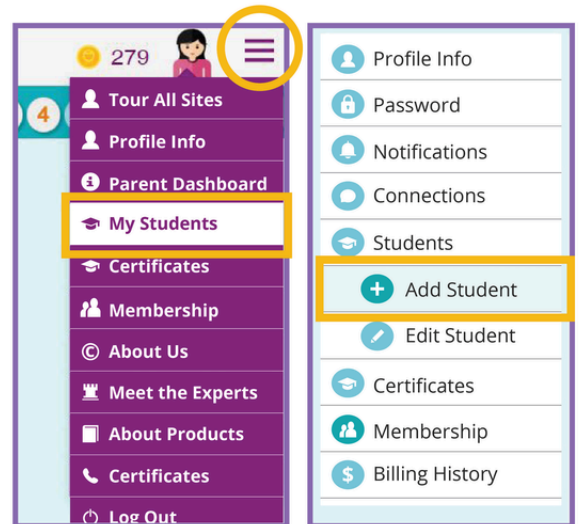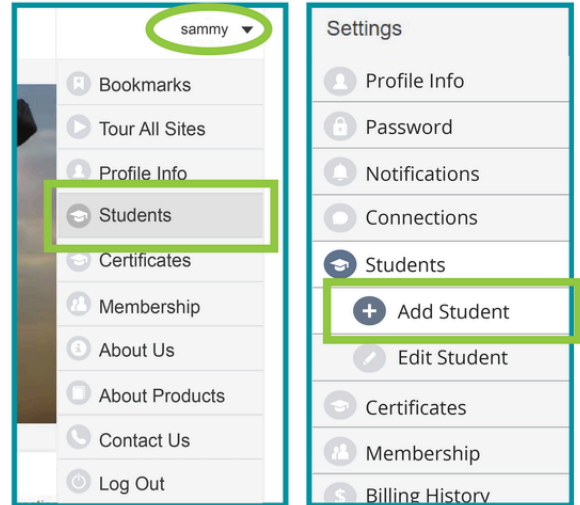
advantage 4 teens

How do I set up a student profile?

Once you've logged into advantage4teens.com using your parent login information...

1. Hover your mouse over your username in the top right corner to reveal a dropdown menu.
2. From the dropdown menu, click on 'Students'. You'll be directed to another page.
3. In the menu section on the left, you'll see 'Add Student.' Click it and fill out the form to set up your new student profile.

Why can't I sign in using my student profile?

You will need to verify that you are signing into the correct site using the correct profile. An example would be trying to sign into Advantage4teens using a profile for Advantage4kids.

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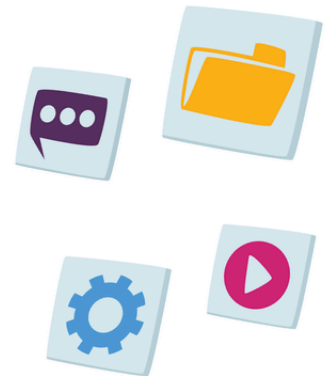Most desktops will work. We do recommend using Chrome (or similar) as your browser.

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4. Click the "Add New Payment" button and input your preferred payment details. When you are finished, confirm your information.
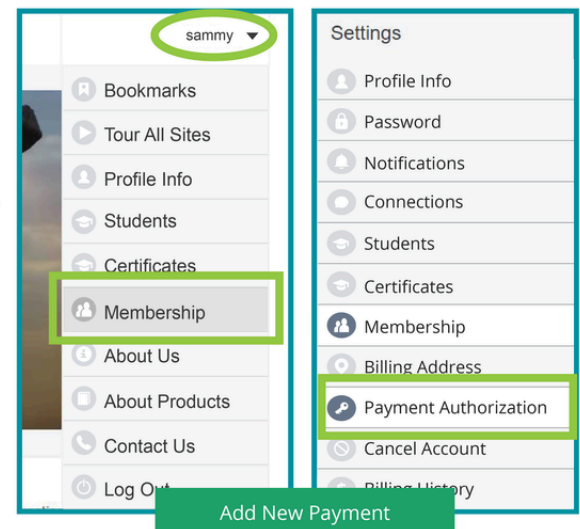
How do I free up memory on my device?

If you need more memory to download videos from the Skwids app or ensure your app continues to run smoothly, review the apps you have installed on your device and delete any you don't use anymore.

My Skwids app is running slowly. What should I do?

If your Skwids app is running slowly, close any other apps you may have running in the background. If a video is taking a long time to load or if buffering frequently, check your internet connection.

I have a different technical issue...

For issues not listed or more information on an issue listed, please contact our Customer Care team. Include a screenshot and description in your email to them at **CustomerCare@SouthwesternAdvantage.com**. Their hours are: Monday through Friday, 8:30 am and 4:30 pm cst.