



Big Brains for Little People™

Frequently Asked Technology Questions

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1. How do I use Footsteps2Brilliance on a computer (PC or Mac)?

- You need a browser that supports the Adobe Flash Player plugin.
- F2B updates appear automatically.
- If you have bandwidth problems, please contact us at support@footsteps2brilliance.com and we will provide an app that you can install on your computers.

2. What if my district has a caching server?

If your district has a caching server, you may be able to configure it to cache F2B content. This will decrease bandwidth and allow the books to open instantly.

3. How do I download the Footsteps2Brilliance Enterprise app on Apple tablets?

- Go to the Apple store.
- Search for the Footsteps2Brilliance Enterprise app.
- Install the app.
- Open the app.
- Log in with your user name and password.
- Be sure to be in a good WIFI area.
- Go to 'My Library' on the left hand sidebar.
- Touch the "Download Series" button for each library series to download all the books. You must do this for each book series on the horizontal purple bar such as Karaoke Nursery Rhymes, Mega Mouth Decoders, Academic Language Program for Students, etc.



Footsteps2Brilliance® Enterprise app icon



4. How do I download the Footsteps2Brilliance Enterprise app on Android Tablets or the Amazon Fire Tablet?

- a. If you are using the Amazon Fire HDX tablet, you will need to download the app from the Amazon App Store.
- b. For all other Android Tablets are downloaded from the Google Play store.
- c. Search for the Footsteps2Brilliance Enterprise app.
- d. Install the app.
- e. Opene the app.
- f. Log in with your user name and password.
- g. Be sure to be in a good WIFI area.
- h. Go to 'My Library' on the left hand sidebar.
- i. Touch the "Download Series" button for each library series to download all the books. You must do this for each book series on the horizontal purple bar such as Karaoke Nursery Rhymes, Mega Mouth Decoders, Academic Language Program for Students etc.

5. Android Tablet Performance Tips

- a. Remove all bloatware.
- b. Turn off auto updates.
- c. Turn off geo location services
- d. Turn off Bluetooth if possible
- e. Keep 1 gig for free space on tablets.

6. Can I use a cloning system to install Footsteps2Brilliance on district tablets?

- a. Most cloning systems erase everything on the district's computers and tablets each night and restore the content from the cloning system.
- b. Make sure that your cloning system is able to replicate the F2B content files. Note that the content and the app are two separate things.
- c. Test a single tablet on any cloning system you are using before initiating this district-wide.
- d. Please contact us at support@footsteps2brilliance.com if you have any questions.

7. How much space does the Footsteps2Brilliance app take on tablets?

- a. The Footsteps2Brilliance Enterprise app requires 5.2 gig of storage when the entire app is downloaded.
- b. If there are space considerations, specific content can be deleted (and re-

installed with the touch of a button at any time.) The deleted content is visible but grayed out on the device.

- c. Only teachers, administrators, and parents can delete Footsteps2Brilliance content to manage storage space.
- d. To delete content, turn the delete button to “on” and select the content that you want to delete.
- e. To reinstall the content, touch the green install button on each book or game, or the “Download Series” button.

8. What are the District Firewall Requirements?

Both the Footsteps2Brilliance web version or tablet apps need the district firewall to be opened to *.myf2b.com on both http: and https:

9. What happens when new students are added to the system?

- a. Teachers are able to add and delete students to their classes at any time.
- b. Each time a teacher or administrator in your district logs into Footsteps2Brilliance with a user name and password, our system updates the user file on that tablet.
- c. If the tablet is connected to WIFI, you don't need to do anything.
- d. If the student was added by a teacher but the tablet is not on line, the tablet won't allow the new student to log in while offline.
- e. Each tablet must be online and logged into Footsteps2Brilliance with a user name and password in order for that tablet to be accessible to all students.
- f. While offline, Footsteps2Brilliance stores the usage and academic reports until the app detects an internet connection. The Footsteps2Brilliance app will then upload the usage data in the background.
- g. When the Footsteps2Brilliance app is open, you will see the number of reports waiting to be uploaded.
- h. You also will see the time stamp of the tablet's last connection to the Footsteps2Brilliance data server.

10. If our district is a Model Innovation City™, how do the community members get a user name and password.

- a. When a district becomes a Model Innovation City™, the Superintendent is able to “turn on” every mobile device and traditional computer within his/her jurisdiction whether the student is enrolled in the district or not.
- b. Footsteps2Brilliance creates a specific URL for your district that allows the program to be downloaded to any device within your jurisdiction.
- c. To learn the URL for your district, contact **support@footsteps2brilliance.com**.