



## Got Questions? We've Got the Answers!

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# Frequently Asked Questions

## Who do I contact if I have a question?

You may email your questions to [support@uboost.com](mailto:support@uboost.com) or by clicking the “Tell Us What You Think” link located on your rewards page.

## What types of reports are available with my account?

There are two basic reports to help you monitor your program— the first report summarizes how you have awarded points; the second report tells you how points were spent. You may filter your data based on class, student, and date ranges.

Export your reports into a csv file by clicking the “Export to file” link.

## How many points do I have remaining?

Your available points balance is displayed at the top right corner of each page. Points are updated in real-time, meaning as soon as you award points or print award codes, points will be deducted from your account. Unused points can be used the following school year and don't expire until 3 years from the purchase date.

## How can I purchase more points?

You may purchase more points by clicking on the “My Account” tab, and then the “Buy Points” sub-tab. Points are available in increments of 10,000 ; points cost \$10 per 10,000 points.

## How do I help my students retrieve/reset their passwords?

If a student doesn't remember his/her password, you may reset the password by following these steps:

1. Click the “Classrooms tab.
2. Click the “Students” sub-tab.
3. Select the class the student belongs to and locate your student.

The screenshot shows the UBoost interface. At the top, there's a navigation bar with 'Reports', 'Classrooms', 'Rewards', 'Honors', and 'My Account'. A search bar is on the right. Below the navigation, there's a sub-tab bar with 'Groups', 'Students', 'Awards', and 'Code Admin'. A table lists students with columns for 'Last name', 'First name', 'Username', and 'Number of points'. Each row has 'Edit' and 'Remove' buttons. Callout 1 points to the 'Classrooms' tab, callout 2 points to the 'Students' sub-tab, and callout 3 points to an 'Edit' button in the table.

Last name	First name	Username	Number of points	
Adams	Jenny	jadams	0	Edit Remove
Briggs	Jason	jbriggs	0	Edit Remove
Donaldson	Aelene	adonaldson	10,000	Edit Remove
Gruspe	Lynne	lgruspe	0	Edit Remove
Jennings	Dawn	djennings	0	Edit Remove
Jones	Brian	bjones	0	Edit Remove
Simms	Tyra	tsimms	0	Edit Remove
Tanner	Lisa	ltanner	0	Edit Remove

4. Click on the “edit” button next to the student’s name and enter a new password.

Students who input their email address under their account settings may also request the system to send them their password by clicking on the “Forgot Your Password?” link located on the login page.

When a student tries to login and is unsuccessful, they are redirected to the login page where they can request their password to be sent to their email address.

### How do sweepstakes work?

Students may enter for a chance to win prizes by purchasing entries. Participants are asked to provide an email address, which will only be used in the event they are selected as a sweepstakes winner. Winners are then randomly selected at the end of the sweepstakes period and contacted for their address (if it is not available). Parents are also asked to sign an affidavit to allow uBoost to send their prize and to acknowledge their tax responsibility, if the prize exceeds a specified limit defined by the IRS. If we are unable to reach the student or parent, a new winner will be selected.

**Note:** Teachers often allow their students to use their email address if student/parent does not have an email address.

### How does the virtual room work and is it safe?

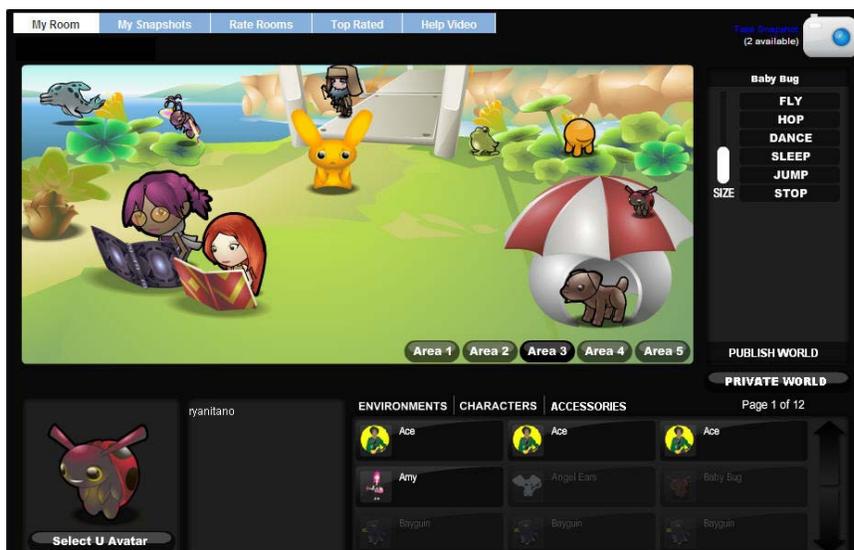
The virtual room is a safe place where students can express their creativity. Over 10 free assets are provided to each student. They can customize their rooms by purchasing additional virtual assets from the online rewards catalog. Students can utilize a variety of “environments” or backgrounds, characters, and accessories across 5 virtual rooms. They may also take a snapshot of their work, which is automatically entered into a room contest. Winners receive thousands of points to spend in the catalog for prizes they choose.

Students are able to participate in online chat, which is filtered using a white list of words. If students try to enter words that are not included in the list, they will not be visible by chat participants. Students who do not wish to participate in chat are able to set their settings\* to “private world”, which blocks other students from chatting with them.

\*Chat is currently not available with this product.

### What are room contests?

Students are able to enter room contests by customizing their virtual room and taking a snapshot. All students are able to see and rate other students’ snapshots. At the end of each contest period, a panel of judges rates the rooms and also takes into account current peer ratings. Points are awarded to students with the best designs, which offers students another way to earn points outside of what you award them.



## How can students send each other gifts?

Students may “gift” donations and virtual assets to other students by clicking on the “Gift it” link instead of the “Buy now” link. Students will enter the recipient’s username when redeeming their points for gifts. Recipients will then see a notice on their homepage letting them know a gift has been sent and a link is provided a link to retrieve it.

Virtual assets that are gifted can be used in the recipients’ rooms and are automatically added to their room items inventory. \*Students are not able to gift their points to other students.

YOU can also send “gifts” to your students by following the steps above in your rewards catalog!

The screenshot shows the UBoost Rewards catalog interface. At the top, the user is logged in as 'Hello jsmith!' and has 30,385 points. The main navigation includes Home, Rewards, Honors, Room, and My Account. The current page is 'Rewards', specifically 'Room Rewards'. The left sidebar lists categories: Room Rewards (Environments, Characters, Pets, Accessories, Donations), Honors, Room, and My Account. The main content area displays three items, each with a 300-point price and a 'Gift it' option.

Item Name	Description	Price	Options
<b>Seal</b>	This seal pup has been separated from his mother and needs your protection. Keep him out of harm's way by hiding him in his favorite spot within the bitter cold of the Tatic. Don't worry - his s... Read more	300 points	Buy now, Gift it, View item
<b>Butterfly</b>	The bright colors on this beautiful butterfly can cheer anyone up, even on their most dreadful days. They are happiest when they are able to skip from flower to flower in the bright afternoon sun... Read more	300 points	Buy now, Gift it, View item
<b>Beehold</b>	Keep your gardens blooming with the help of beeholds. They pass pollen from plant to plant, making your gardens grow healthy and strong, for generations to come. Animations: dance, jump... Read more	300 points	Buy now, Gift it, View item