



Welcome to uBoost

Student Recognition and Rewards Program

Welcome

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Welcome to uBoost!

uBoost is an online performance recognition and rewards platform where points are awarded for positive behaviors and redeemed for relevant rewards.

Recognition in the form of points, performance-based honor badges, and a coveted spot on achiever leader-boards encourage students to put forth maximum effort. Students are able to choose rewards that interest them - They can purchase merchandise and gift cards; support their favorite charitable cause; customize their own safe, virtual environment; or participate in contests to win premium rewards such as iPods and Amazon.com gift cards. To maintain engagement, uBoost continues to offer new rewards and contests to keep up with students' changing interests and to ensure relevance throughout the school year.

Please take a look at our Frequently Asked Questions and don't hesitate to contact us with any additional questions!

Sincerely,

uBoost Support
support@uboost.com

System Requirements

Congratulations on starting your Student Recognition and Rewards Program. Before you and your students begin, please make sure that your system meets the following requirements:

Operating System:

Windows 2000 or
Mac OSX

Required Plug-ins:

Flash—<http://www.adobe.com/products/flashplayer>
Shockwave—<http://www.adobe.com/shockwave/download/>

Supported Internet Browsers:

Internet Explorer 6 & 7
Mozilla Firefox
Safari

Allow uBoost to send you important messages regarding your account via email by adding uboost.com to your safe-sender list.

Frequently Asked Questions

How do badges work?

Students earn badges for a variety of accomplishments, ranging from total number of points earned to number of points donated to charitable causes. When your student earns a badge, the badge icon will appear within 4 hours as an icon in the bar at the top of the screen. Your student can check which icon is associated with each badge by visiting the “Honors” section.

How do sweepstakes work?

Your student may enter for a chance to win rewards by using points to purchase entries. Participants are asked to provide an email address, which will only be used in the event that the student is selected as the 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 reward and to acknowledge their tax responsibility, if the reward exceeds a specified limit defined by the IRS (\$600). If we are unable to reach the student or parent, a new winner will be selected.

How do auctions work?

Your student may place bids on rewards offered in the auction section. The student with the highest bid who can cover the bid amount will win the auction when it closes. Points are not deducted until the auction closes and a winner has been selected.

Winners are contacted regarding the results of the auction via the message center. If the system does not have an email or shipping address on file, students are asked to submit his or her information for the purpose of fulfilling the reward.

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.

What are friends lists?

Students are able to send invitations to other students to be a part of their “Friends” list. Friends are able to view each other’s user profiles. Shared information includes their answers to user profile questions, room screenshots, their Friends list, and their latest site activity. User profiles do not expose any PERSONAL information such as their first and last name, email address, or home address. Students may remove friends from their list at anytime.

How does the message center work?

The message center allows administrators to send messages to their students, and vice-versa. Students who are confirmed “friends” with each other are also able to send messages to each other. All content sent within the message center is also screened for profane language.

How does the virtual room work?

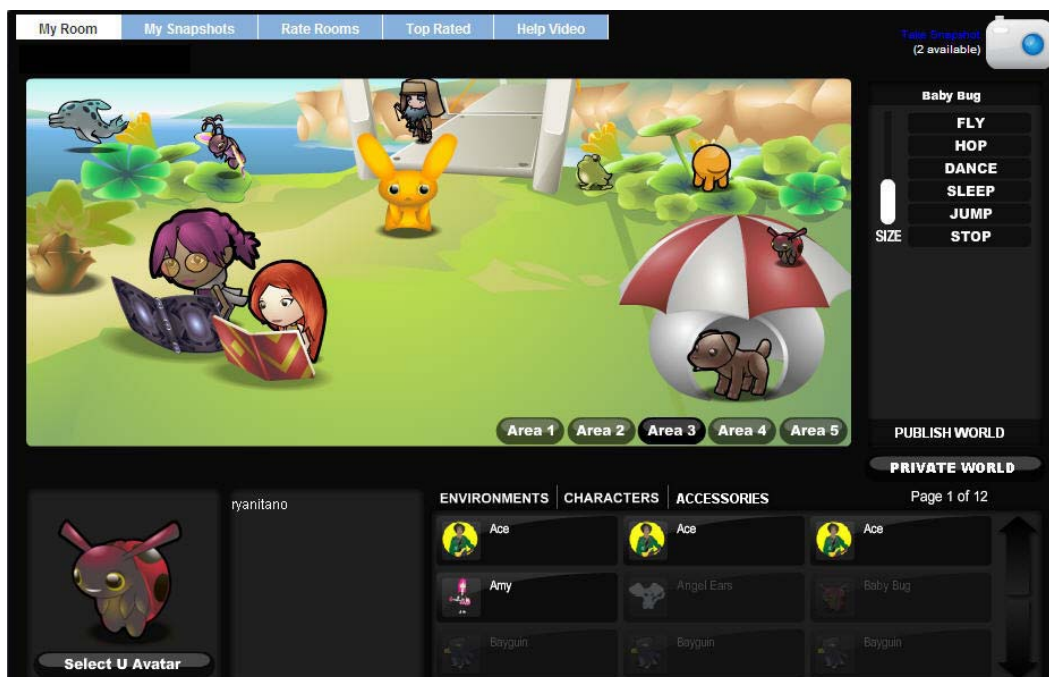
The virtual room is a safe place where your student can express his or her creativity. Over 10 free assets are provided to your student to begin customizing his or her room. Your student can customize his or her rooms by purchasing additional virtual assets from the online rewards catalog. Your student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

***If your program has opted to offer chat,** students are able to participate in online chat, which is filtered using a white list of words. Words typed into the chat box that are not part of the white list 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.

What are room contests?

Your student can enter room contests by customizing his or her 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 they are awarded in your program.

Here is a sample virtual room:



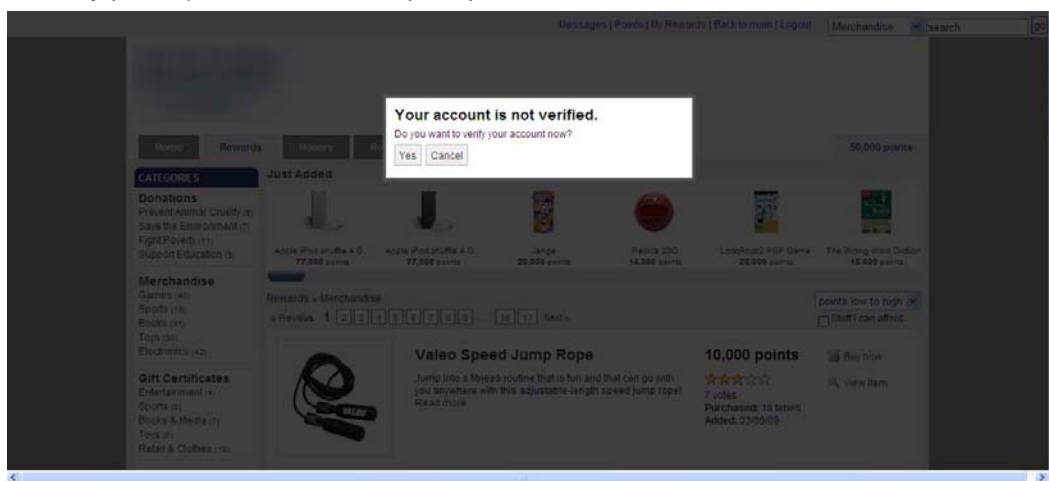
When are students required to provide parental verification/confirmation?

Students under the age of 13 will be required to provide parental verification and confirmation prior to redeeming e-gift cards and merchandise.

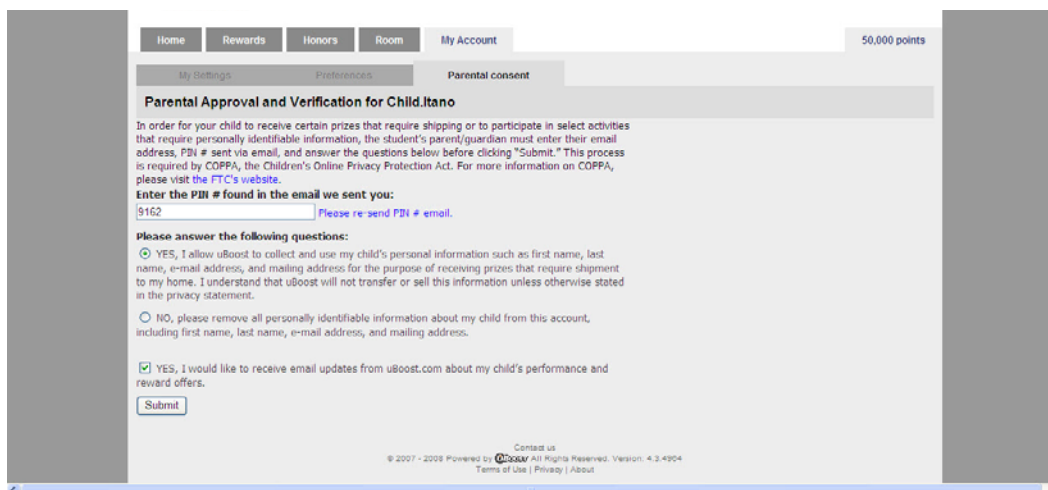
What happens when my student tries to redeem points for merchandise for the first time?

When students redeem points for merchandise or e-gift cards, a screen will prompt them to provide their birth date, if one has not already been provided. Students under the age of 13 will be asked for a parent email address. An email will be sent to the provided parent email address, asking for verification of the account and for permission to collect the student's shipping address.

When your student tries to redeem points for a shippable prize and the account has not been verified (by him/herself or by parent), s/he will see the prompt below:



If the student clicks the “Yes” button, s/he will be taken to the following screen:



Students over 13 years of age can enter the pin # found in the account verification email they have received. If the student is under the age of 13 and is not sure if his/parent received the email, s/he should click on the “Please re-send PIN # email” link.

When the parent receives the email, there will be detailed instructions that will include: link to the student rewards page; the child's username; and the child's password. Following the instructions in the email, the parent will click on the link, and enter the child's username and password. This will take them to the page shown above.

In the Parent Approval and Verification page, the parent will enter the 4-digit PIN # and select the radio button next to, “YES, I allow uBoost to collect and use my child’s personal information such as first name, last name, e-mail address, and mailing address for the purpose of receiving prizes that require shipment to my home. I understand that uBoost will not transfer or sell this information unless otherwise stated in the privacy statement.”

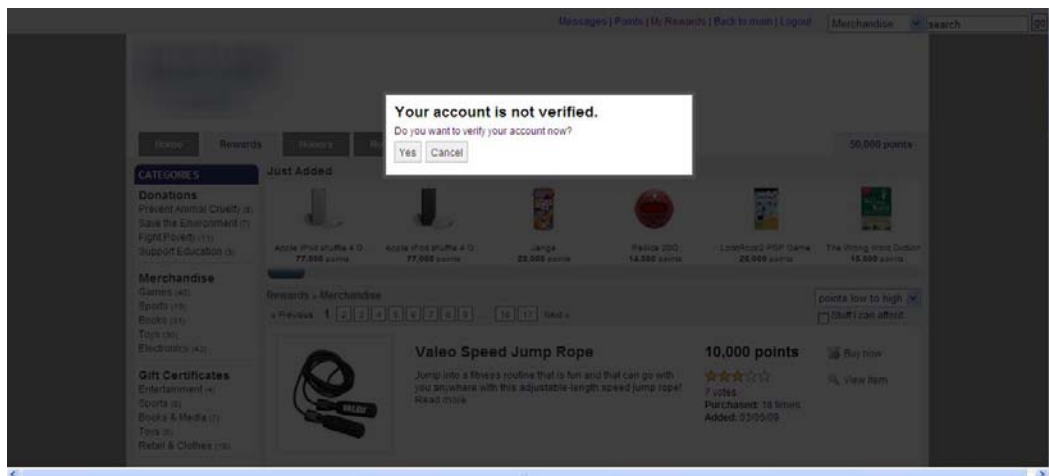
If you select the radio button next to, “NO, please remove all personally identifiable information about my child from this account, including first name, last name, e-mail address, and mailing address,” your student will be unable to receive merchandise rewards via mail or e-mail.

Note: the radio button must be selected as it is not pre-selected by the system.

After the account has been properly verified, s/he will be able to redeem merchandise and gift cards.

What does my student experience when his or her account is not verified and re-attempts to redeem his points for a shippable reward?

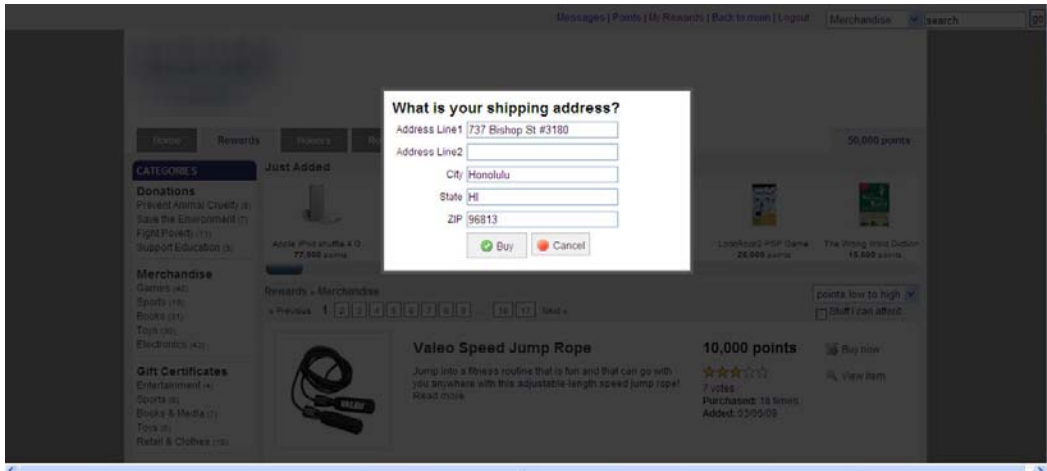
If the account has not been verified by entering the PIN #, the student will continue to see the following screen when s/he tries to redeem his or her points for merchandise or gift cards:



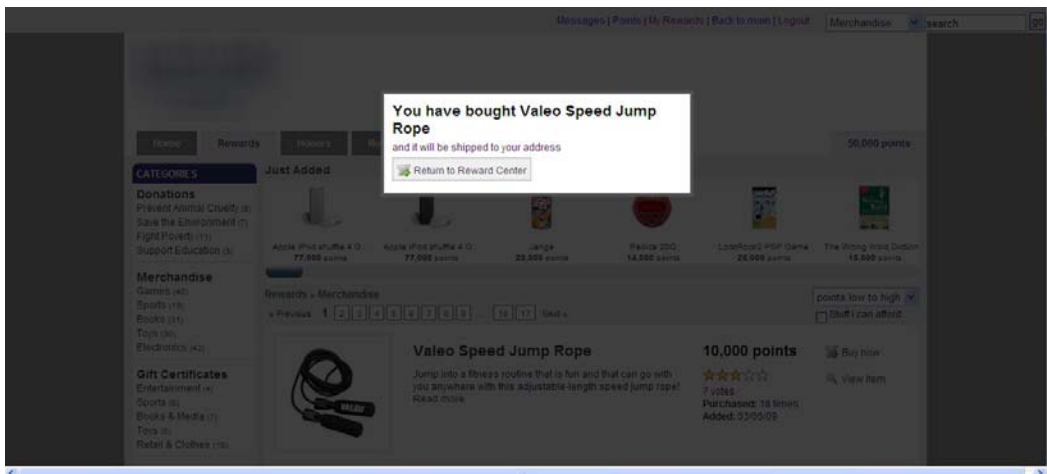
Please follow the steps in the “**What happens when my student tries to redeem points for merchandise for the first time?**” section to verify your student’s account.

What does my student experience when s/he is able to successfully redeem a shippable prize?

When a user redeems points for a shippable prize, a prompt will request the user to complete his or her shipping address. After the address is entered, s/he will click the “Buy” button to complete the transaction.

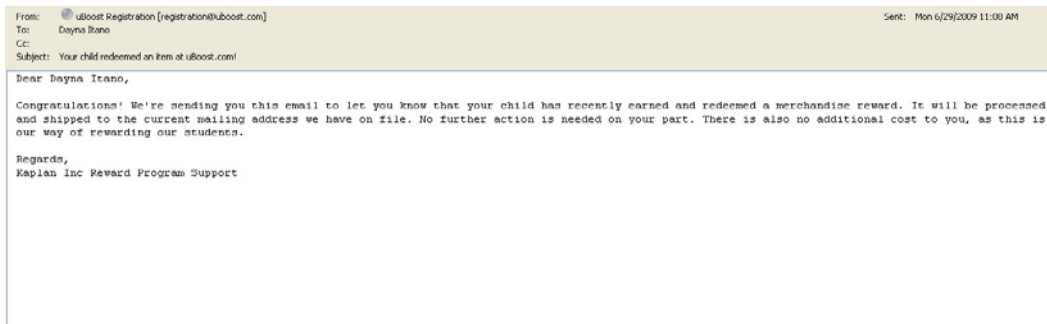


The following screen shows that the order has been confirmed.



How do I know that my child has redeemed a shippable reward?

Parents with children under the age of 13 will receive the following email, notifying them of their child's recent redemption.



How long does it take to deliver merchandise rewards?

Rewards arrive within 1-2 weeks after making a redemption. A few select items may take longer to arrive, based on our suppliers. If the item does not arrive within 2 weeks after placing your order, please contact support@uboost.com to determine a timeline for receiving the reward.

How long does it take to receive e-gift cards?

E-gift cards are sent within two business days after making a redemption. If you have not received the gift card within two business days, the email containing gift card information may have been filtered into a junk or spam mailbox. If you are unable to locate the gift card in the junk or spam mailbox, please contact support@uboost.com to re-send the gift card.

*E-gift cards are sent the parent email address on file for students under the age of 13.