



- 1. There are different levels of administrative access in the new Kuder Navigator admin system:
 - **District:** School Counselor, Principal, Assistant Principal, Superintendent, etc.
 - **Local (School) Administrator:** Career Coach, Work-Based Learning Coordinator, etc.
 - **Educator:** Teacher/Staff
 - **IMPORTANT:** District admin can invite other school staff members to create admin accounts.
 - To find what your level of admin access is, login to your admin account and select the small person icon at the top right of your screen, where it will say “My Profile.”
 - Your access level will show at the bottom of your profile.

- 2. I am a district admin and need to invite teachers to create their own admin accounts. How do I do that?
 - In the left-hand menu of your admin account, select “Organization Management” and then select “District Management.”
 - You will see an “Invite User” blue box in the top right-hand corner of your District Management page.
 - Click “Invite User” and fill out the information for the staff member that needs to create an account.
 - **IMPORTANT:** You can assign Educator and Local (School) Administrator roles to specific sites such as just the middle school, just the high school, or to multiple sites. However, their accounts will not have all the access that the district admin has.
 - **IMPORTANT:** The staff members you invite will receive an email from donotreply@kuder.com for instructions on creating their admin account.

- 3. How do I create student groups?
 - In the left-hand menu of your admin account, select “Organize Students and Groups” and then select “Create A Group.”
 - Make sure you are in the correct school under the drop-down menu.
 - You can search for specific students using the magnifying glass, or you can select “Advanced Filters” in the blue box to select specific grades.
 - Once you have selected the students you want create a group for, you will click “Add Students” in the blue towards the right of your screen.
 - You can then name the group; the description is optional.
 - You will also see that you can follow these same steps to add students to an already existing group – when you click “Add Students”, the box that pops up will allow you to toggle between creating a new group or adding students to an existing group.

- 4. I’ve now created the student groups I need. How do I assign teachers to their groups?
 - In the left-hand menu of your admin account, select “Organize Students and Groups” and then select “Group List.”
 - The page will then load to your current groups.
 - On the far-right side of your screen, locate this icon:
 - Once you click the icon, you can copy the group to anyone in the pop-up list by selecting their name and clicking “Copy Group to User(s).”

- 5. How to reset a student account so that duplicate accounts aren’t created?
 - In the left-hand menu of your admin account, select “Organization Management” and then select “Student List.”
 - Notice that their “Username” is listed next to each student.
 - Search for student using the magnifying glass, or filter by specific grade(s) under “Advanced Filters.”
 - Once you locate the student you need, click their name so that their individual profile opens.
 - On the right side of page, see “Generate Password” in the blue box.
 - **IMPORTANT:** be sure to write down the temporary password so that the student can use that when logging in.
 - Student will go to okcareerguide.org > click 6 -12 Login > click Log In as a Student > student will then login normally with username and temporary password – the temporary password does not expire until the student uses it to reset.
 - The page will then load to have them reset their password; you may have them make their new password something simple such as schoolmascotgraduationyear (wildcats24) or their lunch number.

- 6. Students grade level will begin to automatically roll over starting in the 2023-2024 academic year. However, students can manually change their grade or their graduation year in their OKCareerGuide account settings. They will go to the top right where it says “Welcome, Student’s Name” > click the dropdown arrow > click Account Settings > can edit here by using the pencil button.
- 7. Is a student not showing in your reports? Be sure to have the student check that they are in the correct school in their account settings (see instructions in FAQ #2). If that is correct, please reach out to the OKCareerGuide team or to Kuder Client Engagement to find/fix the issue. OKCareerGuide team: 405-743-5162 or nathan.brubaker@careertech.ok.gov; Kuder Client Engagement: 877.999.6227 M-F 7:00am to 5:00pm or at support@kuder.com.
- 8. How can students transition from Clever if our school does not use Clever?
 - If a student previously held an account through Clever, the student would need to transition this account by going to navigator.kuder.com.
 - Click “Need Help Signing In?” link at the bottom of the page.
 - The student will then click “Transition from Clever” and follow the steps from there.
- 9. Have questions about how Clever works at the high school or off-site (for example, at a technology center)? Contact Kuder Client Engagement at 877.999.6227 M-F 7:00am to 5:00pm or at support@kuder.com. Connecting OKCareerGuide to your organization’s Clever account is a \$250 annual charge per site.
- 10. Why is the ICAP Oklahoma tab in the left-hand menu completely gone in a student’s account? Be sure that you have all grade levels selected on the admin side so that they show up for each grade level on the student side. You can check this by logging into your admin account > click “Configure Student Plans” in the left-hand menu > click “Configure ICAP” > select your organization from the drop-down menu > click “Continue with Existing Plan (Plan of the School)” > once that page loads, you will see a blue box in the top right corner that you’ll click called “ICAP Settings” > Be sure that 9th-12th grades are selected and then click “Submit.”
- 11. Student(s) still showing as incomplete in the Oklahoma ICAP report? Be sure that they have checked which WBL they have done, as well as marked off having taken the ACT in their ICAP Oklahoma green cards. They will do this by going to ICAP Oklahoma in the left-hand menu of their account and checking off their WBL experience and their ACT completion. If this still does not mark the student as complete for ICAP status, please contact the OKCareerGuide team or Kuder Client Engagement to find/fix the issue.
- 12. How do I “boot out” students who have transferred or graduated? Login to your admin account > click “Organize Students and Groups” in the left-hand menu > click “Transition Students”:
 - Make sure you are in the correct school under the drop-down menu.
 - You can search for a specific student using the magnifying glass, or you can select “Advanced Filters” in the blue box to select specific grades.
 - You can select all students or one at a time.
 - Once you have selected the student or students you need to move out, click “Transition Selected Students.”
 - You will then enter an N-code and click “Validate Code” to move students out of your system. The code listed here will move students to a “state archive”: **N3927288ANM**
 - **IMPORTANT:** If you accidentally boot out a student, we can retrieve their account again. Contact us if you come into this issue;
OR have the student login to their account > go to Account Settings > update their school using the pencil edit button.
 - If you need to move a student from your middle school to your high school, you can find your school N-codes under “Organization Management” in the left-hand menu of your admin account > click “School Management” > you can select a specific school in the drop-down menu to see your school N-codes.

➤ 13. How to approve a pending Education Plan?

- On the home page of your admin account, be sure to scroll down to the bottom under Reports and select “Education Plans.”
- Be sure that the correct school is selected under the drop-down menu.
- Click the blue “Advanced Filters” box to filter by grade and status, including: approved, denied, not started, started, and submitted.
- You will want to select “Submitted” to see the pending student education plans.
- You can then bulk approve in the blue box to the right of the screen, or you can view individual ed plans.
 - If you select bulk approve, a blue line will fall across the screen, where you can select “Approve Selected Submitted Plans”, “View Selected Plans” or “Add Students to Group.”
 - If you select to view an individual ed plan, the page will load to that student’s ed plan for you to review and either approve or deny.
 - **IMPORTANT:** You will also be able to edit the plan and remove or add classes that need to be changed.