



Ember Quick Start & Trouble-Shooting Guide

What is Ember? 📺 Watch the [\[8-minute overview video\]](#)

At Ignite Reading, we are unapologetically obsessed with getting the best possible outcomes for kids in our pursuit of confident, independent readers. To that end, we've developed **Ember—a technology-powered learning tool that helps students independently practice foundational reading skills using speech recognition. Ember provides personalized activities aligned to each student's Ignite Reading program, giving them additional practice time before and after tutoring sessions.**



How do I get Ember up and running?

What happens for students before tutoring sessions?

1. Students log in via Clever/Classlink as usual
2. Ember launches automatically 1-5 minutes before their tutoring session
3. Students transition automatically to their 1:1 session when their tutor arrives

How do we access Ember after tutoring sessions?

1. The student must either exit the tutoring session tab (titled "holodeck") or click back over to the Clever / Classlink tab.
2. Ember will re-launch and the student can complete additional practice up to 5 minutes after the close of their tutoring session.

⚡ **2 Action Items for Your School** - 📺 Check out our full User Guide on the [Knowledge Base!](#)

Good news—you've already done most of the setup by hosting Ignite Reading! Just ensure:

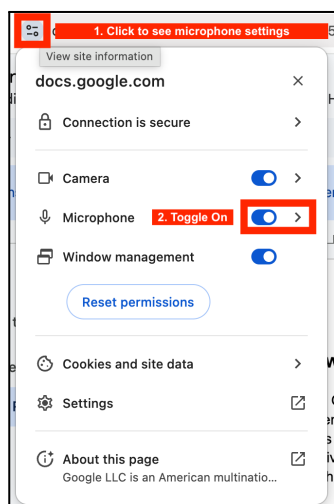
1. **Headphones are on, volume is up and microphones are unobstructed** (students need to hear and speak to Ember clearly—a quiet space helps improve accuracy)
2. **Pop-ups are allowed** from <https://www.students.ignite-reading.com> (enables automatic transition to tutoring)

Need help?

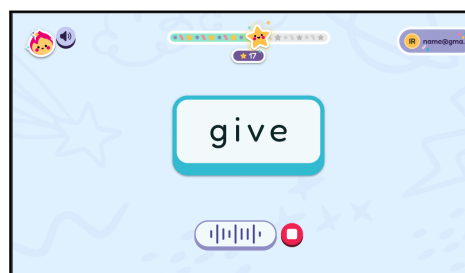
Log bugs or enhancement requests [here](#) (select “Ember Support”), through Ignite Reading’s Knowledge Base.

Troubleshooting [Hearing the Student & Session Transitions]

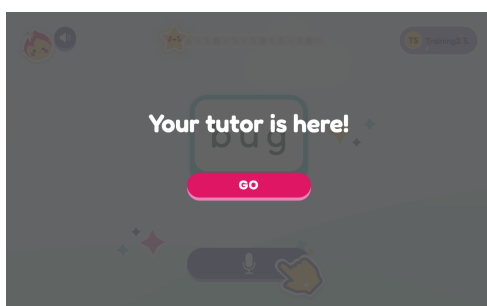
1. If Ember doesn't seem to be hearing the student:
 - a. Make sure their microphone settings are enabled.



- b. Also, make sure that the student is **pressing the purple button** to record their word and the **red button** to finish recording the word.



2. If **students aren't transitioning automatically** to their 1:1 tutoring sessions from Ember, make sure pop-ups are allowed from the Ember site. Alternatively, Students can press the Go button to manually transition to their 1:1 tutoring session.



3.