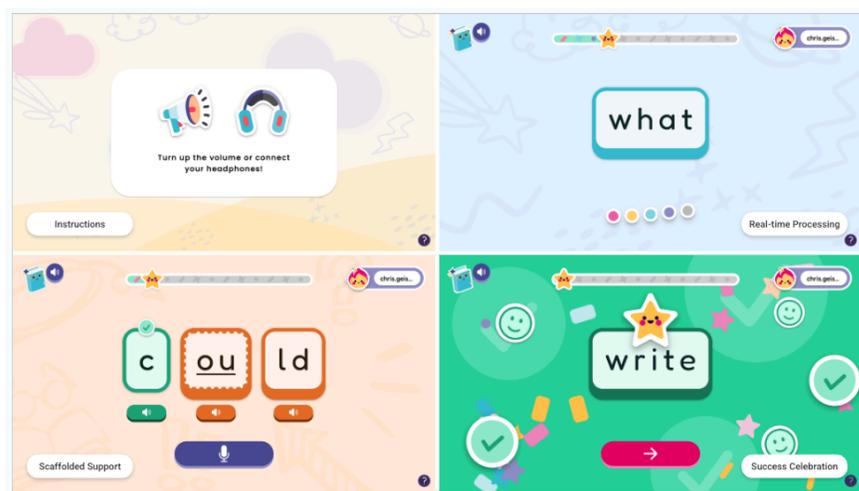




Ember Quick Start & Trouble-Shooting Guide

What is Ember? 📺 Watch the [\[3-minute overview video\]](#)

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 are building a special new offering called **Ember: a learning tool to help students independently practice high frequency words.**



How do I get Ember up and running?

What happens for students?

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

⚡ **2 Action Items for Your School** - 📺 Watch the [\[3-minute implementation video\]](#)

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

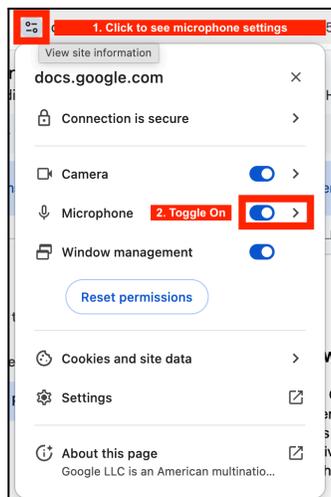
1. **Volume is up** and **microphones are unobstructed** (students need to hear and speak to Ember)
2. **Pop-ups are allowed** from <https://www.students.ignite-reading.com> (enables automatic transition to tutoring)

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.

