

Frequently Asked Questions for Parents about ST Math & Jiji



Dear Parents or Guardians:

As you may know, your child is using the ST Math® software program at school, which means their teacher can assign ST Math homework for your child to work on at home. You may have questions about how to activate ST Math on your home computer, how ST Math works and how to assist your child with the software. The homework feature is an additional component of ST Math, and it is up to your child's teacher to determine whether or not they assign homework. **All questions regarding ST Math or the homework feature in the software should be directed to your child's teacher.** For your convenience, a list of the most frequently asked questions is below.

What is ST Math? ST Math is a math software program that includes game puzzles that start off simply and get more challenging as a student progresses. When they reach a challenging problem, your child should attempt the problem and use the visual feedback provided to help them figure out why their answer did or did not work. The feedback provided with each puzzle will help students figure out how to solve the problems. It is very important that if your child is stuck, you should not simply give your child the correct answer to get them past the game. The goal of ST Math is to promote problem solving. To watch videos about ST Math and its approach to teaching and learning math, visit the software developer MIND Research Institute's YouTube Channel: <http://www.youtube.com/user/mindresearch>.

How do I get ST Math at home? If your child's teacher assigns ST Math homework, a letter will be sent home that explains how to activate your computer, and it will include an activation code. Once that code is entered, you should see a welcome page that says "ST Math at Home." When your child clicks on the penguin, Jiji, they will be prompted to enter a series of 13 characters. This is a unique password that they have been assigned and taught at school.

Can I use ST Math on an iPad or Tablet? Some ST Math licensing includes the touch functionality of ST Math. In the letter mentioned above you should be notified on whether or not your child can access ST Math on certain touch devices. For information on which devices are supported, please visit <http://mindresearch.net/programs/tech/>. If you wish to access ST Math using an iPad or other tablet, please ask your child's teacher for information on how to download the app and for the activation information.

What is the picture password? The picture password is a 13-character unique identifier. Picture passwords are easier for younger students with limited or no language skills. It is also easier to remember over periods of time and uses a different part of our memory than text-based passwords. Students keep their assigned picture password the entire time they are in the ST Math program, no matter what school they are attending. Students are recognizing, not remembering, their characters, so 13 is not too many. Kindergarten students start off with 8 characters and then build up to 13 as they move through the program.

If your child is using an alternative login method, please contact their teacher about the login process.

Why does Jiji turn around and walk back out, instead of going through the tunnel? Your child may have forgotten or incorrectly entered their picture password. Password training is only available at school. Please ask your child’s teacher to retrain them on their password when they return to school.

I’m having trouble loading ST Math. The blocks don’t drop. If you are having trouble downloading or accessing ST Math, try the following solutions in the order presented:

Solution #1: Quit the browser and log out of the computer. Log back in, launch the browser and go to <http://web.stmath.com/>.

Solution #2: Restart the computer, launch the browser and go back to <http://web.stmath.com/>.

Solution #3: Use this link to clear the Adobe Flash cache: www.stmath.com/entrance/reset.html. Then clear the web browser cache and reactivate ST Math.

Solution #4: Install the latest version of Adobe Flash using this link: www.adobe.com. Then perform Solution #3.

My activation screen gets stuck at “Allow Local Storage.” Right-click anywhere on the screen and choose “Settings.” A pop-up window will appear. Move the slider all the way to the right so that it reads “Unlimited.” After you close the pop-up window, you should be able to continue with the set-up process.

Why does my child see Jiji with a question mark when logging in to ST Math?



Students will see this screen when logging in if they have completed all of the new content assigned as homework by their teacher. By clicking on the green cones on the bottom left corner of the screen, they can replay any content they have already completed, either at home or at school.

My child’s sibling wants to play ST Math. When the school purchases an ST Math license for their site, the license allows each student access to one grade level of curriculum, for one year. It is important that the student is exposed to all of the content assigned to them. If a sibling plays on a student’s account, that student is missing out on assigned curriculum. It is not possible for students to share an account.

My child is on the Challenge Level. The games are too hard. Once your child has reached the Challenge Level in ST Math, they have finished the assigned curriculum for their grade level. The Challenge games are optional and are an additional bonus. They are the same for all grade levels and do not contain any point value towards the syllabus progress or standards mastery. Your child can play at their own pace, with no pressure to complete the games. Also, at this point, your child can re-play any game within ST Math that they have already completed.

For further assistance, please contact your child's teacher. If you would like more information on how to purchase ST Math for one of your other children's schools, please email info@mindresearch.net or fill out an information request at http://www.mindresearch.net/cont/gen/gen_infoRequest-getIt.php.