

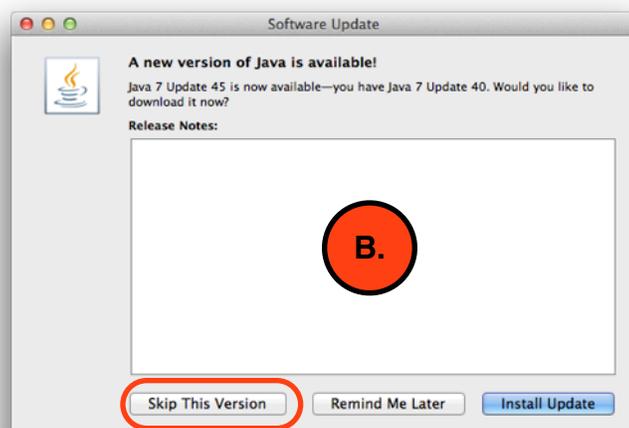
PowerTeacher Gradebook Issues

There are two current issues affecting PowerTeacher Grade Book that you need to be aware of if you are working on a teacher laptop running Mac OS X (10.8). Not sure? Go to the Apple menu in the top left corner and choose “About this Mac”. The resulting window will tell you which version you have.

1. Allow Applications from Anywhere

With luck, your solution is simple.

1. Apple Menu > System Preferences > Security & Privacy
2. Choose the **General** tab and click on the Lock so you can make changes (it will ask for your laptop password)
3. Under “Allow applications downloaded from:”, choose Anywhere. **A.**
4. Click on the Lock again to re-lock.
5. Try using PowerTeacher Gradebook again.
6. You may be asked to update your Java; **DO NOT** do so. Choose Skip This Version and continue. **B.**
7. Try using the PTG; if successful, problem solved. If, however, you’ve already updated to the most recent Java, go to the second page to see your options.



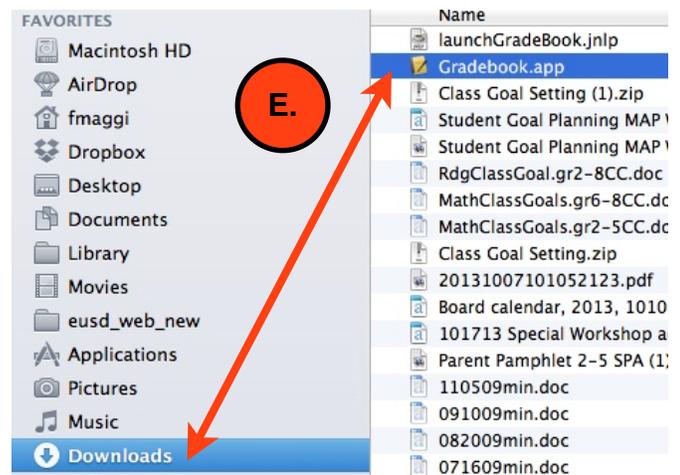
2. Java Update Issue

1. PowerTeacher Grade Book will not currently work with the latest version of Java. If you have not updated to the latest version yet, **DO NOT** update until further notice. The grade book should work as normal with an earlier Java. If PowerTeacher Gradebook is working normally, you're OK; ignore what's below.
2. If you have already updated to the latest version of Java, you'll get an error message. Your only current option is to download the Gradebook app and use that instead. (Note: this "app" runs on your computer, not on an iPod, iPad, or other iOS device).



Downloading and Using the Gradebook App

3. In PowerTeacher, click on Gradebook in the left sidebar. **C.**
4. On the orange strip at the bottom, click on the Click Here link. Note: DO NOT click Launch PowerTeacher Gradebook; that will just try and launch it the regular way and if that was working for you, you wouldn't be here. **D.**
5. In your Downloads folder, locate the downloaded app and launch it by double-clicking on it (it may be in a .zip file of the same name; if so, double-click on the zip file and then do the same with the app). **E.**
6. Assuming you've already enabled "Allow applications downloaded from:", it should launch (if not, follow the instructions on page 1 first).
7. You'll see a PowerTeacher Gradebook login screen; choose your school and add your login info. **F.**
8. NOTE: this login (unlike on the web) is case sensitive. If your login name doesn't work, try capital initials (e.g. MMouse instead of mmouse. If that still doesn't do it, see the attached spreadsheet with "official" PowerTeacher login names).



That should do it. If you still have problems after dealing with the workarounds offered here, submit a Web Help Desk ticket detailing your problem and what you have already tried.

