Effective Classroom Implementation of Response Pads Using CPS Software

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Simple Solutions. Real Results.

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Setting Up CPS

Download and Install CPS

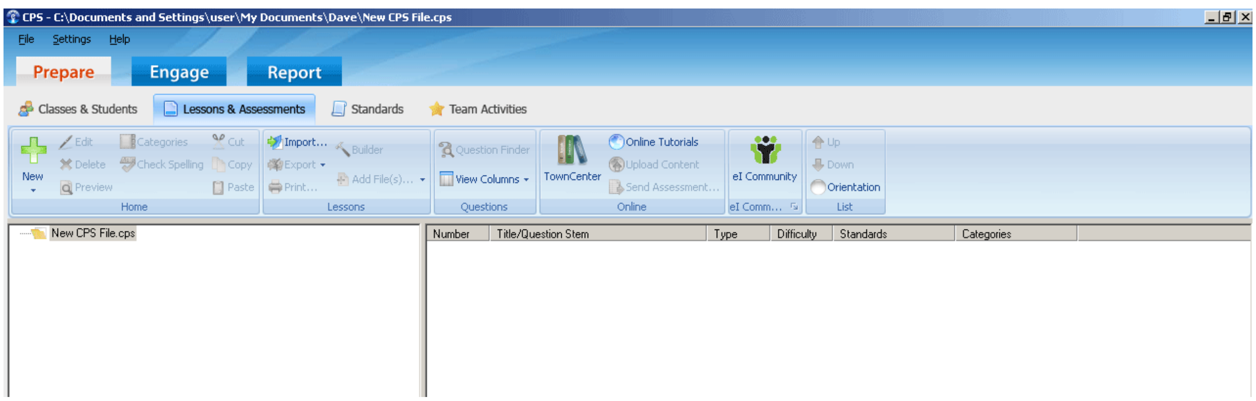
The current version of the software can be found on the eInstruction website at http://www.einstruction.com/l47 (Windows version. For other versions check http://www.einstruction.com/support/downloads) This may take up to an hour depending on your connection speed. When the file has finished downloading, open it and follow the install wizard. Restart your computer if prompted.

Create a CPS Database

CPS stores all of your class, question, standards, and response data in one file with the extension ".cps". The first time you start CPS, you will be prompted to create a new database; follow the database wizard through to completion. To create additional databases, click **File > New Database**. To keep everything organized, it is recommended that you create a new folder in which to save each database.

Getting Around CPS

The CPS software is arranged in a tab-based layout. There are three main tabs: **Prepare**, **Engage**, and **Report**. Think of these as operating modes which reflect what you are using the software to do. Under each main tab, there are sub-tabs. For example, in the screenshot below, the user is viewing the **Prepare > Lessons & Assessments** tab.



Depending on what you have selected in the windows below the tabs, some of the options will be greyed out. They will become coloured as they become available.

Create a Class in Your Database

The most effective way to use response pads is to assign each student a specific pad number. This way, you will be able to track their progress and assign them marks. To do this, you need to create your class. If you use Markbook, please move on to Page 5 for specific instructions.

1) Under **Prepare > Classes & Students**, click **New > Class**.
2) Select K-12 and click **Next**.
3) Click **No** when asked if you have a password for CPSOnline and then click **Next**.
4) Enter your information (required information indicated by an asterisk) and click **Next**.
5) Enter the class name and any additional information and click **Next**, then **OK**.
6) With your new class selected in the window on the left, click **New > Student**.

7) Enter the student's First Name and hit **Tab** to move into the adjacent field. Continue filling out the student's information, including the Pad ID you would like to assign and hit **Enter** to move on to the next student. The "Gender", "Ethnicity", and "Econ Disadv" fields are used to identify demographic trends but are not required.

Importing Classes from Third-Party Software

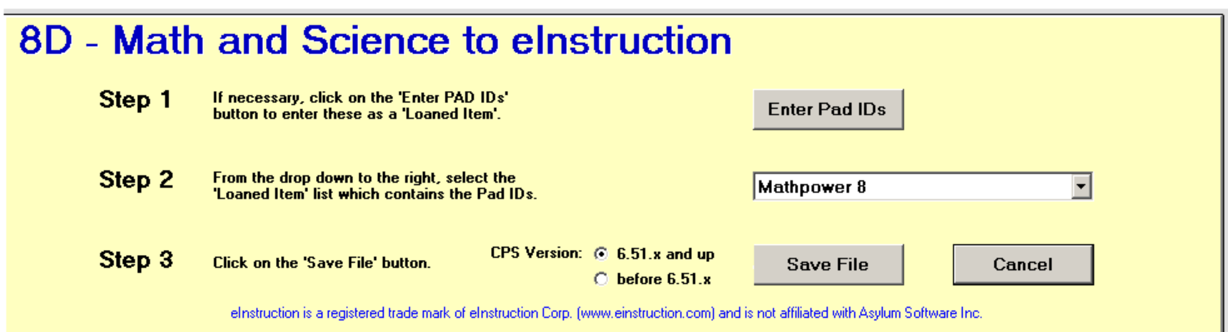
Most third-party gradebook software has the ability to export a class as a .csv file. New versions of CPS (6.55.0000 and higher) will import a .csv file as a class if the following headers are used: "Firstname" "Lastname" "PadID". They can be in any order and capitalization is unimportant. Older versions use the headers "First" "Last" "PadID".

Markbook Integration:

NOTE: The version of Markbook used in this example is Markbook 2010, with the patch October 2010 update. Check the Markbook website (http://www.asyluminc.com/support_dl.html#update) for software updates.

eInstruction Canada has a working partnership with the popular tracking program Markbook® by Asylum Software Inc., making it easy to move between the CPS and Markbook®. To import a Markbook® class:

1) With your class open in Markbook®, select **Class > Exports > to eInstruction®**. A screen with three steps on it will appear. In this example, the class "8D – Math and Science" is being exported.



2) If your clicker numbers start at 1 ensure that no item is selected in the drop-down menu and continue to Step 3. Otherwise follow these instructions:
    a. Click the **Enter Pad IDs** button found in "Step 1"**.**
        i. If you have loaned a student an item already, click the **Item** dropdown menu and select the next available item slot.
    b. In the next cell, **Title/Desc:**, type the description "CPS Pad ID" and click Enter on the keyboard. This typed description will add to the Item line. No author or value is needed.
    c. In the blue **Item ID:** cell, type in the Pad number assigned to the selected student. Click the Enter key to add it to the Identification column in the table.
    d. Click **Save** to return to the screen from Step 2.
3) If you have the option to select your version of CPS, click the radial button beside the version of CPS you are using

4) Click **Save File** and select a location to save the file.
5) Open CPS.
6) Under **Prepare > Classes & Students** select **Import > Other Sources**.
7) Select "Comma Separated Values (*.csv)" from the list and click **Next**.
8) Click **Browse** and navigate to the location of the file you saved in Step 7. Click **Open**.
9) Select the Instructor and click **OK**.
10) Check the box beside the class that appears in the window and click **Next**.
11) Click **Done.**

Setting Up Your Receiver/Hub

Your set of clickers comes with a USB Receiver or "hub" that resembles a USB Flash drive. This is the device that allows the response pads to communicate with the computer. Simply plug it in to an available USB port and you'll be up and running.

The Device Manager

To manage the CPS receiver and other eInstruction USB devices, use the "Device Manager". The icon in the "System Tray" located at the right-most end of the Start menu (**MAC:** Located at the top right hand of the corner of the screen, beside the Wireless indicator) indicates that the eInstruction Device Manager is running. Click on this icon, then click **eInstruction Device Manager** to see what devices are connected, troubleshoot, and to access advanced options. If you do not see this icon, click **Start > All Programs > eInstruction > Device Manager > Device Manager** and the icon should appear.

Auto-Send Responses

There are a few options that are only accessible through the Device Manager. The one most commonly accessed is the "**Auto-Send Response**" option, which makes it so that students answering multiple choice questions, true or false, or yes or no type questions do not have to press the "send" key – their answers are automatically sent once the button is pressed. To change this setting:

1) With your receiver plugged in, open the Device Manager.
2) Double-click on the receiver icon.
3) Click on the "Clicker" tab.
4) Check the box beside "Auto-send Response"

Using Response Pads to Engage

Response pads create a non-threatening feedback environment in which students can safely demonstrate their understanding without fear of embarrassment. In many cases, this fact alone is a draw for struggling students who do not wish to draw attention to their inabilities by participating in class. When students see that their input can turn a lesson that was previously moving too fast into a lesson that moves at their pace without anyone else knowing, the benefits of being engaged begin to outweigh their social cost and these students begin to participate.

Generating Discussion and Peer-to-Peer Instruction

Response pads can be extremely effective in initiating peer-to-peer instruction and in sparking discussion and/or debate. Try posing a difficult question to a class and then dividing the class into groups with varying answers so that they can work out the problem as a group. Then re-poll the group and discuss how the results had changed. Questions that deal with morality or are matters of opinion are particularly well-suited to generating debate.

Using Response Pads to Evaluate

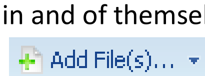
Written assessments are an effective and comprehensive way to assess students. They accommodate problem-solving questions and allow students to communicate their understanding in their own words. Response pads do not aim to replace this form of assessment. The strength of the response pad is in the ability to gather real-time assessment data to inform teachers' lessons and improve their ability to teach what needs to be taught, leaving out what is already understood. However, it is possible and often very useful to carry out the short answer, multiple choice and True/False portions of summative assessments with response pads.

Formative assessment can take place pre-, peri-, or post-lesson. For example, to assess learning readiness (how do you feel today? Did you eat breakfast?); to check for understanding or re-focus a group; to review, provide feedback/evaluation, or determine action items ("Choose Your Own Adventure"-type questions).

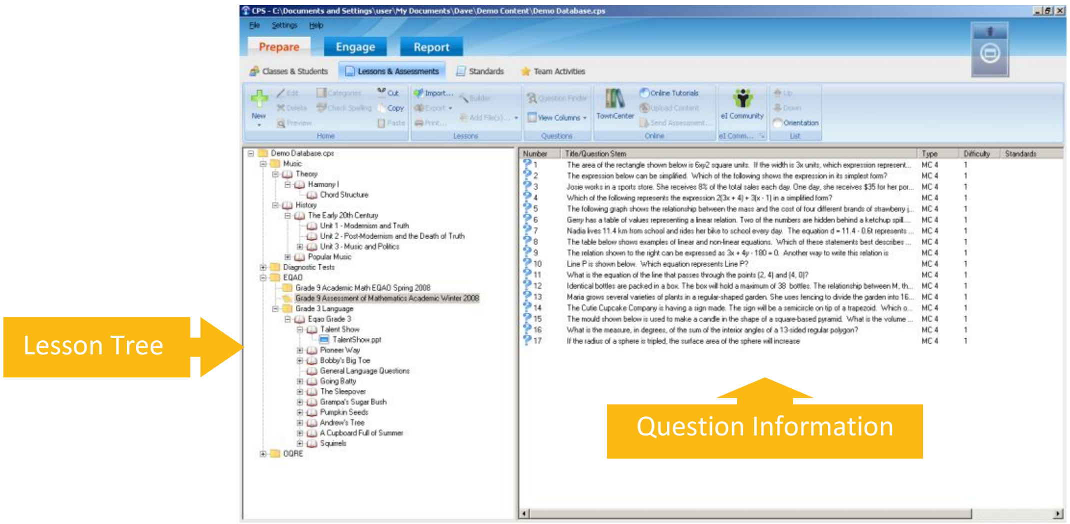
Some possible usage examples are listed below:

- **MC/Numeric:** Homework check
- **Numeric:** "Based on the concepts just taught, complete the following question: … "
- **Numeric/Short Answer:** Have students input their answers and use these answers (without identifying the source) to correct the most common mistake/misunderstanding.

Prepare Mode

The **Prepare Mode > Lessons Assessments** tab is where you will find tools for authoring new questions, and all lesson and assessment information stored in your database. Clicking on one of the file types on the left side will display the files contained within it on the right side. There are three types of file that you can create to help keep things organized: folders, lessons, and questions. Lessons are how questions and other files are grouped together; they are primarily a method of organization and do not do anything in and of themselves. You can also import files associated with your lessons for easy access using the 

button.



Creating Content

There are many different ways that you can input content into CPS. Depending on what types of content you already use, some ways may be better for you than others. This section will cover the following topics:

1) **Verbal Questions** – If you do a lot of classroom discussion and/or are interested in how you can gather input from students on the fly.
2) **Importing ExamView Content** (p. 10) – If haven't used ExamView but you have a copy of ExamView Test Generator installed on your school computers, you may want to consider inputting your tests into this program. Many textbook publishers produce ExamView question banks
3) **Using Existing Tests/Content** (p. 13) – You can create an answer key that allows you to use clickers with existing tests for their multiple choice/short answer sections.
4) **Authoring New Questions** – Use the CPS template to input questions, add graphics, answer options and indicate the correct answer.

<u>**The Verbal Toolbar**</u>

OVERVIEW

No preparation required

Spontaneous polling

Toolbar floats over top of other computer programs

Allows for spontaneous polling in any of the possible formats: Multiple Choice, Answer Series, Numeric, Short Answer, Essay Answer, Yes/No, True/False

APPLICATION

Use this bar to generate discussion, check for understanding, Pre- and Post-testing, Assessment FOR Learning, Assessment AS Learning

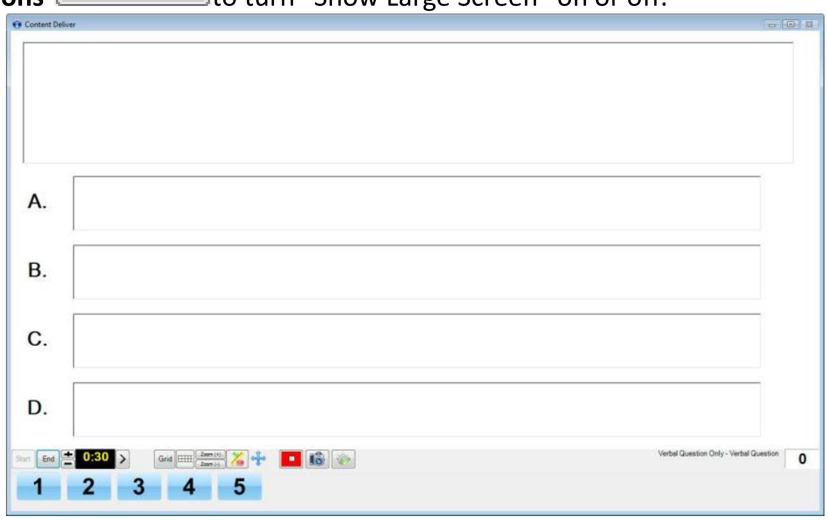
HOW TO USE:

1. Click **Engage** in the Verbal group. The CPS Verbal Question Setup window appears.
2. Click **OK**. The Verbal Engage toolbar appears.
3.

Verbal Engage Toolbar

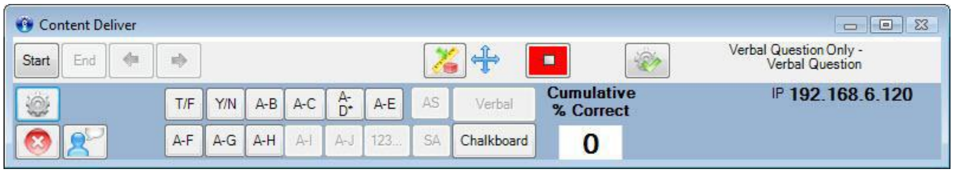
- **Verbal:** Choose from a drop-down menu of question types to ask questions on the fly and record performance data.
- **Chalkboard:** Upload and draw images while delivering on the fly questions.
- **Options:** Opens the Delivery Options window to select options like show large screen for Verbal mode.
- **Engage Toolbar Handle:** Click and drag on this icon to move the Engage toolbar anywhere on your screen.
- **Class:** Randomly select a student from your active class list or take attendance.
- **Charting window:** View performance data in a chart.
- **Exit CPS:** Save your results up to this point and shut down CPS entirely.
- **Close:** End the delivery session and return to the main CPS window.

4. Click **Options**  to turn "Show Large Screen" on or off.



Verbal question with large screen ON

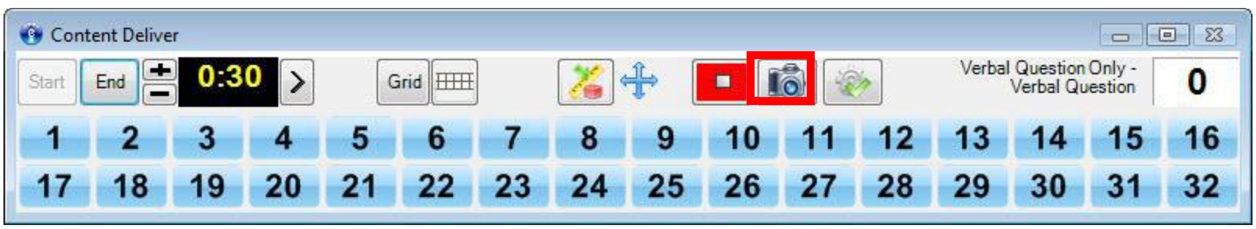
You may resize the window by clicking the edge of the window and dragging it to the desired size.



Verbal question with large screen OFF

5. Click **Verbal** 

.
6. Select a question type from the drop-down menu.
7. **Ask** your question.
   a. If the Show Large Screen option is turned on, type your question in the Question Box and type the answer choices in the Answer Boxes.
   b. If the Show Large Screen option is turned off, ask your question aloud. Clicking on the **Snapshot** button will take a picture of whatever is being displayed on the screen. The image is stored in the same location as the CPS database and displayed in various CPS reports.



Snapshot button

8. Click **Start** to begin the response cycle.

<u>**Delivering ExamView tests in CPS**</u>

The best way to create content for use in CPS is by using eInstruction's test-creation software called ExamView.   tests can be delivered using CPS, allowing students to complete Multiple Choice, Short Answer, True/False, Yes/No and Numeric questions digitally. While reducing the amount of time teachers spend marking, this also allows them to give instant feedback to students at the time when they are most interested in what the correct answers were: immediately after the test.

You can add **Exam**View question banks and tests into any folder or lesson within your CPS database. Once the files are added they cannot be edited so be sure to use the **Exam**View Test Generator to create whatever files you want to use with CPS prior to importing them.

Add ExamView Files

1. Click the **Prepare>Lessons and Assessments** tab.

2. **Select the folder or lesson** under which you would like to import the **Exam**View lesson.

3. Click **Add Files** 

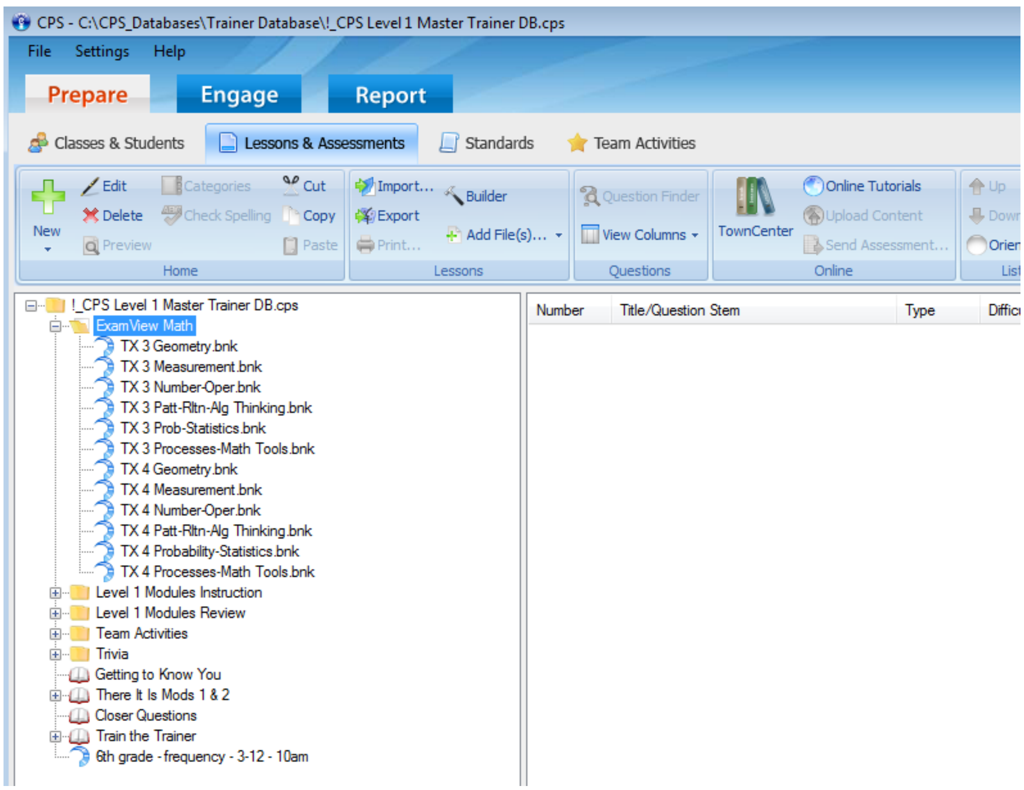
in the Lessons group 

. The Add Files window opens.

4. Click the dropdown menu beside “Files of type:” and select the **ExamView Files** option. Navigate your computer to **select the ExamView file** you want to add.

5. Click **Open**.

6. The **Exam**View file appears in the folder or lesson you selected.



ExamView Settings

When you import **Exam**View lessons into CPS, you can alter the **Exam**View options to filter out certain question types, change your state standards, and change the magnification on **Exam**View questions.

1. From the **Settings menu**, choose **ExamView Settings**.

2. **Change the options** in the **Exam**View Options window that appears.

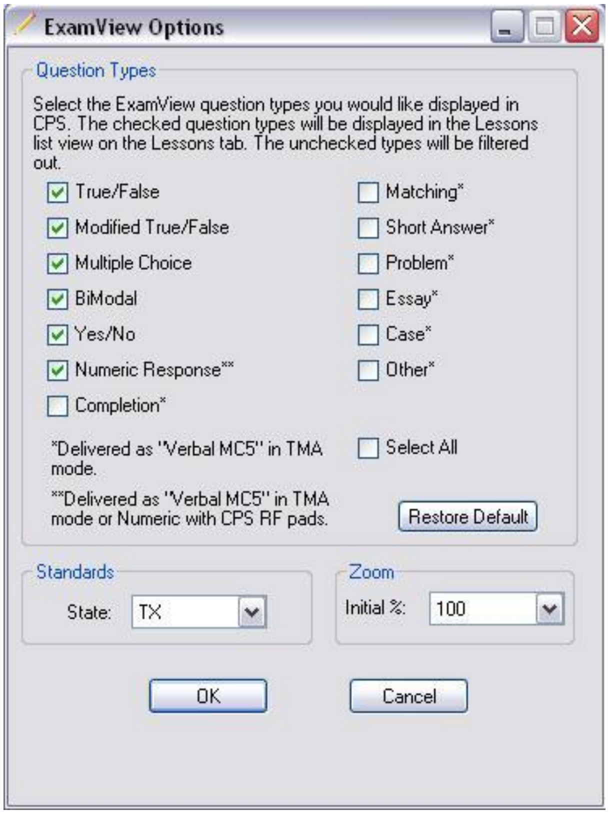
   a. **Question Types:** Select the question types you would like to display in CPS. Any question types with checkmarks will be available in CPS; CPS will filter out unchecked question types.

   b. **Restore Default:** Click this button to restore the default question types.

c. **Standards:** Choose your state from the State pull-down menu to set the standards to which CPS associates your questions.
d. **Zoom:** Set the magnification level of the question in the CPS Content Delivery window.

3. Click **OK** to save your changes and return to CPS.

Note: If you import a numeric question with more than 12 characters into CPS, CPS automatically changes the question type to subjective.



ExamView Options Window

ExamView Buttons
When you engage an **Exam**View lesson in CPS, you have access to three special **Exam**View buttons in the Feedback Grid. (Note: Not all buttons will be available on all questions.)
Zoom Button: Change the magnification of your question in the CPS Content Delivery window.
Narrative Button: Hide or show an associated Narrative on the CPS Content Delivery window.
Recalculate Button: Change the answer to a question and deliver that one question multiple times. This button works with Preview mode.

Converting Existing Tests/Content
A quick way to get started using clickers to evaluate is to use them in conjunction with existing tests that you have created.

FastGrade and paper-based "Student Paced" assessments

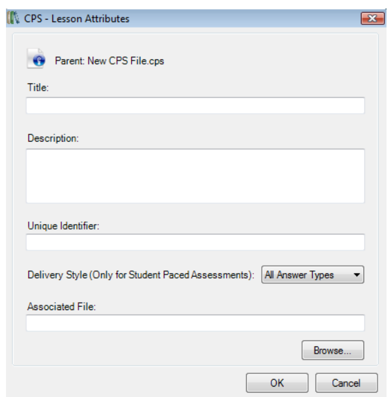
Use the FastGrade feature as a supplement to worksheets and other instructional materials you have on paper. You can create a FastGrade answer key, distribute hard copies to the students, and have them respond for a quick grade.

When you create a FastGrade lesson, make sure to have a hard copy of the course material with you, preferably one that has the correct answers indicated. You should make this FastGrade lesson before you present it to your students.

1. Click the **Prepare>Lessons and Assessments** tab.
2. **Select the lesson name** to which you are adding the Fastgrade lesson.
3. Click **New** in the Home group 

to show a drop-down menu.
4. Select the **FastGrade** menu item. The Lesson Attributes window opens.

5. **Type a name** for your FastGrade lesson in the Title box.



a. *Optional:* Type a description or unique identifier. You may also choose a delivery style to support various assessment answer options, such as ABCD / FGHI.

Lastly, you can also add a picture file by clicking the Browse button (jpeg, bitmap, or gif) that will appear when you engage the lesson in There It Is! mode.

6. Click **OK**.

The FastGrade window opens showing the following features:

- **Title:** The name you typed in the Lesson Attributes window.
- **Number of questions in this Lesson:** The number of questions you have successfully added to the FastGrade answer key.
- **Properties:** Opens the Lesson Attributes window.

- **Question type columns:** Question types in individual columns enable you to add various question types to the FastGrade answer key.
- **Standards associated with the current question:** Standards in the open database appear so that you can associate them with each question.
- **Current Question #:** The question number you are currently working on. This number is always one more than the Number of questions in this Lesson.
- **Previous:** Moves to the previous question in your FastGrade answer key. This action highlights the previous question„s type and correct answer as well as displaying the number position of this question as the Current Question #.
- **Next:** Moves to the next question in your FastGrade answer key. This action highlights the next question„s type and correct answer as well as displaying the number position of this question as the Current Question #.
  Rubric...: Allows you to associate a rubric with an essay or short answer question.
- **Numeric Add:** Allows you to add a numeric question.
- **Answer Sequence:** Allows you to ask a questions where responses need to be in a particular order, like a matching exercise.
- **Short Answer:** Allows you to ask questions where a response is a short text response up to 20 characters.

Click the blue answer button that corresponds with the question type and correct answer for each question.

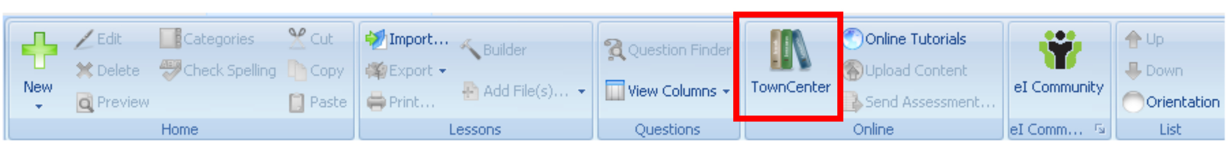
7. **Repeat step 6** until you have entered every question into the CPS FastGrade window.

8. Click **OK**. The Prepare>Lessons and Assessments tab appears with the FastGrade lesson name in the lesson side of the window.

EQAO Preparation

The EQAO assessments from 2008-2010 have been digitized for use with eInstruction response pads. They are available from TownCenter, the CPS filesharing server.

1) Click the TownCenter icon



2) Choose **Login to SEARCH**, the last option on the page that appears on the right.
3) Choose **K-12** and click **Next**.
4) Enter “eicanada” for both the username and password and click **Next** again.
5) The page on the right will now have several icons in it – these are the EQAO files. To download one, just drag and drop into your .cps folder on the left.
6) Be sure to check for any **Associated Files** by clicking the link on each icon and drag and drop those as well if they weren’t included.

Authoring New CPS Questions

The Question Author Window

1. Click the **Prepare>Lessons and Assessments** tab.

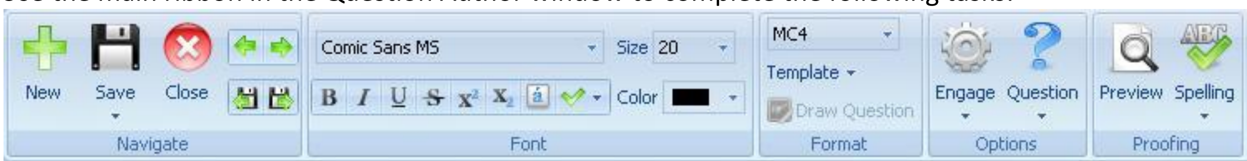
2. **Select the lesson or folder** in which you want the question to appear.

3. Click **New** in the Home group 

to show a drop-down menu.

4. Select the **Question** menu item. The Question Author window opens.

Use the main ribbon in the Question Author window to complete the following tasks:

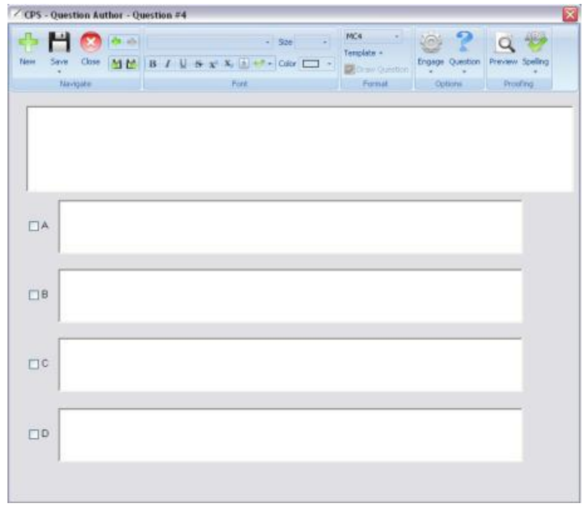


- **Navigate Group:**
  - o **New:** Create a new question.
  - o **Save:** Save the question and remain in the Question Author window.
  - o **Close:** Close the Question Author window.
  - o **Green Arrows:** Move to the previous or next question in the lesson without saving.
  - o **Save Arrows:** Save the current question and move to the previous or next question in the lesson.

- **Font Group:**
  - o Utilize the following buttons within the Font group to change the text options for a question: Font, Font Size, Bold, Italic, Underline, Strikethrough, Superscript, Subscript, Character Map, Select Stems, and Font Color
- **Format Group:**
  - o **Question Type:** Select from the following question types: MC2-MC10, Numeric (RF/Pulse only), True/False, Yes/No, Short Answer (Pulse only), Answer Sequence (Pulse only), and Performance Questions.
  - o **Template Style:** Select from the following template styles: Chalkboard, No Graphics, and Add Graphics.
- **Options Group:**
  - o **Engage:** Choose from the following delivery options:
    - Show question image after response
    - Show image full screen
    - Exclude question from self-paced and practice assessments
    - Engage as freeform
  - o **Question:** Choose from the following question options:
    - Standards: Associate the question with a standard
    - Categories: Assign a category to a question
    - Notes and Media: Include notes and media with a question
    - Difficulty: Assign a difficulty level to the question

- **Proofing Group:**
  - o **Preview:** Preview the question in Standard Mode.
  - o **Spelling:** Choose from the following spelling options:
    - Check spelling now
    - Check spelling upon saving the question
    - Select check spelling options

Create Questions



1. Choose a **Question Type** in the Format group.

2. **Type the question** in the question box of the question template you selected.

3. **Type the answers** in the answer boxes of the question template you selected.

4. **Select the correct answer** by clicking in the checkbox beside that answer so that a checkmark appears.

5. Click **Save and Move to Next Question**.

6. Repeat steps 1-5 to add additional questions to the lesson.

7. When you are finished adding questions, click **Save** and then **Close** in the Navigate group.

Question-Authoring Templates

Multiple Choice

You have the option of choosing from two to eight answer stems in a multiple choice formatted question by using the templates named MC2-MC8. If you are using the CPSir pads, please note that MC6-8 cannot be used in Student Paced or Student Practice modes since those answer buttons take on different functions on the clicker.

Numeric

This is a template, for use with CPSrf, that allows you to pose a question with a numeric answer (with or without symbols) as opposed to multiple choice. This option is not available with the CPSir clickers.

True/False

Choosing this option will automatically place the word “True” in the A answer stem and “False” in the B answer stem.

Yes/No

Choosing this option will automatically place the word “Yes” in the A answer stem and “No” in the B answer stem.

Chalkboard

The chalkboard template gives you the opportunity to draw or load images into the area provided while asking questions for students to engage in during delivery.

1. Choose a **Question Type** in the Format group (i.e. MC, Numeric, T/F, Y/N).

2. Click the blue arrow in the **Template** drop-down menu in the Format group and select **Chalkboard** from the list of question templates.

3. The Chalkboard question template appears. Use the Chalkboard toolbar, on the left-hand side of the CPS Question Author window, to add images, draw on the screen, or alter the pen settings.

Add Graphics to a Question or Answer Stem

You can add .jpg, .gif, or .bmp graphics files to questions. Smaller files are usually better, and range from .jpg as the smallest to .bmp as the largest. All question templates with graphics include the pixel size of the graphic area. To create a question with a graphic, follow these directions:

1. Click **Template** in the Format group. A drop-down menu appears.

2. Click **Add Graphics**, and select the graphic style.

3. **Click inside the graphic area**. A shortcut menu appears.

4. Click the **Browse** command. The Set Image File window opens.

5. Navigate your computer to **select the image file** you want to add. The graphic appears in the graphic area of the question or answer option you selected.

6. Click **Save** and **Close** in the Navigate group.

Add Notes to a Question

1. Click **Question** in the Options group. A drop-down menu appears.

2. Choose **Notes and Media**.

3. Choose the **CPS Note** tab.

4. **Type a note** in the box and format it with the Font and Color buttons.

   Note: There is a checkbox in the bottom-left corner that says, “Make note available after response.” If you check this box, your note will not be available until question delivery is complete. If you are using the Auto Move to Next Question feature, this box must be left unchecked for your note to be available.

5. Click **Save** and **Close** to return to the question-authoring window.

Add Media Files to a Question

1. Click **Question** in the Options group. A drop-down menu appears.

2. Choose **Notes and Media**.

3. Choose the **Audio/Video** tab.

4. Click the **Browse** button and navigate your computer to select the file you want to add.

Note: There is a checkbox in the bottom-left corner that says, "Make all files available after response." If you check this box, your files will not be available until question delivery is complete. If you are using the Auto Move to Next Question feature, this box must be left unchecked for your note to be available.

5. Click **Save** and **Close** to return to the question-authoring window.

Preview a Question in Standard Mode

1. Click **Preview** in the Proofing group.

2. The question appears in Standard mode.

Note: Depending upon the option chosen, the Notes and Media button will appear either during the question or after ending the response cycle.

3. Click the **Notes and Media** button to see your note or choose a media file from the drop-down menu that appears.

4. Click **Close** to return to the question-authoring window.

Team Activities

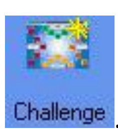
CPS comes with two team activities built in: *There It Is!* and the *Challenge* board. In *There It Is!,* each student is given a printed copy of CPS questions. When the session is engaged, the computer assigns a random question to each clicker and students look to their handout for the question they need to answer. For more detailed instructions on how to deliver this type of activity, check the CPS Pulse Training Videos or downloadable PDFs, found at http://www.einstruction.com/support_downloads/training/resources/index.html

Challenge Board

If you and your students are familiar with the game show Jeopardy!®, then you already have a good idea how the CPS Challenge Board works. Challenge Boards use questions you have already created in a lesson or have imported from **Exam**View and award point values to each question assigned to a category.

Create a Challenge Board

1. Click the **Prepare>Team Activities** tab.

2. Click **Challenge** 

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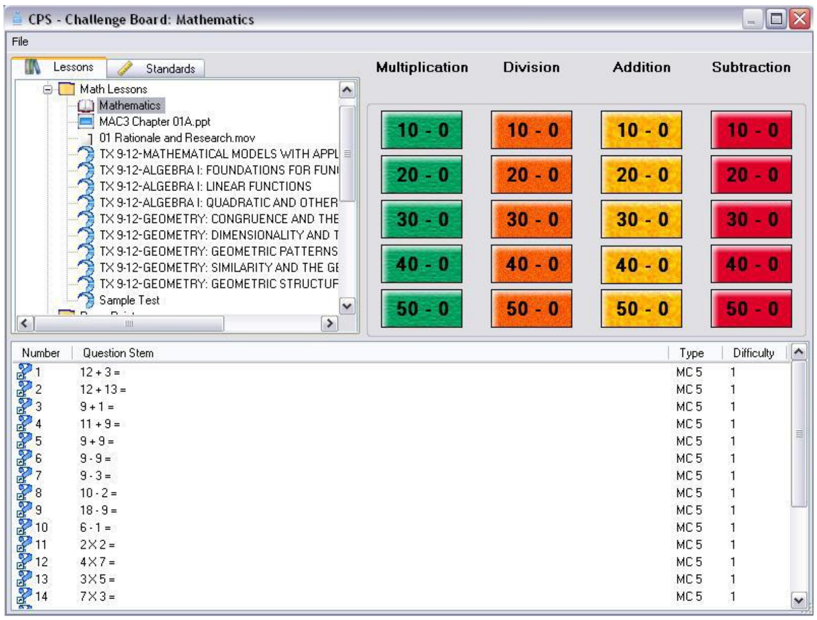
3. Click **New** in the Activity group 

. The CPS Challenge Board Info window appears.

4. **Type in a title** for your Challenge Board activity and a title for each category.

5. Click **OK**. The CPS Challenge Board window opens containing the panes listed below.

The top left pane displays all of the lessons or standards in the open database. Use the Lessons or Standards tabs above this pane to choose between lessons or standards.



The top right pane displays the point values under each category. Each point value button also displays how many questions it contains.

The bottom half displays the questions in the lesson you select from the top left pane.

6. **Select a lesson or standard** from the top left pane. The questions appear in the bottom half of the window.

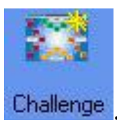
7. Use one or both of the following methods to populate the category and point values with questions:

- **Populate by Questions:** Click and drag a question from the bottom half of the window and drop it into a point value of a particular category.
  o The point value button display changes to represent the number of questions that were dropped into the point value.
  o Repeat for as many questions as you want to add to the Challenge Board.
- **Populate by Lessons:** Click and drag a lesson from the top left pane and drop it into a category name. This will distribute the questions from that lesson equally and randomly to all of the point values in that category.

8. Go to **File > Close** to exit the Challenge Board and return to the Prepare>Team Activities tab.

Edit a Challenge Board

1. Click the **Prepare>Team Activities** tab.

2. Click **Challenge** 

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3. Click **Edit** in the Activity group 

. The CPS Challenge Board window appears.

4. Go to **File > Edit Challenge Board attributes** command to edit the board or category titles.

5. **Add questions** using the methods previously described.

6. **Delete questions** by double-clicking any of the colored value buttons that contain questions to open the Category window. Click **Delete** to remove the question or click **Delete All** to remove all the questions. Click **OK** when the Confirmation dialog box appears. Click **Close** to exit the Category window.

Engage a Challenge Board

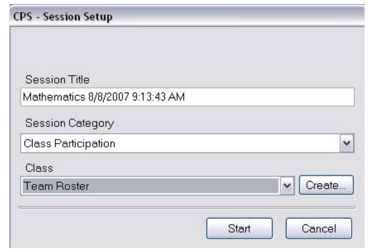
During a Challenge Board delivery session, select point values under a category, have a team call them out, or use the random student picker to choose a team to pick a category. Then click on that point value to display a question. As soon as you start the response cycle, teams can discuss, point, and click their answers.

1. Click the **Engage>Team Activities** tab.

2. Click **Challenge** . Your available Challenge Boards appear in the right side of the screen.

3. **Select a Challenge Board** from those available.

4. Click **Engage** in the Activity group . The Session Setup window appears.



5. Choose your **Team Roster class**.

6. Click **Start**. The Challenge Board Delivery window appears.

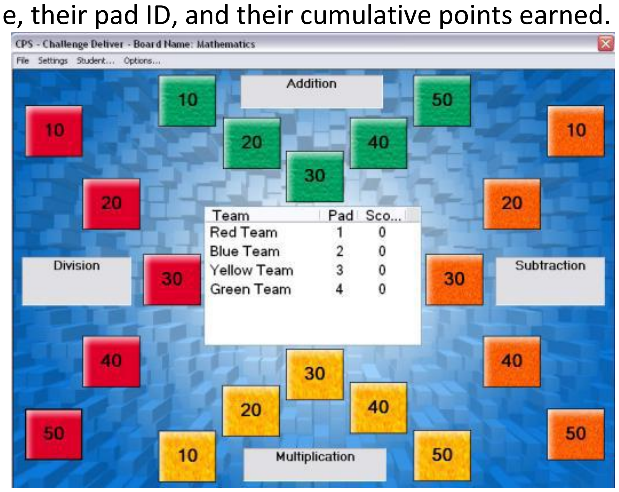
Challenge Board Delivery Window

7. **Click on a point value**. The question and answer options appear on-screen in the Standard mode.

8. Click **End** to end the response cycle.

9. Click **Close** to return to the Challenge Board and select a new point value.

10. To view the score for each team go to **Settings > Show Score**. The center of the challenge board displays each team name, their pad ID, and their cumulative points earned.



11. Go to **File > Close** when you have completed the Challenge Board to return to the Engage>Team Activities tab.

Technical Support

For support and download information or Live Chat help, please go to http://www.einstruction.com/support_downloads/index.html to the eInstruction website. You can also complete an http://www.einstruction.com/company/email-technical.html.

To contact Technical Support by phone, call **1-888-333-4988**.   Hours of operation are **Monday-Friday** from **7am-8pm** (EST).