

Frequently Asked Questions to the PMRN Help Desk

The PMRN, K-2 EST, and 3-12 WAM continue to undergo periods of tuning as the Florida Assessments for Instruction in Reading (FAIR) system is deployed statewide. While these adjustments are being made, slowdowns may occur. Please be patient with the PMRN Staff as they continue working on the applications.

In an effort to serve you more quickly, the following document has been prepared with answers to the most frequently asked questions. Please refer to this document first and if your question is not answered, please email (helpdesk@fcrr.org) or call us (850-644-0931 or 866-471-5019) at the Help Desk.

1. Reset your password:

PMRN Users may be asked for an **Identifier** to reset their password.

- ◆ For the **principal**, this number is unique and can only be released to the principal over the phone.
- ◆ For **all other Users**, the Identifier is their Social Security number with no dashes or spaces.
- ◆ Although the PMRN is a secure site, some Users may not want to use their Social Security number to reset their password. Their Reading Coach or Principal can provide them with a PMRN Unique Identifier as a substitute (found by clicking the User's name on the "Users" tab). When Users are added to the PMRN, the Social Security number must be entered as the Identifier.

2. Forgot your password:

- ◆ If a User forgets his/her password, there is a "**Forgot Password**" link under the Sign In boxes at <https://pmrn.fcrr.org> . Users who have been granted access to the PMRN will be able to enter his/her E-mail address and receive his/her User Name and Password.
- ◆ The Password must be reset after using the "Forgot Password" link. The Password must also be reset if the SL 1 or SL 2 User clicks the "Send User Name and Password" link.

3. Principal is responsible for adding School Level 2 User and Coach's Log User:

◆ Adding a School Level 2 User:

The principal is responsible for adding the Reading Coach (or the person who most closely performs the duties of Reading Coach) as the School Level 2 User. This is the designee for the administration of the PMRN. There is only one School Level 2 User at your school.

To create the SL2 User:

- Sign In to the PMRN as a School Level 1 User
- Select the **Users** tab
- Click the **Add User** button
- In the fields provided, enter the person's Identifier that would be found in the district's Staff Demographic file that is sent to the Florida Department of Education (this is usually the Social Security number), first name, last name, and his/her current E-mail address
- Click the box to the left of "School Level 2"
- Click the **Submit** button and confirm
- Upon confirmation, the newly created SL2 User will be sent his/her User Name and temporary Password to the E-mail address entered. This

temporary password must be reset. Please see Number 1 “**Reset your password:**” above.

◆ Adding a Coach’s Log User:

- All Reading Coaches are required to complete the Coach’s Log. The principal will need to grant Coach’s Log Access to this User.
- To grant Coach’s Log Access, please click the User’s tab and check the box to the left of “Coach’s Log User”
- When adding a Coach’s Log User, the principal will be asked to enter the “Date Became Reading Coach”. Principals should input the date **this year** that the Coach’s Log User began serving the school (MM/DD/YYYY). This date during the current school year must be on or after the first instructional day and cannot be a date in the future.

4. Adding Reading Level teachers as Users:

When Reading Level teachers are uploaded to the PMRN, they have not yet been assigned a User Name and Password. The principal or Reading Coach will need to **input the teacher’s E-mail address and grant them access** (by checking the box under the “Access to PMRN” column). This is completed after clicking the User’s Name under the **Users** tab. A User Name and Password will then be automatically E-mailed to the Reading Level teacher.

5. Resetting Password before using WAM or EST:

The links for the PMRN, K-2 EST, and 3-12 WAM appear below

- PMRN: <https://pmrn.fcrr.org>
- K-2 EST : <https://k2.pmrn.fcrr.org>
- 3-12 WAM: <https://312.pmrn.fcrr.org>
- **Users must reset their Password before using the K-2 EST or generating a Key for the 3-12 WAM.** This is achieved by Signing In to the PMRN at least once before using other applications.

6. K-2 Electronic Scoring Tool Demo Site and 3-12 WAM Orientation PowerPoint:

- ◆ The demo site for the K-2 EST is available on the Secure Master Trainer site. The K-2 EST demo will now also be accessible from the PMRN. A link will appear in the left hand column of each page referencing the K-2 EST Demo Site.
- ◆ The demo site for the 3-12 WAM is no longer available. A PowerPoint presentation is located on the Secure Master Trainer site or at <http://www.fcrr.org/fair/index.htm>. This PowerPoint can be used with faculty or students as an orientation to the WAM.

7. News page – Click “Next” to get to the usual PMRN home page:

A “News” page will be displayed after Sign In when important information needs to be conveyed to Users of the PMRN. Users will need to click the “Next” button on this page in order to proceed to their usual PMRN home page. Principals may also need to submit the School Configuration page (which shows the calendar) before proceeding to the PMRN home page.

To access User’s Guide, Principal’s Packet, and other helpful documents about the PMRN please visit: <http://www.fcrr.org/pmrn/index.htm>.