FAQ Test Prep

Getting Started

What do I need to do first?

Return your signed contract and meet with your Customer Success Manager (CSM) to plan for the course. After your meeting, your CSM will follow up with a Program Services Summary to be completed and returned.

How far ahead do I need to schedule my course?

It takes a minimum of 4 weeks to implement your course in our LiveOnline classroom. In-person courses will take at least 12 weeks (about 3 months) from the signed contract. Course schedules must be confirmed by your CSM.

Materials

What information do you need to ship our materials?

We need your physical shipping address and a contact person's name, email address and cell phone number for text alerts during the shipping process. We also need to know how many students you will have enrolled.

When will I get my materials?

Materials are typically ordered 2-3 weeks ahead of your course start.

It may take up to 2 weeks for materials to arrive. Holidays and inventory may affect delivery times.

Where can I find my digital materials?

If you are receiving digital materials, they are housed within the student portal.

Who do we contact if our materials have not arrived?

Please contact your CSM to report missing materials.

Rosters

What student information do you need for the roster?

First and last name and a unique email address for each student. If you have multiple courses, make sure to clearly label the roster sheet with the course information.

How do I submit my roster?

Submit all rosters to your CSM using the provided roster template.

Why can't you use Google docs?

Our Operations Team processes your roster once and may miss any updates made to a Google doc after they have downloaded it.

How do I access my course roster?

Your course roster is available in the administrator dashboard, which you can access by logging into your account on www.princetonreview.com.

Can I change my roster in your systems?

No, you will need to contact your CSM for any roster changes.

Will you let students know when they have been enrolled?

No, we will provide you with a template that contains login information and a guide to the classroom. You may use this template to email students about their enrollment.

How do students reset their passwords?

They can use the "Forgot Password" link on the login page to reset passwords via email. Please make sure students can access the email account used for registration and that they check their junk folder for the reset email if they have not received it.

Admin Tools

How do I get access to an Administrator (Admin.) dashboard?
Provide the name and email address for teachers and administrators who need access to course data to your CSM.

Your Admin Dashboard can be accessed through your Princeton Review portal.

You can access a guide to your Administrator dashboard HERE.

Can I see my students' scores?
Yes, student scores are available within the Administrator Dashboard. These can be found under the scores tab of the dashboard.

Does the system take attendance?
Yes, the system does record attendance for all students who enter the LiveOnline Classroom. Attendance for in-person courses will be noted by the instructor upon request.

Will you email my students the login link or instructions?
No, we will send these to the person who submits the roster to us to share with the students.

Why don't I see my course scores in the Admin Dashboard?
It can take up to 24 hours for scores to be reflected.

Can I or a fellow faculty member access the student classroom?
Yes, faculty members can access the classroom. Add those individuals to the student roster and make a note that they are faculty.

Student Advice

How will my students access their LiveOnline course?
Students will access their course through the Princeton Review online portal at
https://secure.princetonreview.com/account/signin

Will you email my students the login link or instructions?
No, we will send these to the person who submits the roster to us to share with the students.

When do students get access to their online portal?
Students will be granted portal access 10 days before their course starts or 3-5 business days after we have received the student roster.

How long do students have access to their online portal?
Students have access to their online portal for 365 days (about 12 months) after enrollment.

What should I do if my students are having trouble accessing the online portal?
The Princeton Review Support Team: clienttechsupport@review.com or (888) 217-9271

For more help, please contact
partnersupport@review.com or (888) 217-9271