

FAQs

**PRIVATE
EYE**

CSI LITERACY

What is CSI Literacy Cloud?

CSI Literacy Cloud is an online, “cloud-based” resource for accelerating literacy achievement in middle years students. Being in the cloud means that new resources can be accessed by teachers and students all over the world as soon as they become available. Teachers and students can access the resources from school, home, or anywhere else with an internet connection. There are no DVDs or other physical resources that can be damaged or lost, and the resources can be kept up to date with any changes instantly and seamlessly delivered to users.

What will I find inside CSI Literacy Cloud?

CSI Literacy Cloud has three main sections:

- CSI Private Eye is a series of interactive online adventures, which teach students about interesting historical events and places while encouraging them to read, answer questions, and write about what they have learned.
- The CSI Chapter Books are a collection of 25 levelled chapter books that are designed to accelerate comprehension development, vocabulary acquisition, and content literacy.
- The Online Reflection Journals include writing templates to encourage students to independently reflect on their thinking and use of literacy strategies, because writing is a natural extension of disciplinary literacy, close reading, and comprehension strategy instruction. (For use with CSI Kits.)
- The ELL Handbooks are designed to support ELL students and their teachers who are using the Yellow, Aqua and Purple CSI Literacy Kits. The teacher and student handbooks are supplied as PDFs for downloading and printing, as needed.

Together, this set of resources provides a powerhouse of literacy teaching material.

Can I try CSI Literacy Cloud before I sign up?

Yes! We have created a demonstration version of the CSI Literacy Cloud teacher portal for each of our major markets.

- New Zealand teachers should explore <http://csi-literacy-cloud.com/app/webroot/Demo/CSI-Teacher-Demo/nz/index.html>
- UK teachers should explore <http://csi-literacy-cloud.com/app/webroot/Demo/CSI-Teacher-Demo/uk/index.html>
- United States teachers should explore <http://csi-literacy-cloud.com/app/webroot/Demo/CSI-Teacher-Demo/index.html>
- Australian teachers should explore <http://csi-literacy-cloud.com/app/webroot/Demo/CSI-Teacher-Demo/aus/index.html>

Once I place the order for CSI Literacy Cloud, what happens next?

After placing your order, you will receive a welcome email confirming your username and password within three business days. You will then be able to set up your classes, assign resources to students, and immediately start using CSI Literacy Cloud in your classroom!

Who makes the resources on CSI Literacy Cloud?

The resources in CSI Literacy Cloud are all produced by the award-winning team at CSI Literacy in Wellington, New Zealand. We aim to make fun and inspiring resources that children will enjoy reading, that help students to learn, and that challenge them to excel. CSI Literacy has been hard at work to fulfil this mission since 2007.

What kind of device do I need to use CSI Literacy Cloud?

CSI Literacy Cloud is designed to work on all modern computers including tablets and other mobile devices. Our resources will work on Macs and Windows computers, Chromebooks, and Apple and Android tablets and smartphones. A broadband connection is required. For iPads, we recommend the iOS 5.1 (or higher) operating system, and for Android devices OS 3.0 (or higher) is recommended. A screen resolution of at least 1024 x 768 pixels will give the best results, and we recommend screens of at least 9” to ensure it’s easy to read and interact with the resources. Headphones may be useful in a classroom environment.

We recommend the Chrome and Safari web browsers, as these give the most reliable and enjoyable user experience – a fully up-to-date version of the software is recommended. Internet Explorer is, unfortunately, not the best at displaying the interactive content used on CSI Literacy Cloud resources, so we can’t guarantee that everything will run smoothly in this browser.

Can I use CSI Literacy Cloud without being online?

Currently, CSI Literacy Cloud does require an internet connection to run – it isn’t possible to download the resources and run them offline, as the resources record student answers and monitor their use of resources so that a report can be generated for the student (and their teacher) outlining how they did.

What can I do if I forget my CSI Literacy Cloud username or password?

No problem! Send us an email at info@csi-literacy.com, letting us know your name and email address, your school’s name, and the name of the contact person who set up CSI Literacy Cloud in your school, and we will be in touch as soon as possible.

Is my data safe on CSI Literacy Cloud?

CSI Literacy has put in place commercially reasonable and appropriate physical, electronic, and managerial procedures to safeguard and secure the information we collect online. We collect the minimum amount of data required to provide teachers and students with our resources, and never share any user data with third parties. Please check our Privacy Policy for more information.

Does CSI Literacy Cloud use cookies?

CSI-literacy-cloud.com uses cookies to control the login process, and ensure the site functions correctly for users.

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My school uses a firewall. Are there any addresses that need to be "white-listed" on the network?

If your school uses a firewall, antivirus software, or a proxy server, you may experience problems with the loading of some CSI Literacy Cloud pages. Please ask your IT team to add the domain "http://csi-literacy-cloud.com/" to the whitelist of your firewall, antivirus, and proxy server.

What should I do if I encounter any problems with CSI Literacy Cloud?

If you or your students encounter any problems with CSI Literacy Cloud, the best starting point is to try reloading the page you are on by pressing Control-F5 on a Windows computer, Command-R on a Mac, or tapping the "reload" icon on your web browser – this will reload the page, and should resolve any issues caused by "one-off" page rendering or network-related hiccups. Please note that when CSI Private Eye users reload the page they may lose a little progress, as this will return them to the start of the section they are working on.

If reloading the page doesn't resolve the problem, clearing your web browser's history/cache is the next step. In our experience this will resolve 99% of issues, but if that doesn't have any effect, and your school's IT support isn't aware of any connectivity issues, please do let us know so that we can let our developers know that something has gone wrong.

Who can I contact if I encounter any problems with CSI Literacy Cloud?

If you or your students have found a problem that reloading the page etc doesn't fix, please do let us know so that we can try to sort out the issue, get your students up and running again, and ensure that other students don't come across the same problem. Please email us at info@csi-literacy.com, and include a few details such as the student's username, and what went wrong – this will help us to locate and squash the bug that they've come across.

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