



Frequently Asked Questions

If you have questions that are unable to be answered here, email us at spark@sparkpe.org.

How do I change my profile information and my password?

In the yellow box with your name in the top left corner of the screen you will see a drop down arrow. Click and select "Edit your Profile".

I did not receive an email with my key code to access the new program I purchased, what should I do?

It could take up to 5-10 minutes to receive the email with the code. If you don't receive one within 15 minutes, contact us.

Why are some programs dimmed and I am not able to click on them?

These are programs that you have not purchased yet so you do not have access to them. You can preview other programs by clicking on Free SPARK Content and viewing lessons from other programs.

How do I purchase a new program?

In the navigation bar click on the "+" sign next to the program you want to purchase. You will be taken to the School Specialty iStore where you can complete your transaction. You may need to create an account for the iStore before purchasing.

I purchased a program but it is not showing up in the navigation bar?

Try refreshing your screen, and if that doesn't work log out and log back in and it will be displayed with the rest of your programs.

How do I renew a program?

In the yellow box with your name in the top left corner of the screen you will see a drop down arrow. Click and select "Add a Renewal Code".

How do I find lesson plans for each program?

When you select the program, you will see a menu with a list of units. Open the unit you want to access and a list of the lesson plans will be displayed. These are identified by a blue clipboard. Select the lesson and then the first document will be a pdf file of the lesson plan.

Where are the supplemental documents for the lesson plans like skill cards, task cards, music, and videos?

All of the files you need to teach a lesson will be found in the same folder as the lesson plan. Or you can click on the "Skill Cards and Task Cards" link or the "Additional Resources" link to access them as well.

Where are the assessments located?

There is a link in every unit that takes you to a folder which holds all of the assessments that are used for the lessons plans.

What is the link "Purchase Equipment" for?

This link will take you to a page in our iStore where you are able to purchase all of the equipment used in that specific SPARK unit.

After viewing lessons and resources, how do I go back to the previous page?

First click the exit in the top right corner to exit out of the resource. Then you can click the drop down arrow which will close the unit or the program to then allow you to choose something else.

What should I do if my music file or video won't play?

Try opening it in a different internet browser.