

# Archiving FAQ

## **I am a parent. Will my child still be able to play Ignite after archiving?**

Sorry, no. Your child will not be able to play Ignite unless a teacher adds your child to a new class after archiving is complete. In that case, you will receive an email notification.

## **What are the dates for archiving?**

July 31st, August 30th, or September 30th. If a date is not chosen by the organization, the default archive date will be July 31st. Administrators and teachers will receive emails with instructions on how to easily select one of the other two archive dates for the organization.

## **Can I opt out of archiving?**

No. All files will be archived to clear the way for a new batch of students. Each organization can select one of three archive dates: July 31st, Aug 30th, Sept 30th.

## **Is there any way to choose a different archive date if none of these work for me?**

Because we are adding new features this year, archiving must take place on one of the three dates provided. But teachers and admins will be able to recover previous child profiles, progress data, and photos to add to new classes.

## **I am a teacher and want my classroom archived on a different date from the rest of my organization. Is that possible?**

The entire organization (including all schools) will be archived according to the date chosen by the organization administrator. If you have a special request, please contact our customer care team at [customercare@hatchearlylearning.com](mailto:customercare@hatchearlylearning.com).

## **I am a teacher and want to know when my classroom will be archived?**

You will see a display banner on your Insights dashboard noting the archive date currently selected for your organization.

## **I am a teacher and would like to carry over my whole classroom. Can I do this?**

Yes. Our new carryover feature enables teachers to carry over their previous class to a new year. A teacher will also be able to easily add to a new class the profile information, photo, and progress data of individual children who attended the same school the previous year.

## **I am a teacher. How will I be notified about the archive in advance?**

We are notifying teachers in two ways. First, a series of emails will be sent to teachers with information about archiving and the option to select another date more convenient to the organization. Second, starting in the later half of July, teachers will see a banner on their Insights dashboard noting the organization's archive date.

## **I am an administrator. How will I be notified about the archive in advance?**

We are notifying administrators in two ways. First, a series of emails will be sent to organization administrators and school administrators with information about archiving and the option to select another date more convenient to the organization. Second, starting in the later half of July, administrators will see a banner on their Insights dashboard noting the organization's archive date.

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**I am a teacher and noticed, when I loaded Ignite this morning, that no children appeared in my class. Will Ignite provide any on-screen messages about archiving?**

No. You will not see any messages in Ignite. When teachers log in to Insights after archive and reset has completed, a banner will remind them that their classroom data has been archived and that they can carry over a child (or an entire class) from the previous school year to their new class. This banner will appear on a screen that walks teachers through the steps of setting up a new class.

**I am a teacher and noticed, when I loaded Insights this morning, that no children appeared in my class. Will Insights provide any on-screen messages about archiving?**

Yes. When teachers log in to Insights after archive and reset has completed, a banner will remind them that their classroom data has been archived and that they can carry over a child (or an entire class) from the previous school year to their new class. This banner will appear on a screen that walks teachers through the steps of setting up a new class.

**Will carrying over children still require a new picture to be taken?**

When a child's information is carried over, his or her profile will include any parent info and the photo added the previous year.

