



Customer Portal & Dashboard Manual

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Overview

This manual provides a walkthrough of how to use the **Welcome Start Customer Portal & Dashboard, powered by Cell-Ed**. Individual and aggregate client data including course history, responses, progress, and feedback is collected through the learning platform. Individual client progress and time spent on Cell-Ed can be downloaded to your computer with step-by-step instructions included in this manual. Please continue to check this manual for updated instructions, as Cell-Ed continues to add features to the portal.

If you have any questions or require additional support, please contact california@cell-ed.com.

Please note that the portal is only supported by Chrome, Firefox, Microsoft Edge, or Safari. It will not work if you are using Internet Explorer.

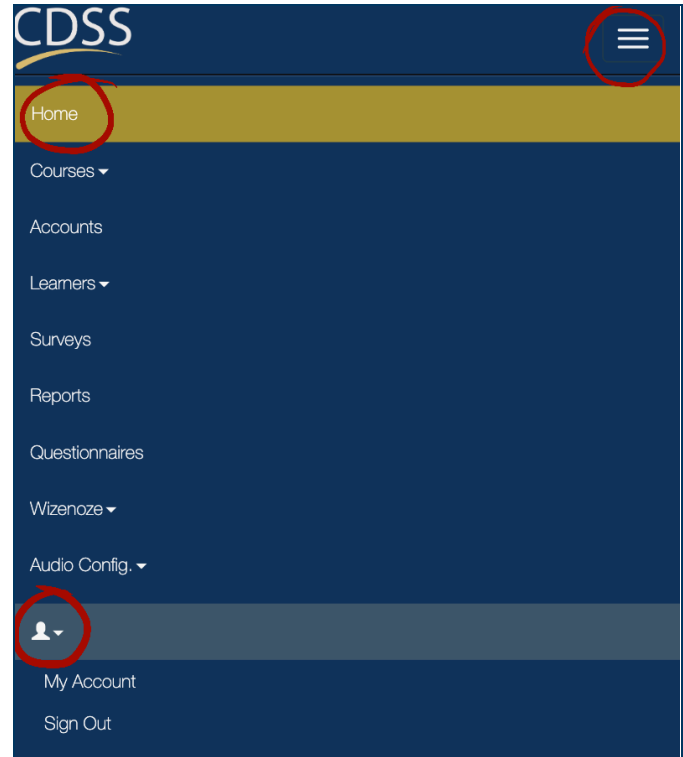
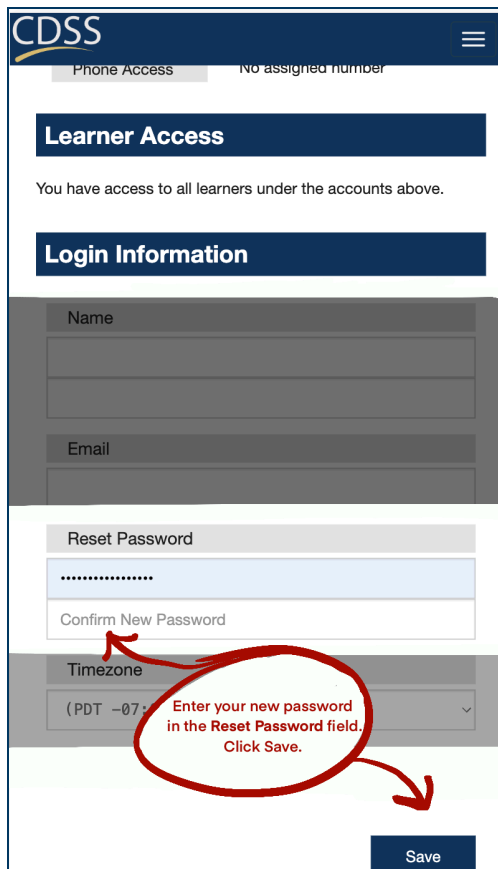
Log-in

Go to <https://cdss.portal.cell-ed.com>. Your log-in credentials (email and password) will be shared by a Cell-Ed team member via email.

A screenshot of the Cell-Ed login portal. At the top left is the Cell-Ed logo, which consists of a red circle with a white book icon and a red grid pattern below it. To the right of the logo is the text 'CELL-ED' in a bold, sans-serif font, with 'CELL-' in black and '-ED' in red. Below the logo and text is a horizontal line. Under the line, the text 'Welcome to Cell-Ed's portal. Sign in to access your account's information.' is displayed. Below this text are two input fields: 'Email' and 'Password'. Below the input fields is a large green button with the text 'SIGN IN' in white. Below the button is a link that says 'forgot your password?' in blue text.

Password Reset

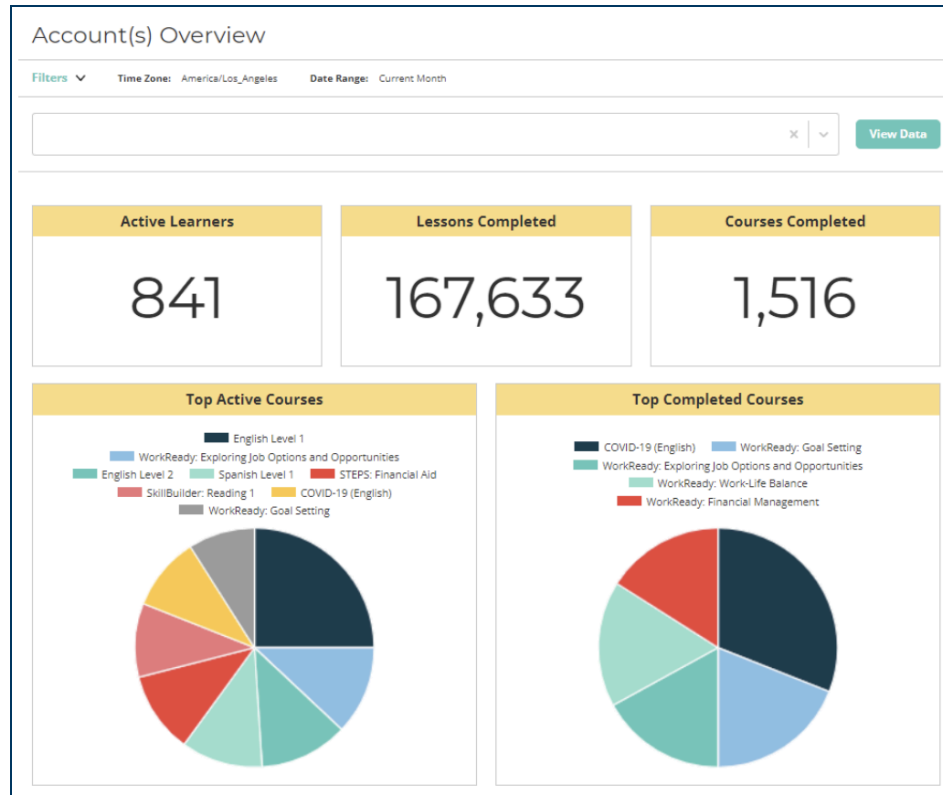
Once you log into the Cell-Ed Remote Learning Platform, we recommend changing your password. To change your password, go to the upper right corner, click on the triple bar icon and a drop-down menu will appear. Click on **"Home"**, the **"Human icon"**, then **"My Account."**

To reset your password, enter the new password in the **"Reset Password"** field and then make sure to click on **"Save"**.

Dashboard

The **Home** page displays aggregate data and individual client data. Each data card displays information through graphs, numbers, tables, and text to give quick information on your clients. Use the **Data Range** filters to access information from a specific time period.



Data Key

Active Learners: The number of learners who have done something on the Cell-Ed platform, such as registering for a course or responding to a coach's text within the selected timeframe.

Lessons Completed: The number of lessons that have been completed by learners within the selected timeframe. A lesson can be completed multiple times.

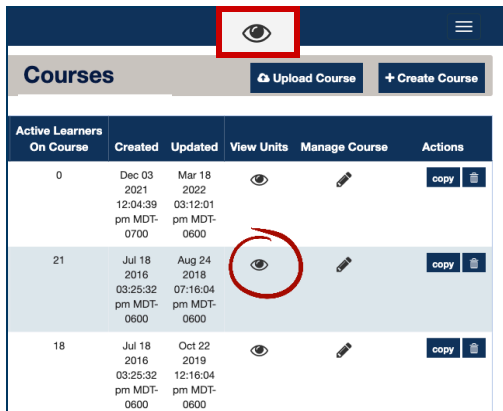
Courses Completed: The number of courses that have been completed by a learner within the selected timeframe. A course may be completed more than once.

Top Active Courses: The top 8 courses that have been taken by learners within the selected timeframe.

Top Completed Courses: The top 5 courses that have been completed by learners within the selected timeframe. A course may be completed more than once.

Courses

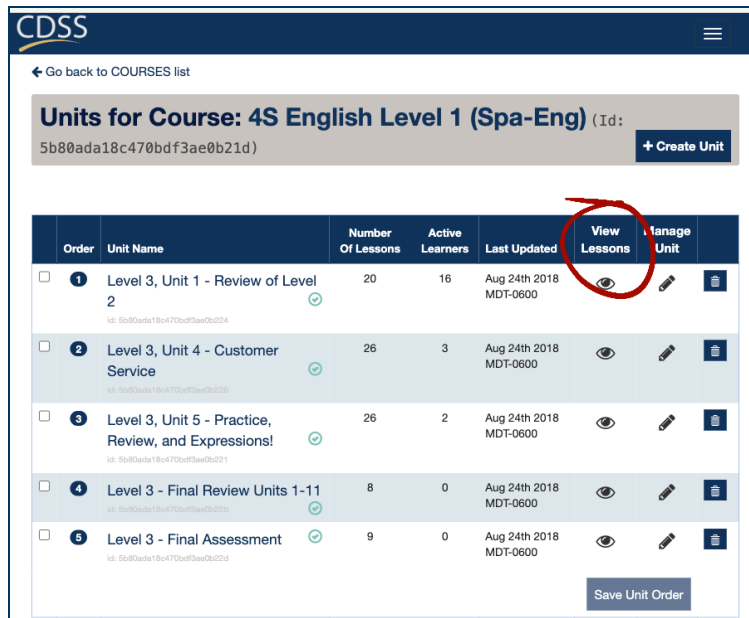
When you navigate to the **Courses** tab, you will find the list of Cell-Ed courses your clients have access to, as well as the number of clients in each course. You may go to this page of the Platform to listen to some of the lessons, see what each unit covers, etc. There are a few ways to view the lessons.



Active Learners On Course	Created	Updated	View Units	Manage Course	Actions
0	Dec 03 2021 12:04:39 pm MDT-0700	Mar 18 2022 03:12:01 pm MDT-0600			copy
21	Jul 18 2016 03:25:32 pm MDT-0600	Aug 24 2018 07:16:04 pm MDT-0600			copy
18	Jul 18 2016 03:25:32 pm MDT-0600	Oct 22 2019 12:16:04 pm MDT-0600			copy

Selecting the eye icon under the **“View Units”** column or clicking on the red course title allows you to see the content within each course.

Clicking on the red unit title or eye icon under **“View Lessons”** will bring you a full list of unit lessons.



CDSS

Go back to COURSES list

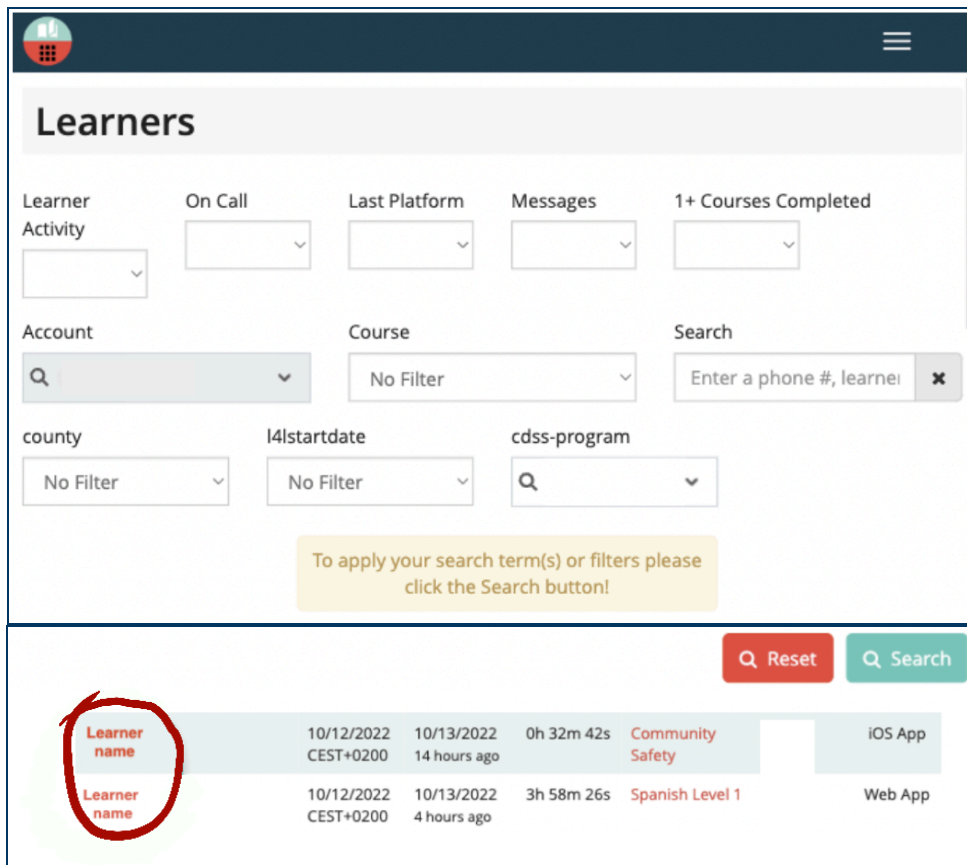
Units for Course: 4S English Level 1 (Spa-Eng) (Id: 5b80ada18c470bdf3ae0b21d) [+ Create Unit](#)

Order	Unit Name	Number Of Lessons	Active Learners	Last Updated	View Lessons	Manage Unit
<input type="checkbox"/> 1	Level 3, Unit 1 - Review of Level 2	20	16	Aug 24th 2018 MDT-0600		
<input type="checkbox"/> 2	Level 3, Unit 4 - Customer Service	26	3	Aug 24th 2018 MDT-0600		
<input type="checkbox"/> 3	Level 3, Unit 5 - Practice, Review, and Expressions!	26	2	Aug 24th 2018 MDT-0600		
<input type="checkbox"/> 4	Level 3 - Final Review Units 1-11	8	0	Aug 24th 2018 MDT-0600		
<input type="checkbox"/> 5	Level 3 - Final Assessment	9	0	Aug 24th 2018 MDT-0600		

[Save Unit Order](#)

Clients

The **Learners** tab is where you can find information about client performance. You can filter clients by using the dropdown menus and entering criteria, such as: Phone number, program, or county filters. Once the filters are selected, please click on **"Search."** To reset the filters and create a new search, click **"Reset."**



Learners

Learner Activity:
 On Call:
 Last Platform:
 Messages:
 1+ Courses Completed:

Account:
 Course:
 Search:

county:
 l4lstartdate:
 cdss-program:

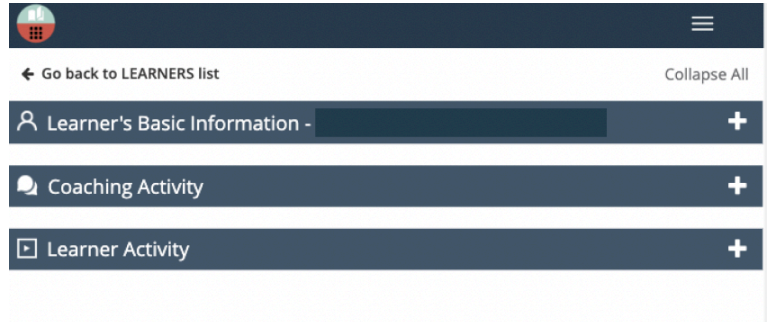
To apply your search term(s) or filters please click the Search button!

Learner name	10/12/2022 CEST+0200	10/13/2022 14 hours ago	0h 32m 42s	Community Safety	iOS App
Learner name	10/12/2022 CEST+0200	10/13/2022 4 hours ago	3h 58m 26s	Spanish Level 1	Web App

To learn more about each client, click on the **Learner name**. This will take you to a menu where you will be able to read more detailed information, such as a complete history of Cell-Ed coaching interactions, the client's answers to survey questions, and course history.

The **Learner** page is divided into three different sections:

- **Learner's Basic Information**
- **Coaching Activity**
- **Learner Activity**

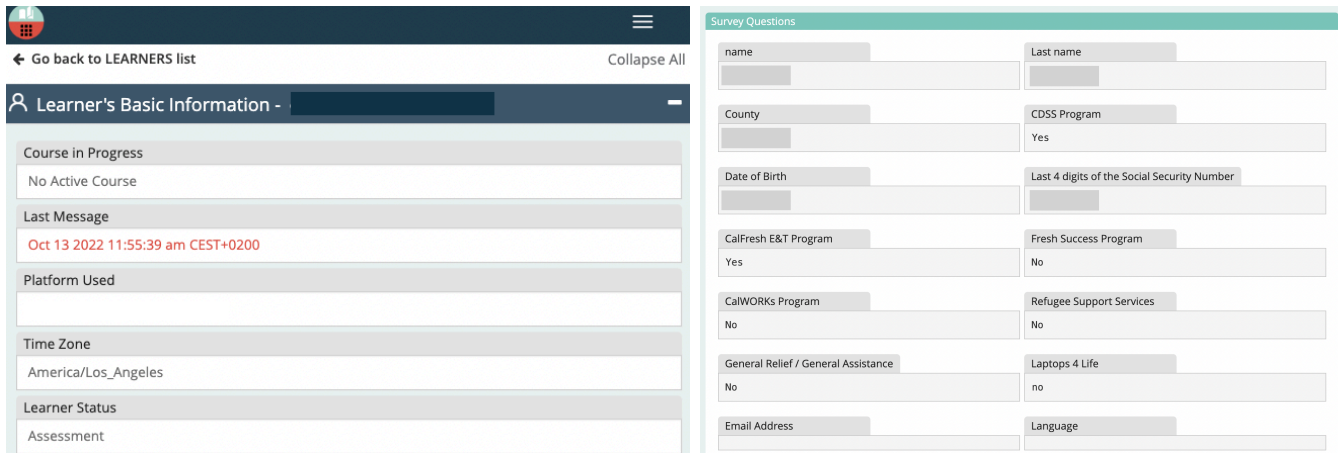


Go back to LEARNERS list Collapse All

- Learner's Basic Information - +
- Coaching Activity +
- Learner Activity +

Learner's Basic Information

The first part of the page shares general information about the client, such as: their course in progress, last time on Cell-Ed, and answers to general account **Survey Questions**.



Go back to LEARNERS list Collapse All

Learner's Basic Information - -

Course in Progress	No Active Course	
Last Message	Oct 13 2022 11:55:39 am CEST+0200	
Platform Used		
Time Zone	America/Los_Angeles	
Learner Status	Assessment	

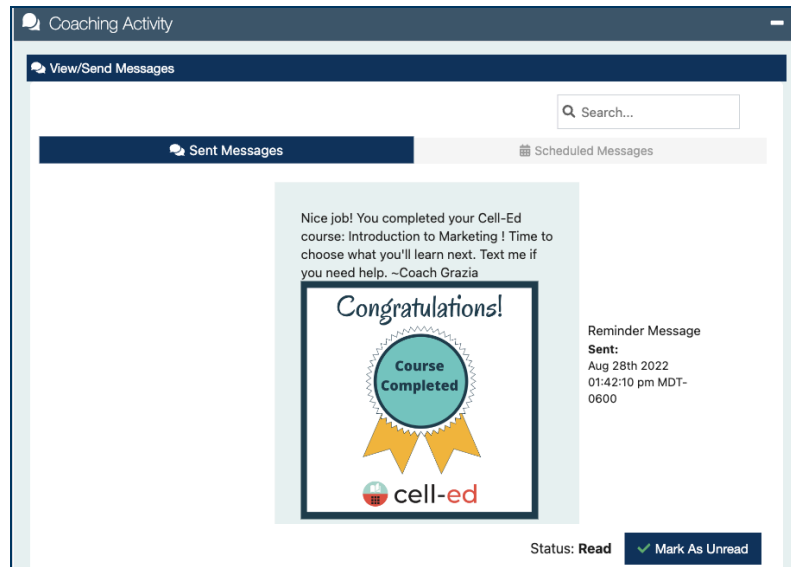
Survey Questions

name	Last name
County	CDSS Program
Date of Birth	Last 4 digits of the Social Security Number
CalFresh E&T Program	Fresh Success Program
CalWORKs Program	Refugee Support Services
General Relief / General Assistance	Laptops 4 Life
Email Address	Language

Please note: Once the client is done signing up and is in a course, the client will not be able to go back and change their answers to the Survey Questions.

Coaching Activity

In the **View/Send Messages** section, you will be able to see all the text exchanges between Cell-Ed coaches and clients, scheduled messages, as well as clients' responses. In the **View/Create Notes** field, you can view any notes or special comments about the client.

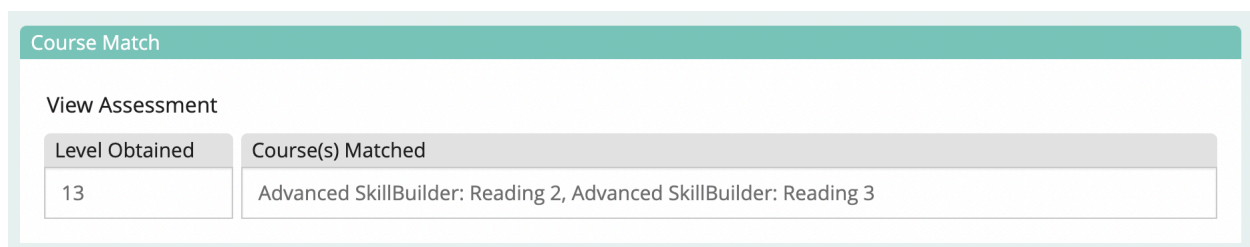


Learner Activity

Within this section, there are three subcategories: **Course Match**, **Course History**, and **Questionnaire and Placement History**.

Course Match

If a learner wishes to learn a topic with different levels (for example: a language, reading, or math course), they will answer some placement questions. Within the **Course Match** section, you will see a recommended course from Cell-Ed. If they've taken a placement, you may see one course. If they've chosen a course without a placement, you may see a list of all available courses.



Course History

In this section, you can see all courses a client has taken, as well as their current course **Status**. *Please note: a client may retake courses as many times as they would like.*

Course History				
Course	Status	Time Spent	Start Date	Finish Date
Advanced SkillBuilder: Reading 2	Completed	1h 28m 50s	Oct 12th 2022 CEST+0200	Oct 13th 2022 CEST+0200
Spanish Level 1	In Progress	0h 40m 48s	Oct 13th 2022 CEST+0200	

Course Statuses

In Progress - a client is currently taking this course.

Paused - the course has been started by a client but has been paused. This can happen if a client has decided to switch to a different course on the app. If a client decides to go back to this course one day, they will be able to continue where they left off.

Aborted - the course has been stopped by an admin (e.g. a Cell-Ed coach has paused programming as requested by the client or based on the client's feedback). This can only be done via the Cell-Ed Customer Portal. If a client goes back to this course one day, they will have to start over from the beginning.

Completed - a client has completed the course.

Questionnaire and Placement History

In this section, you can see all questionnaires and placements sent to clients, as well as their answers to each question.

Course Progress

When you click on a course, you can see the client's two-way interactions within each Cell-Ed lesson. This is a helpful page to see how the client is progressing in a course.

Questionnaire and Placement History

Pick a questionnaire from the list to view learner answers

CDSS Onboarding 1 - Intro Qs - Created: Wed Oct 12th 2022 08:37:04 pm CEST+0200

Welcome to the CDSS program! If you have a pair of headphones, please plug them in. Text OK to continue. ✓

ok

What is your first name? / ¿Cuál es su nombre? ✓

What is your last name? / ¿Cuál es su apellido? ✓

What county do you live in? / ¿En qué condado vive usted? ✓



A green box or check mark means that the learner answered a question correctly.



A red box or a red X indicates that the learner answered a question incorrectly.

Clients typically have three attempts to answer each question correctly. Responses and lessons taken are time stamped.

Expected correct answer(s) Buenos días|Buenos días

Learner's answer(s) Oct 12 2022 06:57:54 pm CEST+0200 bueno días ✗
 Oct 12 2022 06:58:18 pm CEST+0200 bueno días ✗
 Oct 12 2022 06:59:14 pm CEST+0200 buenos días ✓

Lesson: ESP_1_10

Dates taken Oct 12 2022 06:59:14 pm CEST+0200.

Lesson SMS Let's look at the image.

Expected correct answer(s) Nombre|Cual es su nombre|Mi nombre es Enrique|Mi nombre es Maia|

Learner's answer(s) Oct 12 2022 07:02:36 pm CEST+0200 nombre ✓

Lesson: ESP_1_11

Dates taken Oct 12 2022 07:02:36 pm CEST+0200.

Lesson SMS Buenos días! ____ es su nombre?

Expected correct answer(s)Cuál|cual|cual es su nombre|cuál es su nombre?

Surveys

The **Surveys** tab shows the initial questions clients respond to. These questions will be available when pulling reports on the Cell-Ed Learning Platform.




Cell-Ed Questions

Select the account to create a survey question.
If blank the survey question will be available in all accounts.

Question	Account	Learner Field	Required	Ask Question	Add Answer To Report
What is your first and last name? / ¿Cuál es su nombre y apellido?		name	Yes	No	Yes
What is your zip code? / ¿Cuál es su código postal?		Zip Code	Yes	No	No
What is your age? / ¿Cuál es su edad?		Age	No	No	No

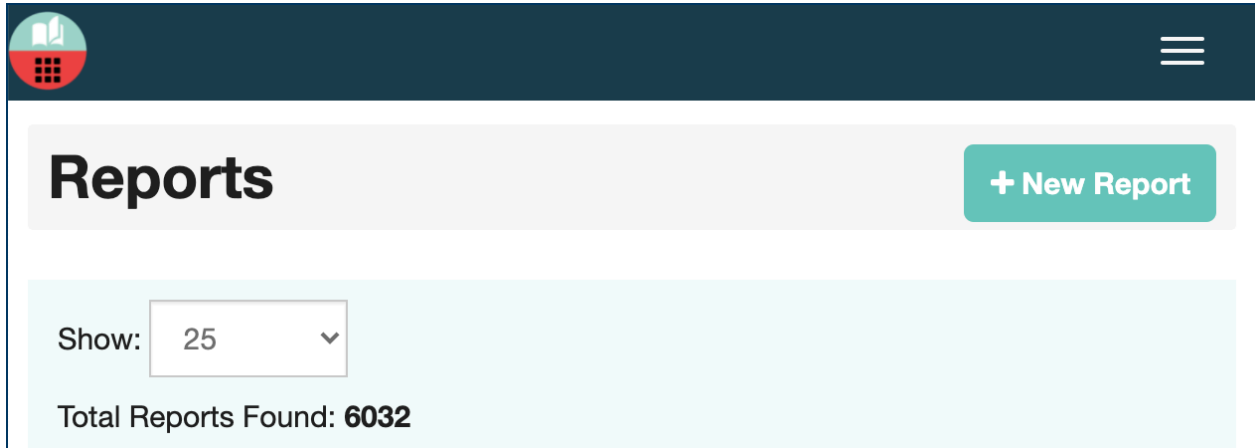
Partner Questions (CDSS)

Question	Account	Learner Field (Autogenerated)	Display Title	Required	Ask Question	Add Answer To Report	Delete Question
What is your last name?		last-name	Last name	No	No	Yes	
What county do you live in?		county	County	No	No	Yes	
Which CDSS program are you a member of?		cdss-program	CDSS Program	No	No	Yes	
What is your DOB?		dob	Date of Birth	No	No	Yes	
What is your SSN?		ssn	Last 4 digits of the Social Security Number	No	No	Yes	
calfresh-et		calfresh-et	CalFresh E&T Program	No	No	Yes	
fresh-success		fresh-success	Fresh Success Program	No	No	Yes	

powered by 

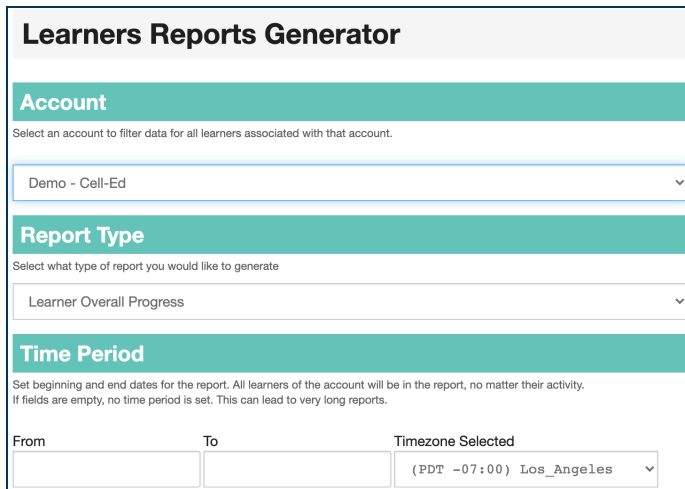
Reports

The Cell-Ed Platform allows you to create your own downloadable reports.



The screenshot shows the 'Reports' section of the Cell-Ed Platform. At the top, there is a dark blue header with a logo on the left and a menu icon on the right. Below the header, the word 'Reports' is displayed in a large, bold font. To the right of 'Reports' is a green button with a white plus sign and the text '+ New Report'. Below this, there is a light blue box containing a 'Show:' label, a dropdown menu with '25' selected, and the text 'Total Reports Found: 6032'.

- First, under the **Reports** tab, select **"+ New Report."**
- Then select the time period you would like the report to display using the built in calendar.
- Next, ensure the correct account is selected using the dropdown menu.
- Decide whether you would like the report in a spreadsheet or .CSV format in the next dropdown menu.
- Next, choose between either "Simple Format" or "Detailed Format." The detailed format will give you more information per client per course.
- Finally, select **"Create report."**
- The report will download onto your computer.



The screenshot shows the 'Learners Reports Generator' form. It has a title bar 'Learners Reports Generator' and three main sections: 'Account', 'Report Type', and 'Time Period'. The 'Account' section has a dropdown menu with 'Demo - Cell-Ed' selected. The 'Report Type' section has a dropdown menu with 'Learner Overall Progress' selected. The 'Time Period' section has fields for 'From', 'To', and 'Timezone Selected'. The 'Timezone Selected' dropdown menu is set to '(PDT -07:00) Los_Angeles'.

Sample Report

The **sample report** below is indicative of what the Welcome Start report will look like. In addition, survey questions will be available on the report and can be filtered as needed.

Report Details

Report Format

Select the file type for this report.

The data can be formatted as a spreadsheet or .csv file.

Spreadsheet

User

Report will include the selected users.

Only Learners

Report Type

Chose between simple and detailed report.

Default report will be simple.

Simple Format

Cancel

Create report

Cell-Ed Report														
Beginning to Oct 7th 2019														
Accounts: ACME														
Courses: All														
Phone Number	name	Age	First Day On Cell-Ed	Last Day on Cell-Ed	Total Time Spent on Cell-Ed	Lessons Completed	Current Course	WorkReady - Work-Life Balance	WorkReady - Self-Confidence at Work	Total Course Time Beginning to Oct 7th 2019	Last Unit Completed	Courses Completed	Last Accessed From	Learner ID
STG-651T6tRwAot	NN-651T6t	54	1/5/2017	6/20/2019	82:08:11	1621	Ingles (Solo para hispano-hablantes)			3:04:21:000	Level 5, Lesson 11 - Life/N/A	phone	586c98a2c3a373304004048149	
STG-buUSGqP0r0N	NN-buUSGq	86	3/17/2017	10/27/2018	69:44:05	1600	Ingles (Solo para hispano-hablantes)			2:20:48:37:000	Level 5, Lesson 10 - Wow/N/A	phone	58cc311ba9f480005880a8	
STG-U0dUEqJAIC	NN-U0dUEJ	73	10/30/2018	6/18/2019	79:14:35	1580	SkillBuilder: Social Studies			3:46:27:33:000	Unit 2: Colonial America/English Level 2 (all English)	webapp	58d88d9c465952f26126dce1	
STG-q5GvVWbWbN	NN-q5GvVW	64	1/17/2017	6/20/2019	82:28:32	1389	Ingles (Solo para hispano-hablantes)			2:14:17:01	Level 5, Lesson 1 - Job: N/A	phone	587aabb483460a000159f9b	
STG-CyFTUJGmN	NN-CyFTUJ	73	1/9/2017	12/8/2018	74:42:40	1357	English level 3 (all English)			2:19:27:3:000	Level 3, Lesson 2 - Educ/English Level 2 (all English)	phone	587f9baf801270400308b45	
STG-NV0V07b4N	NN-NV0V0	24	4/25/2017	6/20/2019	57:11:48	1316	Ingles (Solo para hispano-hablantes)			2:9:12:02:000	Level 5, Lesson 1 - Job: N/A	phone	58f8d27c7e369a004044a9e	
STG-VCHNvT14Kt	NN-VCHNv	19	3/28/2017	3/1/2019	52:46:47	1278	Ingles (Solo para hispano-hablantes)			2:4:46:47:000	Level 4 - Final Assessment/N/A	phone	58a6ab83a7a150400c51095	
STG-WAkhH0PpGJN	NN-WAkhH7	53	11/27/2016	5/12/2019	69:20:20	1228	Ingles (Solo para hispano-hablantes)			2:18:51:48	Level 4, Lesson 11 - Edu-N/A	phone	583a26131a9b1a20400481a07	
STG-ArRTbPZBwC	NN-ArRTbP	75	2/3/2019	6/22/2019	57:15:20	1194	Ingles (Solo para hispano-hablantes)			2:8:22:28:000	Level 3, Lesson 6 - Gett/Ingles Introduction 1 (en e phone	phone	5c5654a4d2eac034247d084	
STG-dwT0ZdWZKXN	NN-dwT0ZdWZKXN	31	4/19/2017	1/24/2019	56:29:45	1188	Ingles (Solo para hispano-hablantes)			1:21:08:44:000	Level 4, Lesson 2 - Job: Ingles Introduction 1 (en e phone	phone	58f7d0d97973b0400d0f70c	
STG-SBmWvWvK	NN-SBmWvWvK	70	5/21/2018	6/13/2019	70:40:59	1091	English level 3 (all English)			2:22:16:11:000	Level 3, Lesson 11 - Life/English Level 1 (all English)	webapp	5a035aee312c96a3f61346	
STG-V4skA1yepC	NN-V4skA1yepC	44	8/31/2018	6/22/2019	59:44:11	981	English Level 2 (all English)			2:11:32:29	Level 2, Lesson 3 - Health/Ingles Introduction 2 (en e phone	phone	58d95d2252960eb458a3c45	
STG-dFw0Dv87Rk8	NN-dFw0Dv87Rk8	29	10/8/2017	11/13/2018	44:39:41	956	Ingles (Solo para hispano-hablantes)			1:20:39:41:000	Level 4, Lesson 2 - Job: N/A	phone	59daa8c8a8a6c4004a325	
STG-M7K2b3h4N	NN-M7K2b3h4N	64	9/29/2017	7/15/2018	40:40:47	921	Ingles (Solo para hispano-hablantes)			2:12:31:30	Level 3, Lesson 7 - Appl/N/A	phone	59bba3d3d81304000ca8d8	
STG-G4M7T1b0N	NN-G4M7T1b0N	68	12/1/2016	3/15/2017	49:12:29	901	Learner is not in a course			1:19:33:34:000	Level 3 - Final Assessment/Ingles (Solo para hispano-hablantes)	phone	58a4d8a71322984000f5d6	
STG-G6micH4W0N	NN-G6micH4W0N	21	3/14/2018	4/26/2019	43:03:19	802	Ingles Introduction 1 (en espanol)			1:1:29:10:000	Level 1, Unit 8 - At work/Ingles Introduction 2 (en e phone	phone	58a882c2098d9b954545828	
STG-mcF6R6R7W	NN-mcF6R6R7W	87	9/26/2017	6/21/2019	41:57:35	742	Ingles Introduction 1 (en espanol)			1:18:07:02:000	Level 1, Unit 7 - Looking/N/A	webapp	59a605c5d4d0d4040404644	
STG-RcC1DvWZC	NN-RcC1DvWZC	66	1/23/2018	5/14/2019	39:35:40	672	Ingles (Solo para hispano-hablantes)			1:6:19:42:000	Level 3, Lesson 6 - Gett/N/A	phone	5a6f96a9e986b7314a7303	
STG-s4Gukb4N7T0	NN-s4Gukb4N7T0	81	11/30/2018	5/26/2019	31:06:03	645	English Level 1 (all English)			1:6:48:35:000	Level 1, Unit 8 - Making/English level 3 (all English)	webapp	5c01996ea79a6c380c7c945b	
STG-R2v0W1GwP	NN-R2v0W1GwP	23	2/22/2019	2/27/2019	27:49:16	597	Ingles Introduction 1 (en espanol)			1:2:13:39	How to Get a Library Ca/Ingles Introduction 1 (en e webapp	phone	5c6f006fa37014150ca43a	
STG-EQv4L4PQCE	NN-EQv4L4PQCE	48	6/13/2017	11/26/2018	25:46:22	574	Ingles Introduction 1 (en espanol)			1:1:56:32:000	Level 3, Lesson 10 - The/N/A	phone	594071954a2a70400482255	
STG-mEgkMNEJ0N	NN-mEgkMNEJ0N	76	10/16/2017	2/13/2019	28:10:09	563	Ingles Introduction 1 (en espanol)			0	Level 1, Unit 1 - My nam/Ingles Introduction 1 (en e webapp	phone	59e517d9653c9040050653	

Contact

If you have any questions or require additional support, please contact:

california@cell-ed.com