welcome start

Customer Portal & Dashboard Manual

welcome start

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CDSS CALIFORNIA DEPARTMENT OF SOCIAL SERVICES

Overview

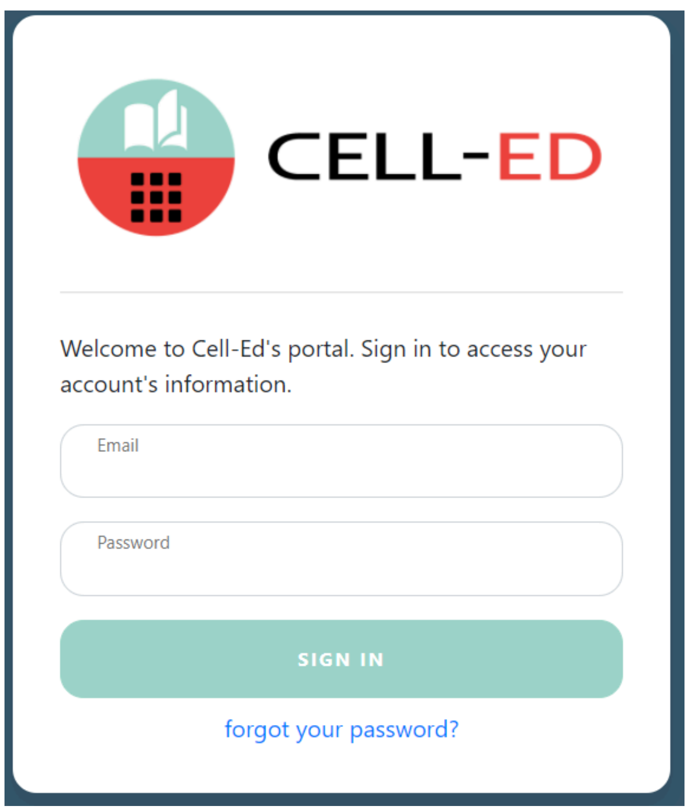
This manual provides a walkthrough of how to use the **Welcome Start Customer Portal & Dashboard, powered by Cell-Ed**. Individual and aggregate client data including course history, responses, progress, and feedback is collected through the learning platform. Individual client progress and time spent 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.

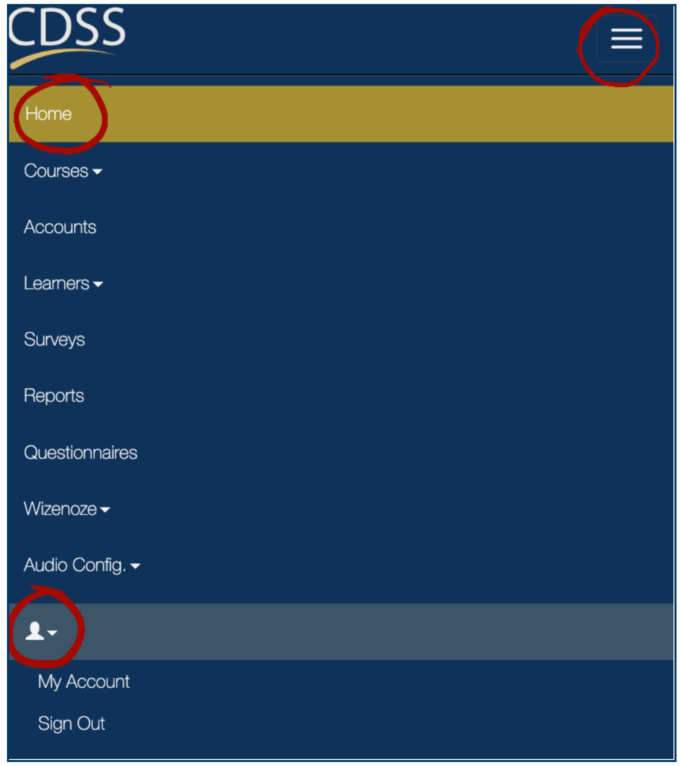
Log-in

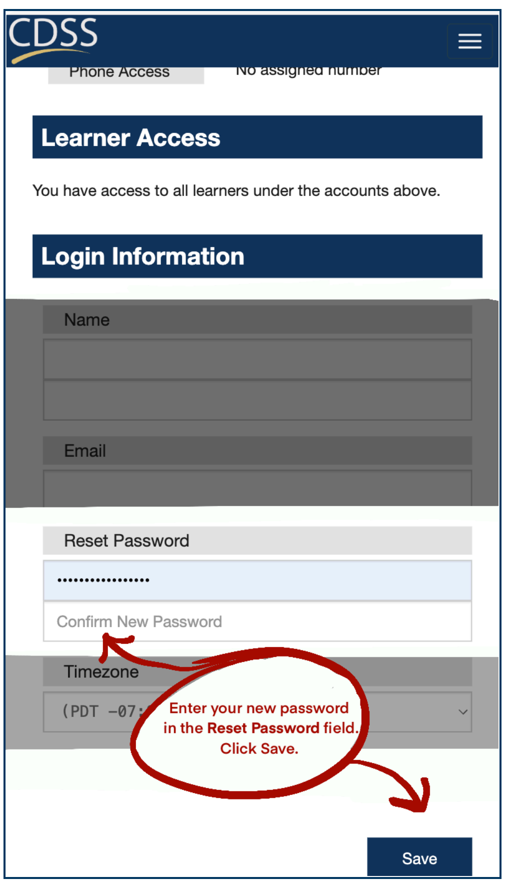
Go to https://cdss.portal.cell-ed.com. Your log-in credentials (email and password) will be shared by a Cell-Ed team member via email.



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."**

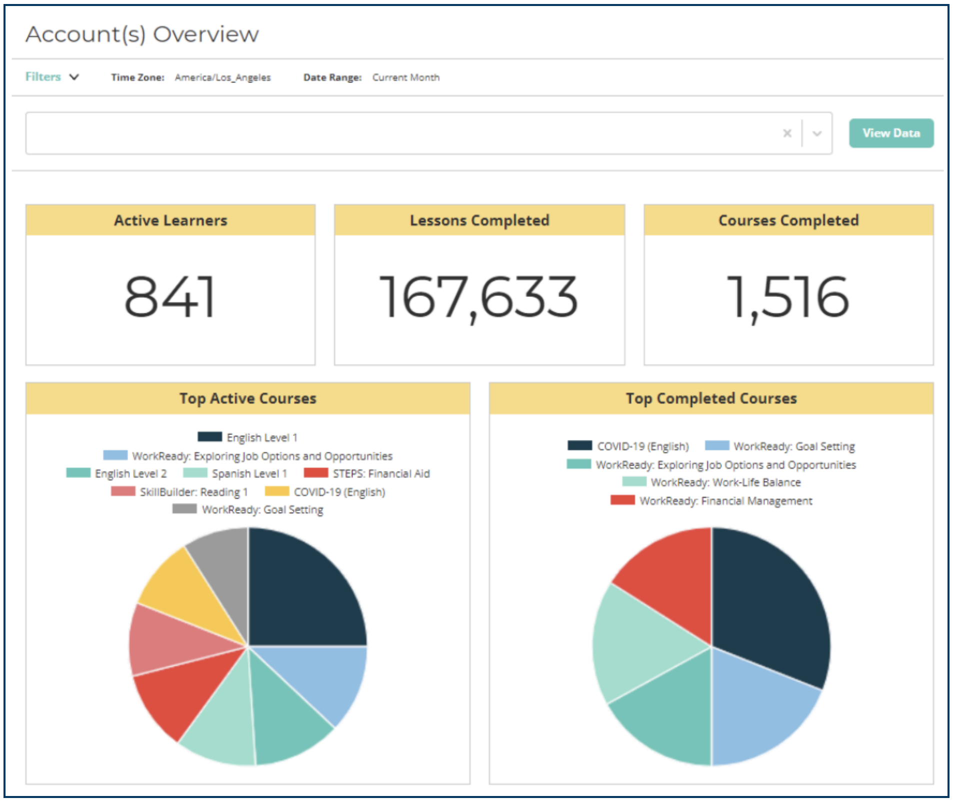




To reset your password, enter the new password in the **"Reset Password"** field and then make sure to click on **"Save"**.

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.

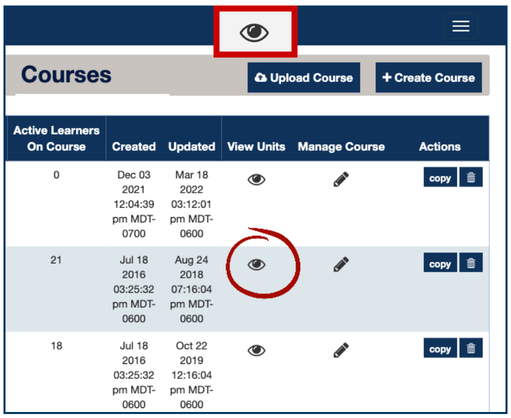
Courses Completed: The number of courses that have been completed by a learner within the selected timeframe. A course may be completed more than once.

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.

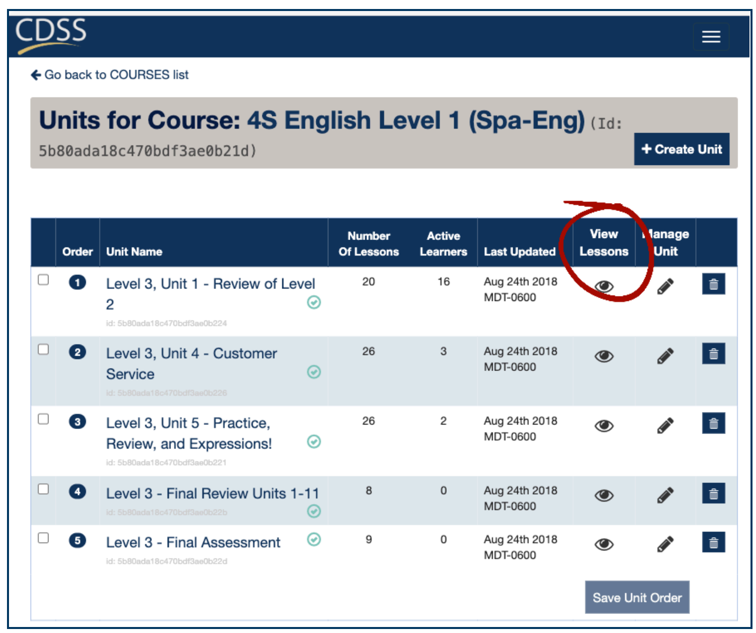
Courses

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.



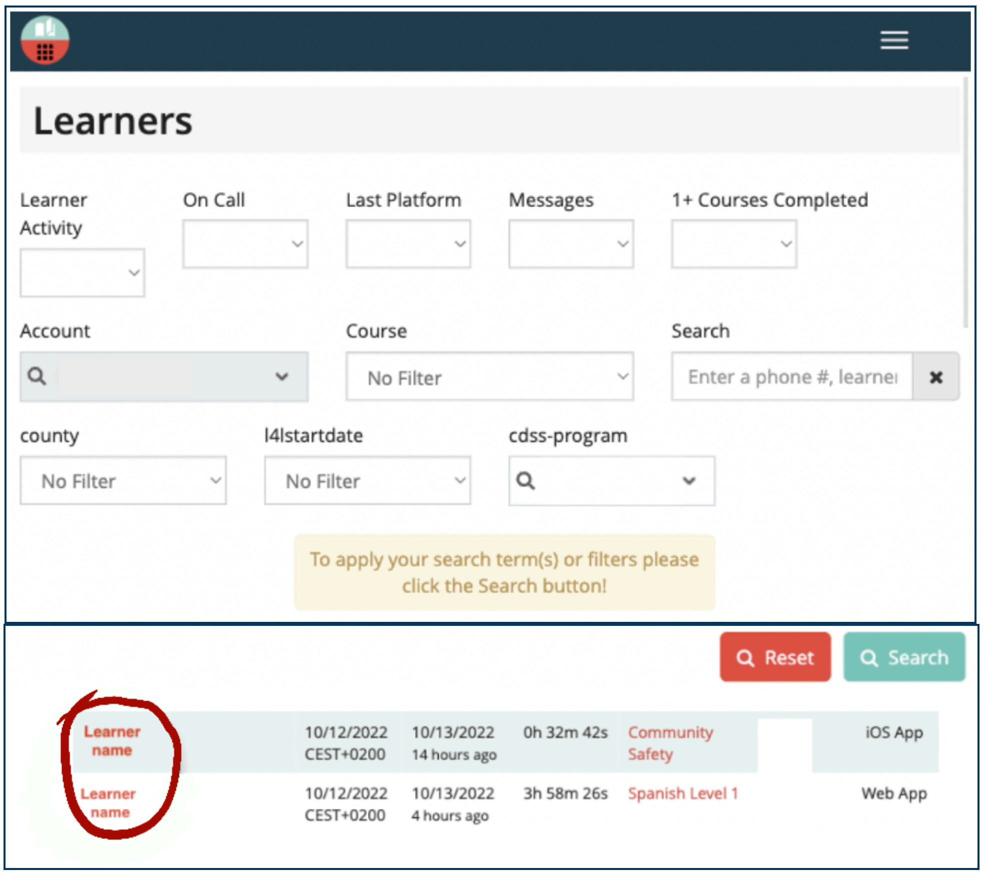
Selecting the eye icon under the **"View Units"** column or clicking on the red course title allows you to see the content within each course.

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



Clients

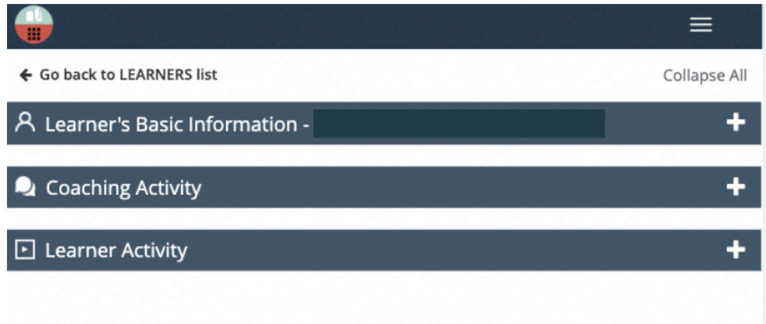
The **Learners** tab is where you can find information about client performance. You can filter clients by using the dropdown menus and entering criteria, such as: Phone number, program, or county filters. Once the filters are selected, please click on **"Search."** To reset the filters and create a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



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.

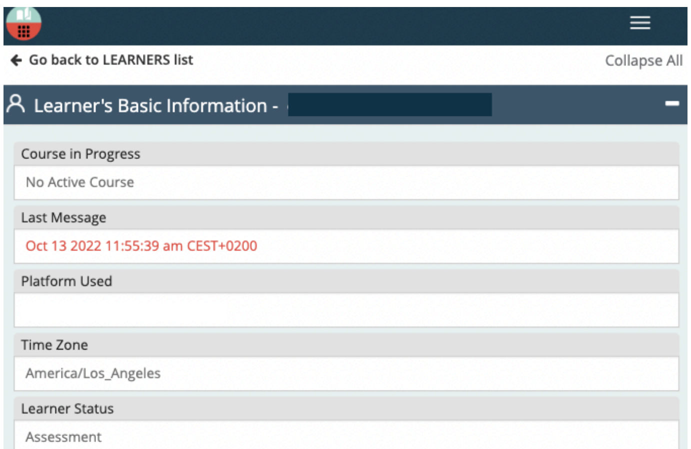
The **Learner** page is divided into three different sections:

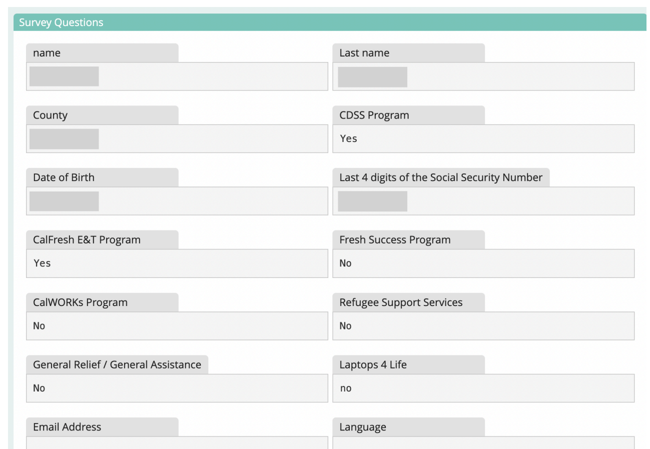
- **Learner's Basic Information**
- **Coaching Activity**
- **Learner Activity**



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**.

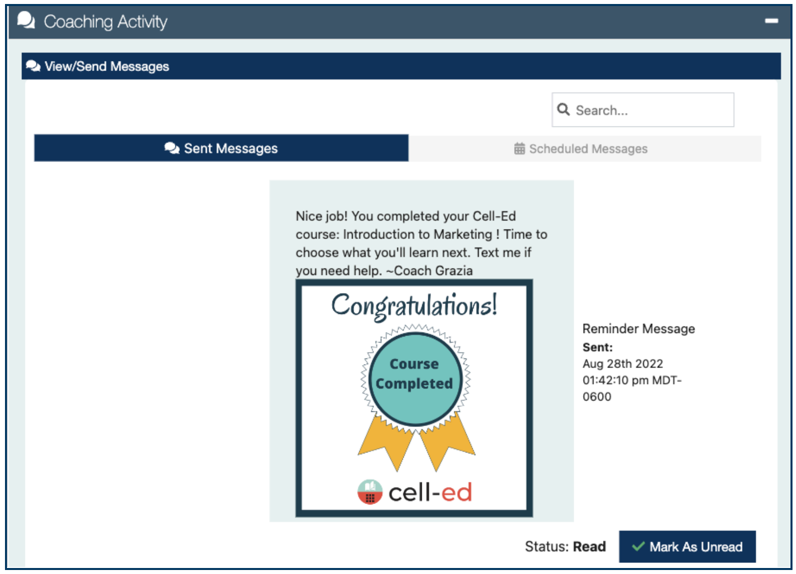




Please note: Once the client is done signing up and is in a course, the client will not be able to go back and change their answers to the Survey Questions.

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 Match

View Assessment

Level Obtained	Course(s) Matched
13	Advanced SkillBuilder: Reading 2, Advanced SkillBuilder: Reading 3

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

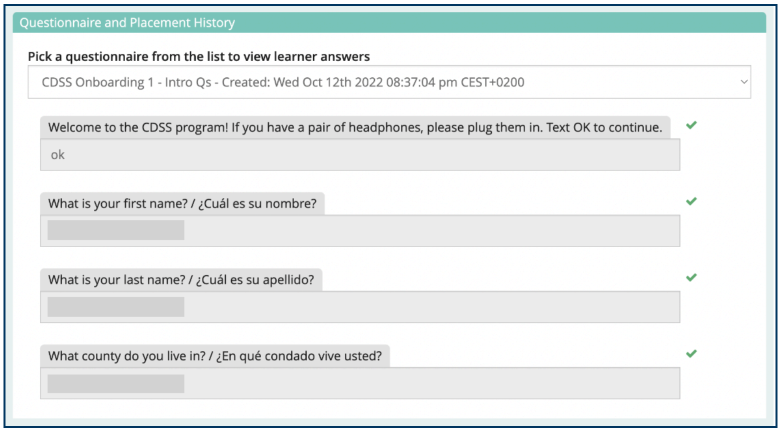
In Progress - a client is currently taking this course.
Paused - the course has been started by a client but has been paused. This can happen if a client has decided to switch to a different course on the app. If a client decides to go back to this course one day, they will be able to continue where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

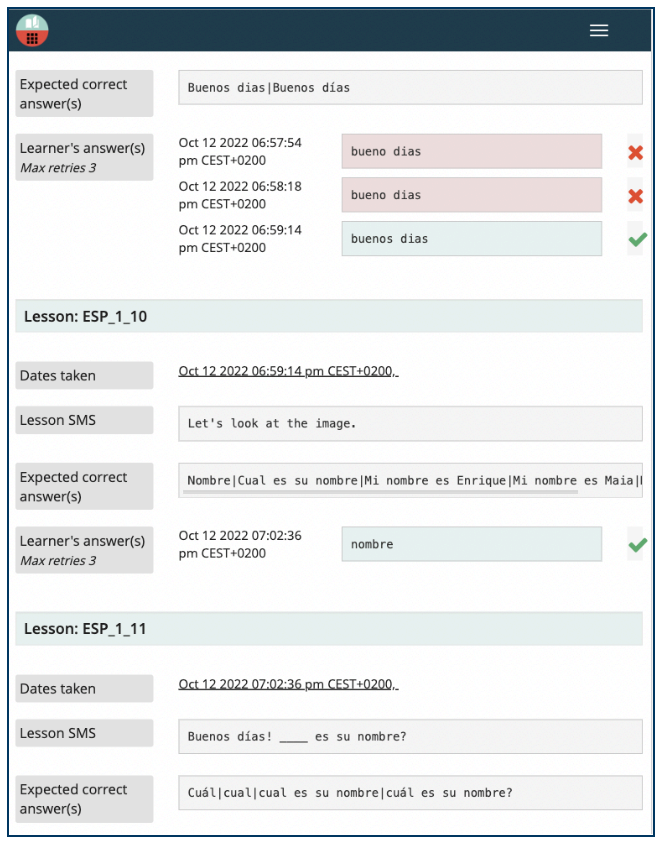
When you click on a course, you can see the client's two-way interactions within each Cell-Ed lesson. This is a helpful page to see how the client is progressing in a course.



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.



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

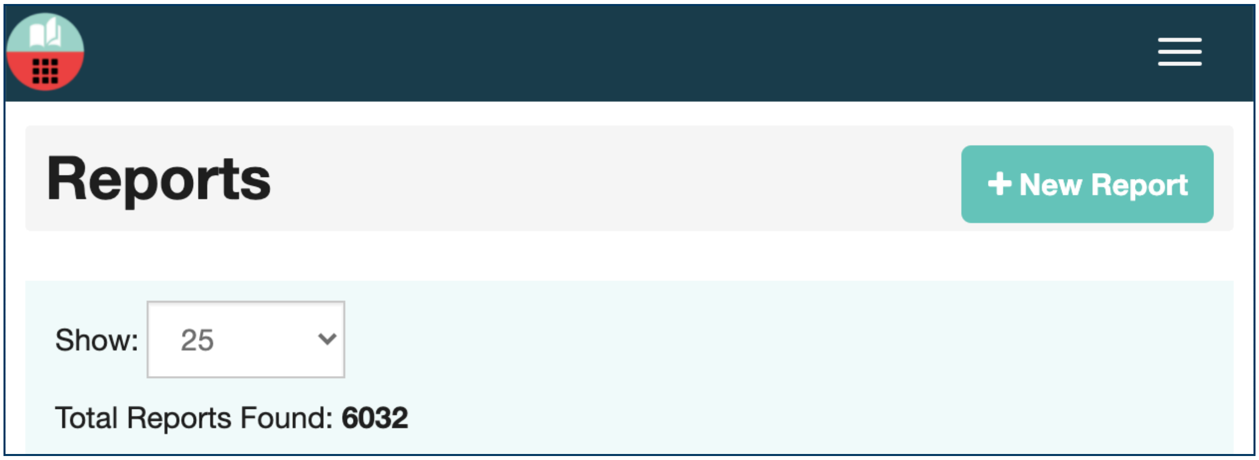
Partner Questions (CDSS)

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	

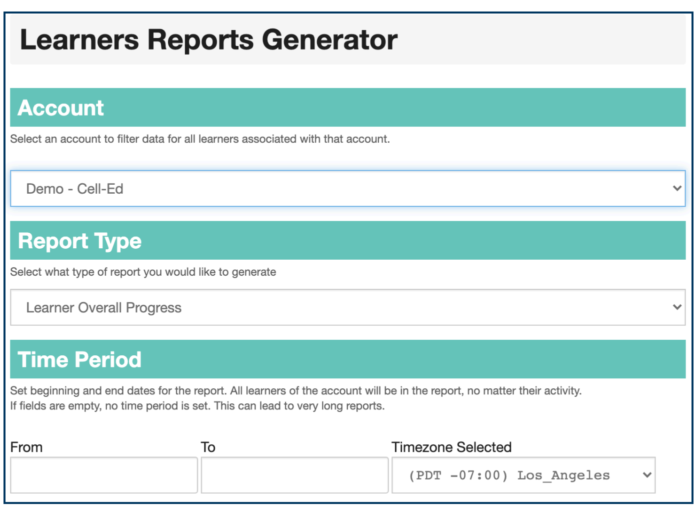
powered by

Reports

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



- 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.



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-65TcT6vRWiqT	NN-65TcT6	54	1/5/2017	6/20/2019	82:08:11	1621	Ingles (Solo para hispano-hablantes)			3:9:42:11.000	Level 5, Lesson 11 - Life:	N/A	phone	586d98a25b37330400458149
STG-buU5GqbFOrIN	NN-buU5Gq	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 - Wor	N/A	phone	58cc311be9f48004005880b8
STG-UOdUEJg1A1C	NN-UOdUEJ	73	10/30/2018	6/18/2019	79:14:35	1580	SkillBuilder: Social Studies			3:6:27:33.000	Unit 2: Colonial America	English Level 2 (all English)	webapp	5bd88d9cd65952f26126dce1
STG-qSGeVRvI9oN8	NN-qSGeVR	64	1/17/2017	6/20/2019	62:28:32	1389	Ingles (Solo para hispano-hablantes)			2:14:17:01	Level 5, Lesson 1 - Job: S	N/A	phone	587eabb463460b040015f99b
STG-CyBfTUGNXRW	NN-CyBfTU	73	1/9/2017	12/8/2018	72:42:42	1357	English level 3 (all English)			2:19:27:23.000	Level 3, Lesson 2 - Educ	English Level 2 (all English)	phone	5873f9adf801270400308b45
STG-NtV0VJTRy41n	NN-NtV0VJ	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: S	N/A	phone	58fed27c7e369a0400444e9b
STG-VCNtyLP1r4KF	NN-VCNtyL	19	3/28/2017	3/1/2019	52:46:47	1278	Ingles (Solo para hispano-hablantes)			2:4:46:47.000	Level 4 - Final Assessme	N/A	phone	58dabd838a7a150400c510f5
STG-W4Mn67P5gO	NN-W4Mn67	53	11/27/2016	5/12/2019	69:20:20	1228	Ingles (Solo para hispano-hablantes)			2:19:51:48	Level 4, Lesson 11 - Edu	N/A	phone	583a2619adb1b20400481e07
STG-ArRTbFBZ8wrS	NN-ArRTbF	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 - Getti	Ingles Introduccion 1 (en e	phone	5c5654a6d2eec034247a0684
STG-6vstT0nZdW2X	NN-6vstT0	31	4/19/2017	1/24/2019	56:29:45	1168	Ingles (Solo para hispano-hablantes)			1:21:08:44.000	Level 4, Lesson 2 - Job: I	Ingles Introduccion 1 (en e	phone	58f7d0d92973fe0400cdf70c
STG-Slbint9vzxVK	NN-Slbint	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	5b035caee312c96a3dfa3346
STG-V4oKA1vpcf0r	NN-V4oKA1	44	8/31/2018	6/22/2019	59:44:11	981	English Level 2 (all English)			2:11:32:29	Level 2, Lesson 3 - Healt	Ingles Introduccion 2 (en e	phone	5b895d2252960eb418aac3e5
STG-0FxODGy87fK8	NN-0FxODG	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: I	N/A	phone	59daa8cca8a6ce040044c325
STG-MDTkZ5hFsEkL	NN-MDTkZ5	64	9/29/2017	7/15/2018	60:40:47	927	Ingles (Solo para hispano-hablantes)			2:12:31:30	Level 3, Lesson 7 - Apply	N/A	phone	59ceba3d3d813f04000ca8dd
STG-044ghTFpbdNk	NN-044ghT	88	12/11/2016	3/15/2017	49:12:29	901	Learner is not in a course			1:19:33:34.000	Level 3 - Final Assessme	Ingles (Solo para hispano-h	phone	584d68e732029f04000f55dd
STG-GGmiceHzVgXN	NN-GGmice	21	3/14/2018	4/26/2019	43:03:19	802	Ingles Introduccion 1 (en espanol)			1:1:29:10.000	Level 1, Unit 8 - At work	Ingles Introduccion 2 (en e	phone	5aa882c2098e9d9b5d5a5828
STG-noEP6RgRTlyy	NN-noEP6R	87	9/26/2017	6/21/2019	41:57:35	742	Ingles Introduccion 1 (en espanol)			1:18:07:02.000	Level 1, Unit 7 - Looking	N/A	webapp	59cab05cbdcf0d040064dc64
STG-XoC10xIOIFZC	NN-XoC10x	66	1/23/2018	5/14/2019	30:35:42	672	Ingles (Solo para hispano-hablantes)			1:6:35:42.000	Level 3, Lesson 6 - Getti	N/A	phone	5a669feae3f9fcb7334a7303
STG-skGUkboN7TDI	NN-skGUkb	81	11/30/2018	5/29/2019	31:06:03	645	English Level 1 (all English)			1:6:48:39.000	Level 1, Unit 8 - Making	English level 3 (all English)	webapp	5c01996ea79ae6380c7c9d5b
STG-92yDWT1GwP1	NN-92yDWT	23	2/22/2019	6/2/2019	27:49:16	597	Ingles Introduccion 1 (en espanol)			1:2:13:39	How to Get a Library Ca	Ingles Introduccion 1 (en e	webapp	5c6f60dc8e3701d15bce4d3e
STG-tCypLk4PT6C8	NN-tCypLk	48	6/13/2017	11/26/2018	25:56:22	574	Ingles (Solo para hispano-hablantes)			1:1:56:22.000	Level 3, Lesson 10 - The	N/A	phone	5940719540a2b7040045f255
STG-mEtgkNbE1Khu	NN-mEtgkN	76	10/16/2017	2/13/2019	28:10:09	563	Ingles Introduccion 1 (en espanol)			0	Level 1, Unit 1 - My nam	Ingles Introduccion 1 (en e	webapp	59e517e9d63cc90400056b53

Contact

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