Sourcing Game Registration Admin FAQ

**LOST STUDENT CODES**

Students can log back into their online store accounts from either the launch page or directly from the store login page: <http://mgr.responsive.net/Manager/ShowClient>

Students are encouraged to use their e-mail addresses for their login id. The store login page has a place where the student can enter the id and if the id is a valid e-mail address, the student's password and purchased code(s) are e-mailed to the student. Even though the login id is case-sensitive, the id for the e-mail retrieval is not case sensitive.

If a student still can't log in and can't retrieve their code, you can view the students account by going to the store link above and logging in with id:

[ardavan.asef-vaziri@csun.edu](file:///C%3A%5CUsers%5Caa2035%5CDownloads%5CShowClient%3Flogin%3Dardavan.asef-vaziri%40csun.edu)

and password

csuncodes

Then click "view" under "Purchases" to see all the student purchases including codes, names, e-mail addresses, and date purchased.

If you can't find the student by the student's name or e-mail address, we would need the transaction code to find the purchased code, or alternatively any module(s) or game(s) that the student already registered for. The transaction is a number (usually 9 digits) e-mailed to the student when they purchase the code.

**MISSING STUDENT CODES**

If a student reports that they bought a code, forgot the code, logged back into the account and the code disappeared, it could be because they created multiple accounts with IDs with different capitalizations and forgot the ID they used to purchase their code. Start by having the student use the (case insensitive) e-mail retrieval function described above. If that doesn't work, look up the student by logging in and viewing the purchases. If you can't find the purchase, e-mail us.

**STUDENT REPORTS CODE IS ALREADY IN USE**

If the software reports that the individual code is already in use the most likely cause is that the student already registered. Have the student enter their id and password into the Sourcing Game login page and click "Register." If the id and password were previously registered using a code, the code will be displayed.

If the student's code is reported as in use and the student doesn't see it after entering their ID and password, check "Manage Students" to see if the student is there. It will show the student's ID and password. If you don't see the student's ID and password, e-mail us the purchased code, student name, and student ID.

**CHECKING WHETHER STUDENTS ARE ON TEAMS**

A student can register without joining a team. If a student is registered but not on a team, there will be a red X next to the student's name on the "Manage Students" window on the admin page.

The student can add himself/herself to a team by going back to the Sourcing start page, entering their ID and password, and clicking "Login". The student will be prompted to join a team or create a new team. If the student needs a team password to add himself/herself to that team and everyone else on the team forgot the password, you can get it from the "Manage Teams" table on the admin page.

The admin can add a registered student to a team from the "Manage Teams" admin window by selecting the student id from the drop-down in the upper right and then clicking the "Add" button where you want to put the student.

**MOVING STUDENTS BETWEEN TEAMS**

To move a student from one team to another, go to "Manage Teams" and click the red "X" next to the student's ID. Then select the student's ID from the drop-down in the upper-right and click the "Add" button where you want to put the student.