

I. Purchase/Registration:

Mentors do not purchase or register for LiveText. Once PBA or other placements are made, they will receive an auto-generated email indicating their team placement and login credentials. They may use the “*Forgot?*” link at www.livetext.com if they are unable to find this information.



II. Training:

Mentors typically do not require trainings. A tutorial is available to show how to grade assignments. This tutorial may be accessed at any time from the College’s LiveText website:

<http://education.umd.edu/assessmentOffice/LiveText/testindex.html>

Mentors may also contact the Assessment Office directly for individual assistance. Please advise Mentors to submit any LiveText requests using the form on the website.

Should it be needed, the Assessment Office is available for training sessions. Please send an email to coe-livetext@umd.edu to schedule group mentor trainings. Be sure to include the number of attendees and whether the room will have technology available. For hands-on training outside of a computer lab, attendees should be encouraged to bring their laptops and/or the MAC TIM Cart should be reserved from ETS (ext. 53611). Please note: The TIM Cart is only available in Benjamin Building.

III. LiveText Assistance:

Please have Mentors submit any and all troubleshooting requests for LiveText through the College’s LiveText website:

<http://education.umd.edu/assessmentOffice/LiveText/testindex.html>

Candidates should receive a response within 48 hours.

For urgent matters with LiveText, please send emails to coe-livetext@umd.edu.

Candidates may contact LiveText at any time for assistance, 1-866-LIVETEXT (1-866-548-3839).