

K12 FAQs

Below is a list of our most frequently asked questions. If you have additional questions, please reach out to your TestOut representative.

How do I get back licenses from students who dropped my class?

If the student has used the course materials for less than 2 hours or had access for less than two weeks, we will deactivate the license for you. Please contact your TestOut representative with the students' name, the course they access, and their login name. If it's longer, we will need to discuss to determine what the next steps could be.

Did I activate the wrong class/students? How do I fix this?

This is a simple fix on our end. Please contact your TestOut representative with the incorrect class name or students names, and we will make the change. If you also provide the correct class name and students, we will also activate them for you.

How do I move licenses around? (i.e., I have 25 PC Pro and 25 Net Pro – but need 30/20)

Please contact your TestOut representative with the number of licenses you need moved around, courses, and where you want the licenses moved.

Can I get access to the materials to start with my students at the beginning of class, though my PO won't be available for a while?

We provide an option for temporary licenses. These licenses will be set up just as if you had purchased, but for a temporary time frame. You will have access to the complete product, reporting, etc. Once we have the PO, the only change will be the expiration date. You can coordinate with your TestOut representative or complete the [temporary license request form](#).

How do I get a new teacher access at my district/school?

As an administrator in LabSim, you can create another teacher account under your campus by selecting +Add under the Staff tab. If we have created a teacher license for your campus, your new teacher will automatically receive access to all the courses your school is using. If you don't have a teacher license, you can contact your TestOut representative to add the license. Please include the teacher's name and course(s) needed.

How do I add additional course licenses to a current teacher?

Request this from their TestOut representative.

How do I request a quote?

Quotes can be requested by filling out our [quote request form](#).

Can I have my licenses extended for a few students from last year who need a month of extra time?

Please reach out to your TestOut representative, and they can work with you on a solution.

How do I get LMS setup?

Tutorials can be found on our [support page](#). You can also reach out to your TestOut representative and request LMS integration. [LMS Integration request form](#)- Key and Secret and additional training request.

How can I connect with other teachers who are also using the TestOut materials?

You can connect with other teachers via our [Facebook community page](#).