

Learning Center FAQ

There are 3 sections in this document.

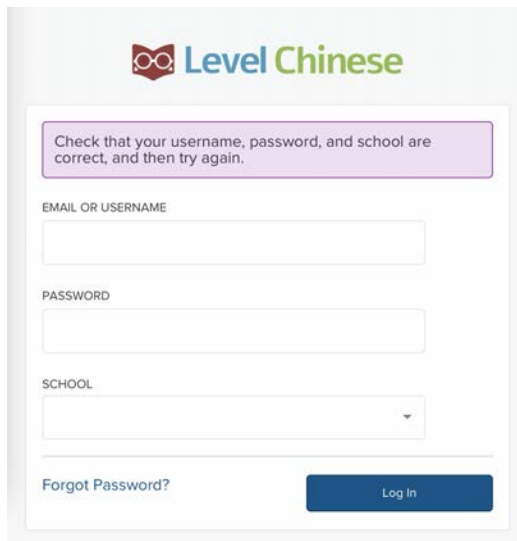
[Frequently Asked Questions By Both Teachers and Students](#)

[Frequently Asked Questions By Students](#)

[Frequently Asked Questions By Teachers](#)

Frequently Asked Questions By Both Teachers and Students

1. Cannot login



Please check the following with the user reporting the problem:

(a) Website Address (URL):

The URL is app.levelchinese.cn, NOT app.levelchinese.com, NOT www.levelchinese.com, NOT www.levelchinese.cn

(b) Username and Password (for students)

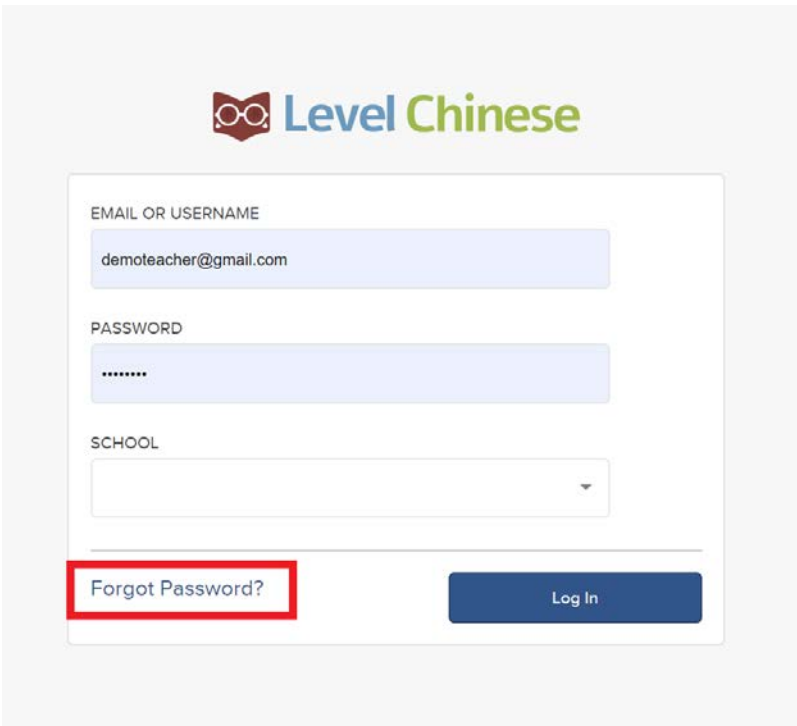
Did they used to change their passwords? Teacher can reset student password via Manage.

(c) Username and Password (for teachers)

Username : teacher's school email address

Password :

- if teacher has never logged into app.levelchinese.cn, then the default password is levelchinese
- If the teacher has logged in at least once to app.levelchinese.cn, then the teacher would have reset his/her password. If the teacher does not remember, please ask the teacher to use "Forgot Password?" to reset password again. A password reset email will be sent to teacher's school email address. Please make sure teacher checks SPAM folder.



Level Chinese

EMAIL OR USERNAME
demoteacher@gmail.com

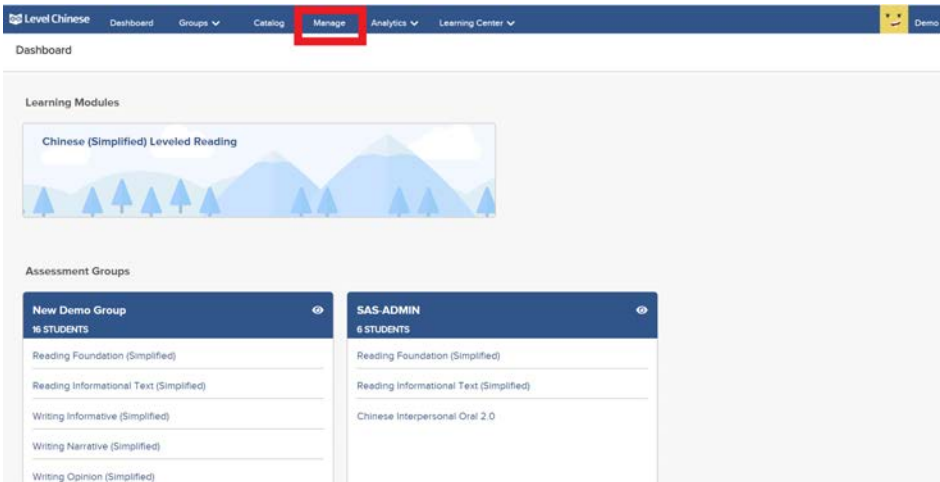
PASSWORD
.....

SCHOOL

Forgot Password? Log In

(d) Your student changed his/her password

Teacher can reset student password via Manage



Level Chinese Dashboard Groups Catalog **Manage** Analytics Learning Center Demo T

Dashboard

Learning Modules

Chinese (Simplified) Leveled Reading

Assessment Groups

New Demo Group	SAS ADMIN
6 STUDENTS	6 STUDENTS
Reading Foundation (Simplified)	Reading Foundation (Simplified)
Reading Informational Text (Simplified)	Reading Informational Text (Simplified)
Writing Informative (Simplified)	
Writing Narrative (Simplified)	
Writing Opinion (Simplified)	Chinese Interpersonal Oral 2.0

(e) The network is wrong.

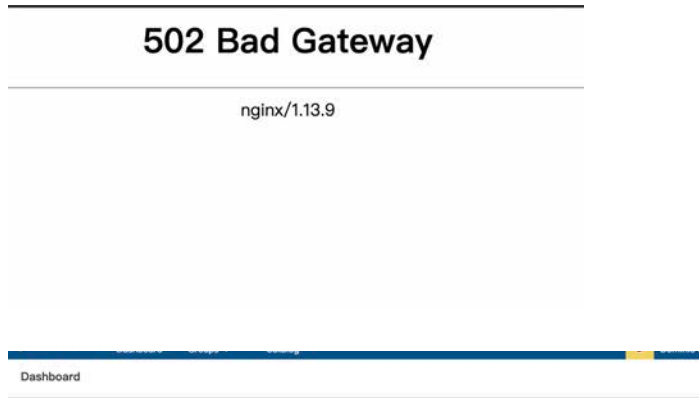
Our system is hosted in Mainland China. Do not use our system via VPN.

(f) Wrong devices or browser.

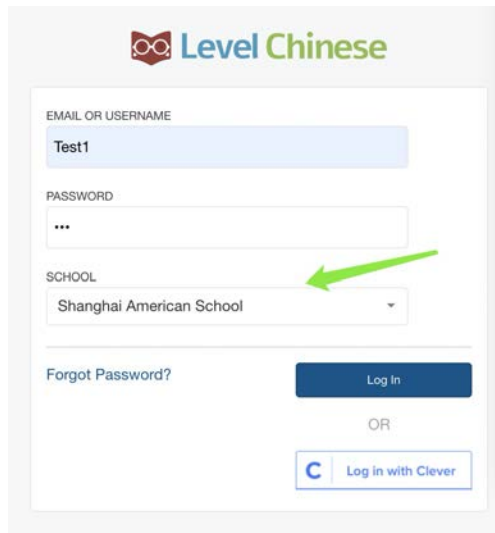
Browser: Safari or Chrome are the only supported browsers.

iPad: iOS version needs to be 12.x or higher.

2. When I log in to my account, it says 502 Bad Gateway/ I cannot see anything my dashboard.



Students have to choose their schools when log in.



3. System is very slow

Are you using VPN? Our server is in Mainland China, so please do not use the system with VPN.

4. Books do not show characters.

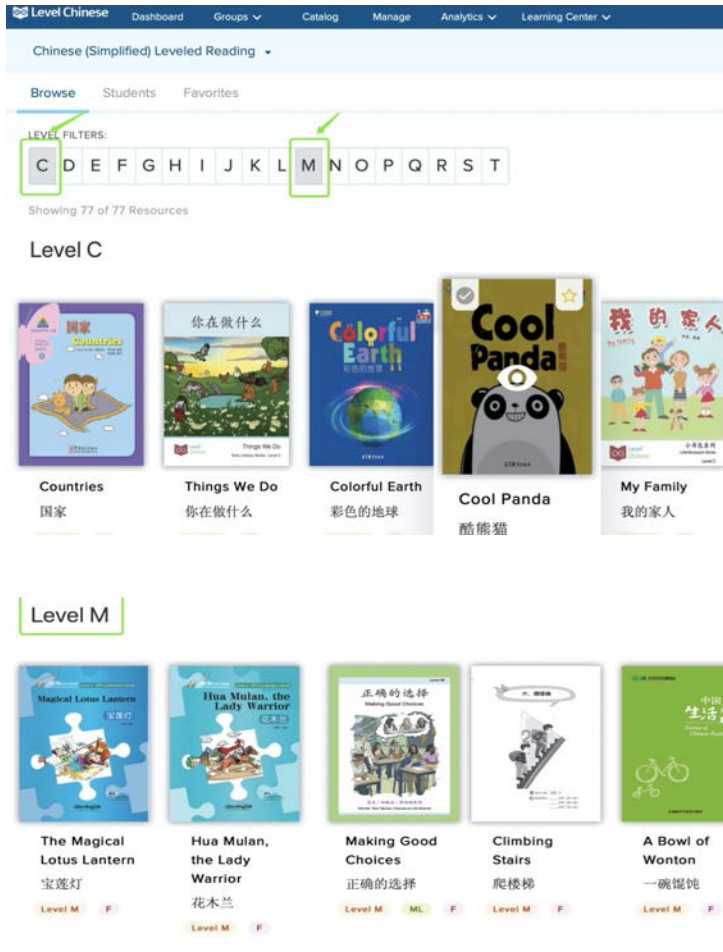
Check browser and iOS version

5. Pages do not turn when reading books.

- Check browser and iOS version
- If the student is using correct browser and iOS version, please send Level Chinese team the screenshot or video so we can look into the problem.

6. I am selecting another level but no new books show up.

- Scroll down to see multiple levels of books selected.



Level Chinese Dashboard Groups Catalog Manage Analytics Learning Center

Chinese (Simplified) Leveled Reading

Browse Students Favorites

LEVEL FILTERS:

C D E F G H I J K L M N O P Q R S T

Showing 77 of 77 Resources

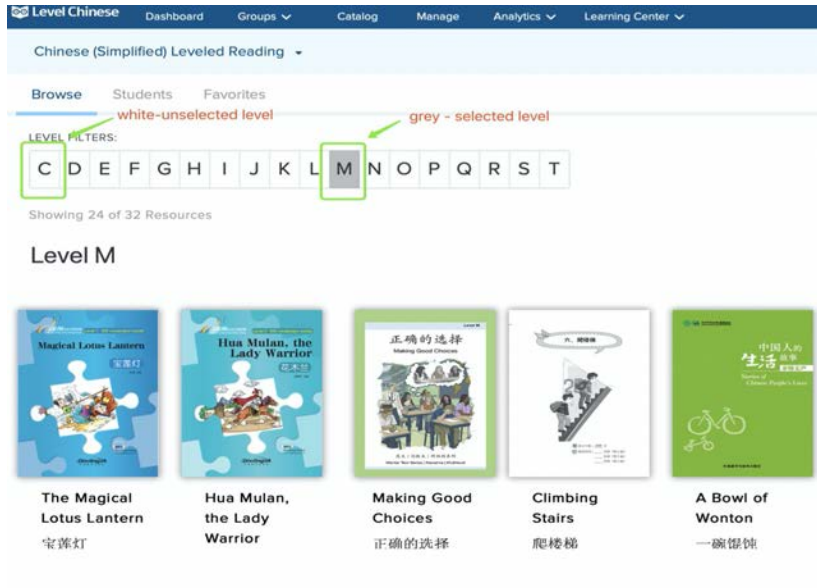
Level C

- Countries 国家
- Things We Do 你在做什么
- Colorful Earth 彩色的地球
- Cool Panda 酷熊猫
- My Family 我的家人

Level M

- The Magical Lotus Lantern 宝莲灯
- Hua Mulan, the Lady Warrior 花木兰
- Making Good Choices 正确的选择
- Climbing Stairs 爬楼梯
- A Bowl of Wonton 一碗馄饨

- (b) Remember to “un-select” levels which you no longer want to see by clicking on those levels again. Once you “un-select” the level, the color of the level will turn white.



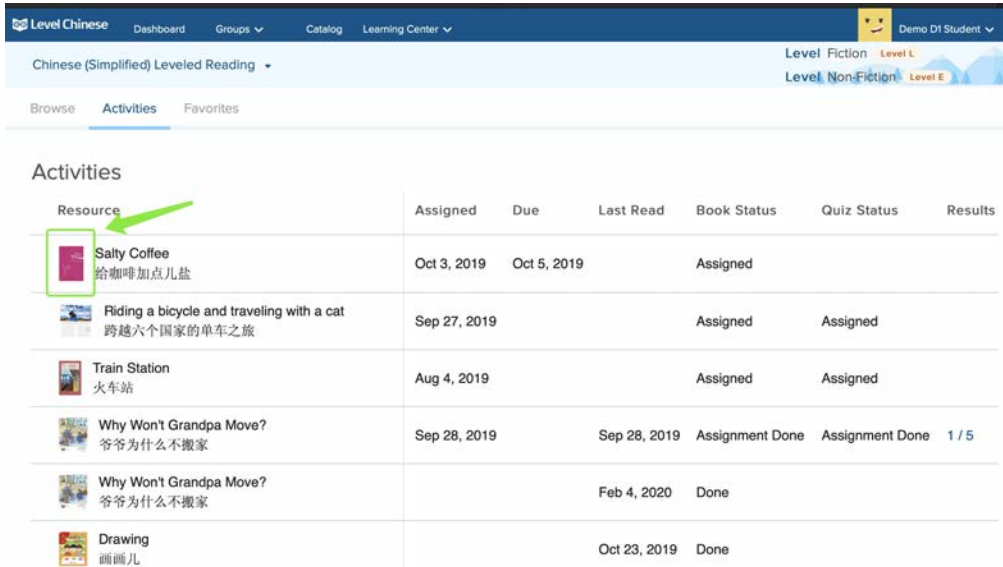
The screenshot shows the 'Level Chinese' interface for 'Chinese (Simplified) Leveled Reading'. At the top, there are navigation tabs: Dashboard, Groups, Catalog, Manage, Analytics, and Learning Center. Below this, there are tabs for 'Browse', 'Students', and 'Favorites'. A 'LEVEL FILTERS:' bar contains letters C through T. The letter 'M' is highlighted in grey, indicating it is the selected level. A red arrow points to the 'M' with the text 'grey - selected level'. A green arrow points to the 'C' with the text 'white-unselected level'. Below the filter bar, it says 'Showing 24 of 32 Resources'. The main content area is titled 'Level M' and displays five book covers with their titles in English and Chinese:







Book Title (English)	Book Title (Chinese)
The Magical Lotus Lantern	宝莲灯
Hua Mulan, the Lady Warrior	花木兰, 女战士
Making Good Choices	正确的选择
Climbing Stairs	爬楼梯
A Bowl of Wonton	一碗馄饨

Frequently Asked Questions By Students

1. How do I find the books I already read so I can read the books again?

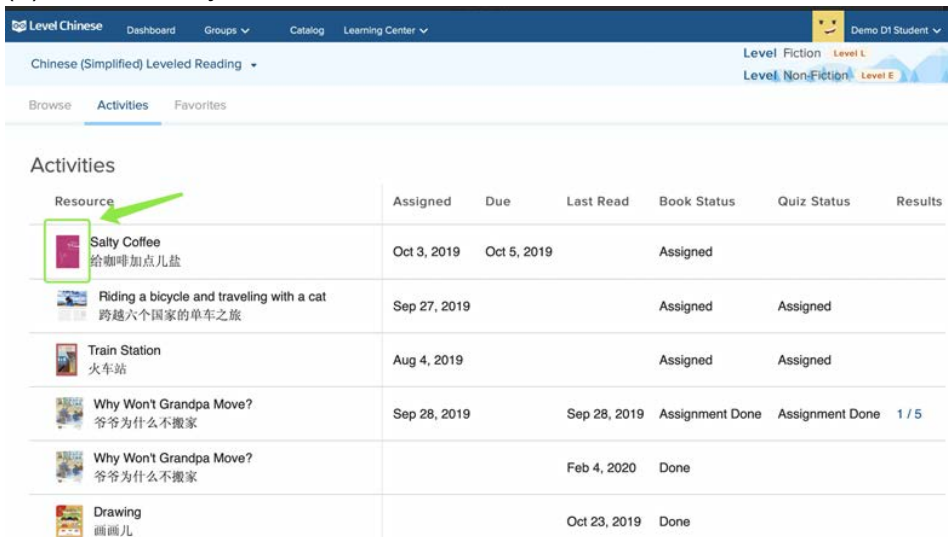
Go to Activity and click the book cover directly.









Resource	Assigned	Due	Last Read	Book Status	Quiz Status	Results
 Salty Coffee 给咖啡加点儿盐	Oct 3, 2019	Oct 5, 2019		Assigned		
 Riding a bicycle and traveling with a cat 跨越六个国家的单车之旅	Sep 27, 2019			Assigned	Assigned	
 Train Station 火车站	Aug 4, 2019			Assigned	Assigned	
 Why Won't Grandpa Move? 爷爷为什么不搬家	Sep 28, 2019		Sep 28, 2019	Assignment Done	Assignment Done	1 / 5
 Why Won't Grandpa Move? 爷爷为什么不搬家			Feb 4, 2020	Done		
 Drawing 画画儿			Oct 23, 2019	Done		

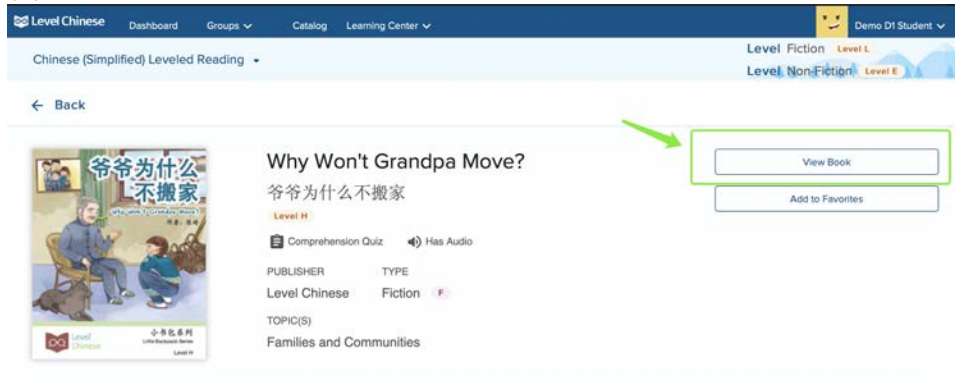
2. How do I take a quiz again?

(a) Go to Activity and click the book cover,



Resource	Assigned	Due	Last Read	Book Status	Quiz Status	Results
 Salty Coffee 给咖啡加点儿盐	Oct 3, 2019	Oct 5, 2019		Assigned		
 Riding a bicycle and traveling with a cat 跨越六个国家的单车之旅	Sep 27, 2019			Assigned	Assigned	
 Train Station 火车站	Aug 4, 2019			Assigned	Assigned	
 Why Won't Grandpa Move? 爷爷为什么不搬家	Sep 28, 2019		Sep 28, 2019	Assignment Done	Assignment Done	1 / 5
 Why Won't Grandpa Move? 爷爷为什么不搬家			Feb 4, 2020	Done		
 Drawing 画画儿			Oct 23, 2019	Done		

(b) Click View Book.



Level Chinese Dashboard Groups Catalog Learning Center Demo D1 Student

Chinese (Simplified) Leveled Reading

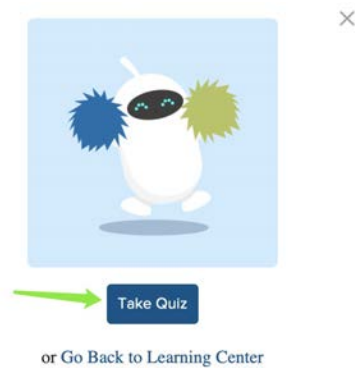
Level Fiction Level L Level Non-Fiction Level E

← Back

Why Won't Grandpa Move?
爷爷为什么不搬家
Level H
Comprehension Quiz Has Audio
PUBLISHER: Level Chinese TYPE: Fiction
TOPIC(S): Families and Communities

View Book
Add to Favorites

(c) Read the book and click Take Quiz at the end.



×

Take Quiz

or Go Back to Learning Center

3. How do I listen to the books?

There's an audio button. You can also change the audio speed.

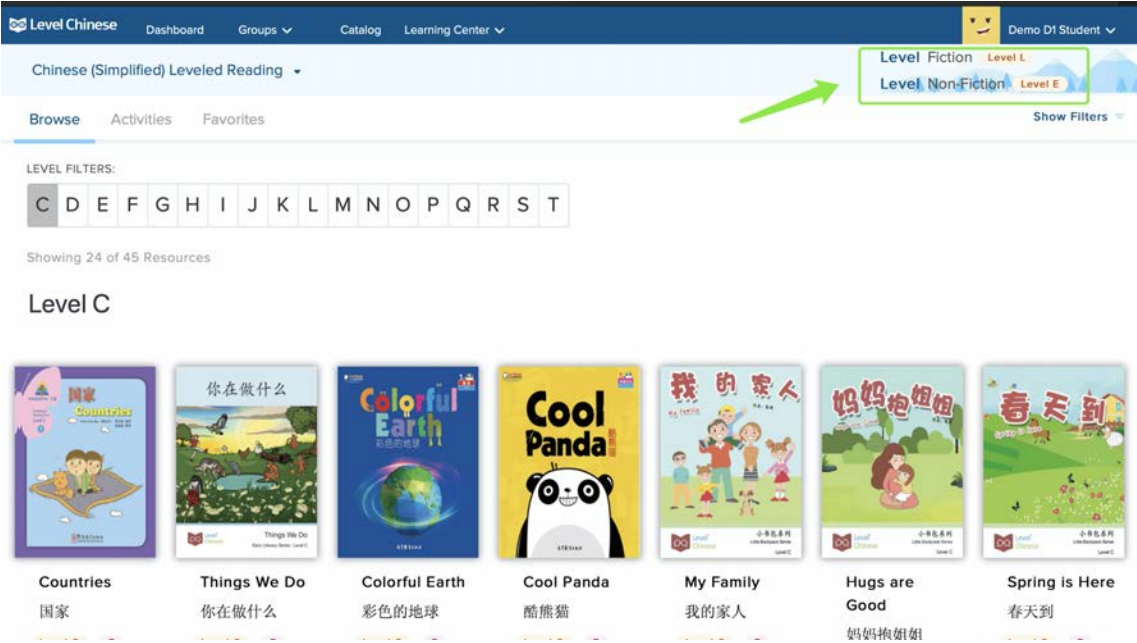


Cool Panda 酷熊猫
1 中国文化 Chinese Culture
1.3x
1.0x
0.7x

Cool Panda 酷熊猫
高等教育出版社

4. Where do I find my reading levels?

You can find it on the upper right corner.



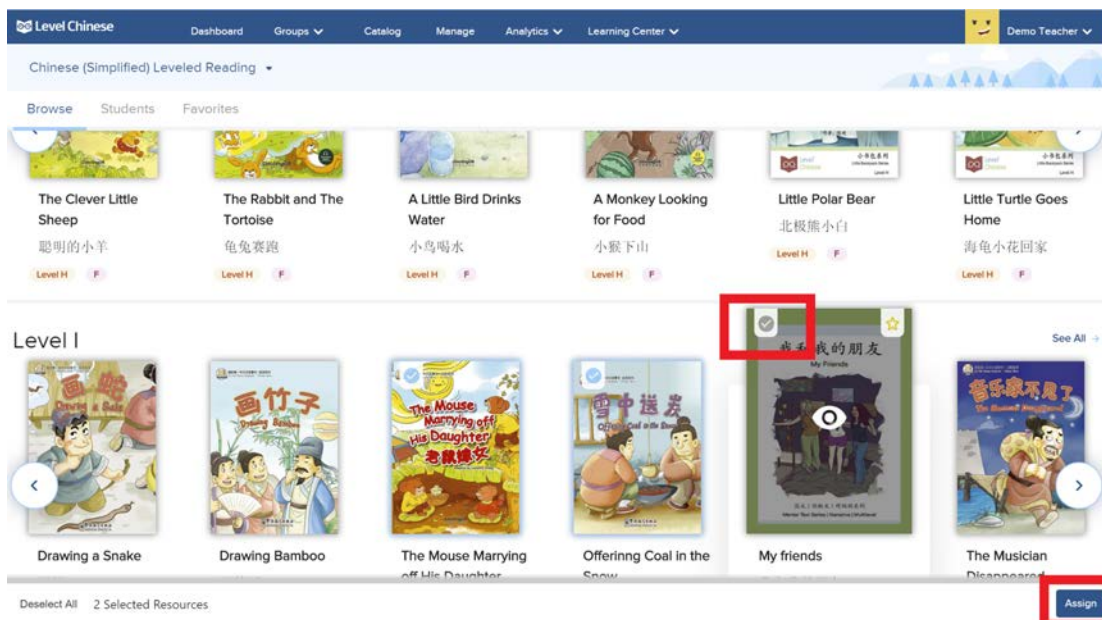
The screenshot shows the Level Chinese website interface. At the top, there is a navigation bar with 'Level Chinese', 'Dashboard', 'Groups', 'Catalog', and 'Learning Center'. On the right, there is a user profile for 'Demo D1 Student'. Below the navigation bar, there is a dropdown menu for 'Chinese (Simplified) Leveled Reading'. A green arrow points to the 'Level Fiction' and 'Level Non-Fiction' options, which are labeled 'Level L' and 'Level E' respectively. Below this, there are tabs for 'Browse', 'Activities', and 'Favorites', and a 'Show Filters' button. The 'LEVEL FILTERS' section shows a grid of letters from C to T, with 'C' selected. Below the filters, it says 'Showing 24 of 45 Resources'. The 'Level C' section displays a grid of seven reading resources, each with a cover image, title in English and Chinese, and a small 'Level C' badge.

Country	Things We Do	Colorful Earth	Cool Panda	My Family	Hugs are Good	Spring is Here
国家 Guójiā	你在做什么 Nǐ zài zuò shén me	彩色的地球 Cǎisè de dìqiú	酷熊猫 Kù Xióngmāo	我的家人 Wǒ de jiā rén	妈妈抱姐姐 Māma bào jiějie	春天到 Chūn tiān dào

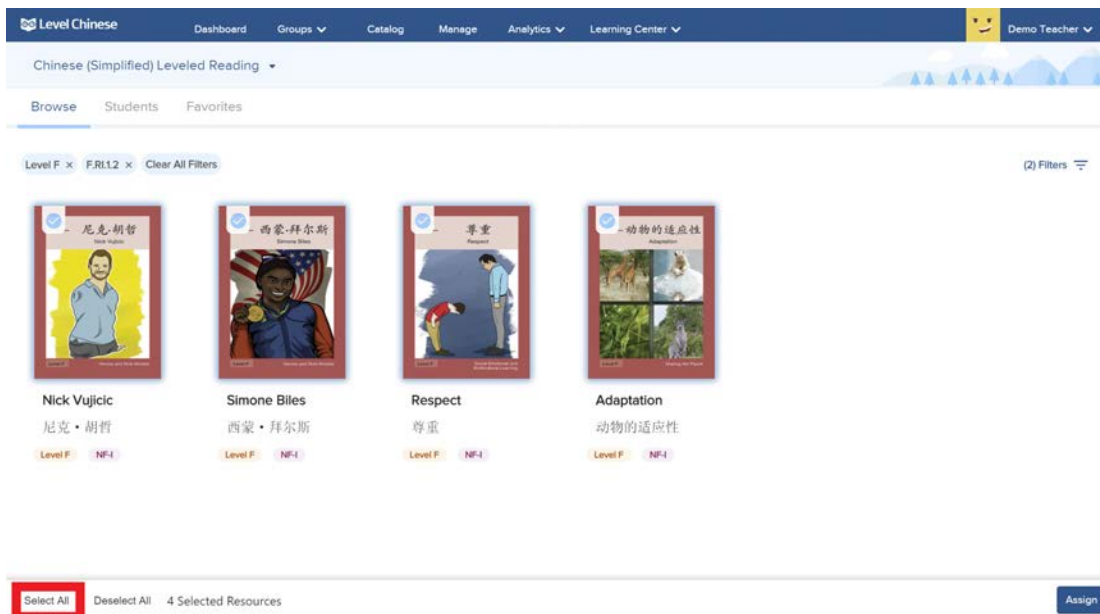
Frequently Asked Questions By Teachers

1. Is there a fast way to assign multiple books to multiple students?

(a) On the top of each book cover, there is a checkmark for you to select the book. Once one or more books are selected, then a panel at the bottom of the screen will open up with the Assign button on the right.



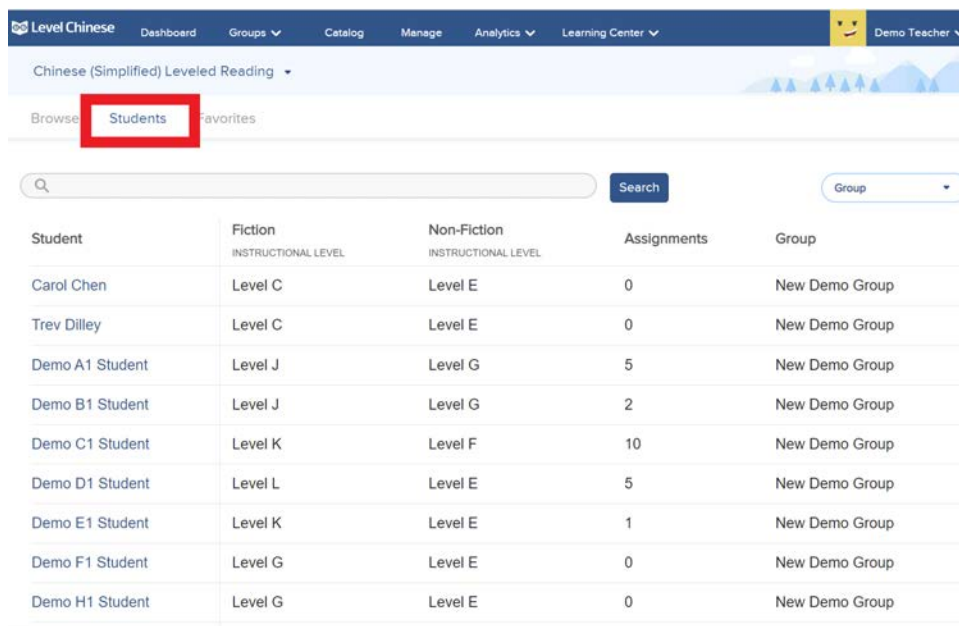
(b) If you use filters and the result has 30 books or less, then Select All is offered as a convenience.



(c) Clicking Assign takes you to the Create Assignment Screen. Within Create Assignment, View All shows you all the books you have selected and you can change your selection. Once you finalize your selection, select students and click “Create Assignment” just like before!

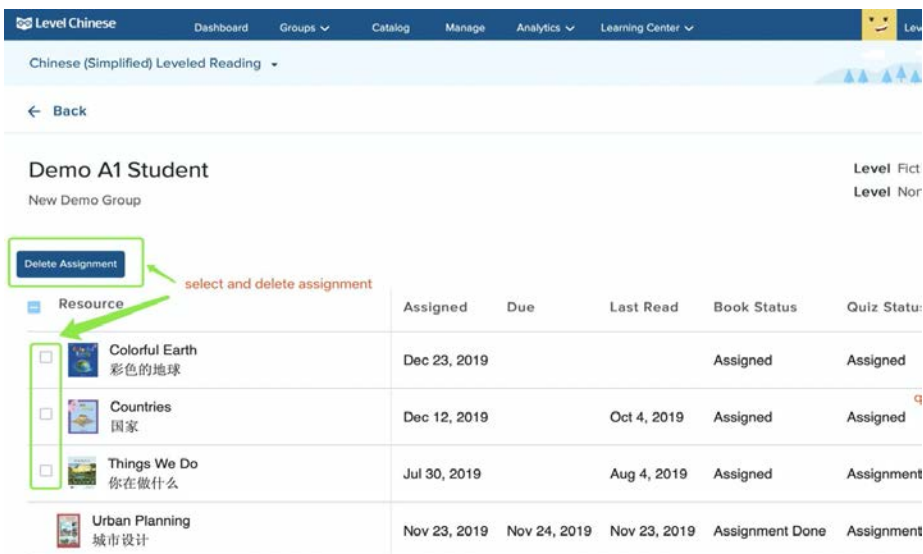
2. I accidentally assigned the books which I do not want to assign. How to remove that?

(a) If you want to delete assignments, go to your list of students



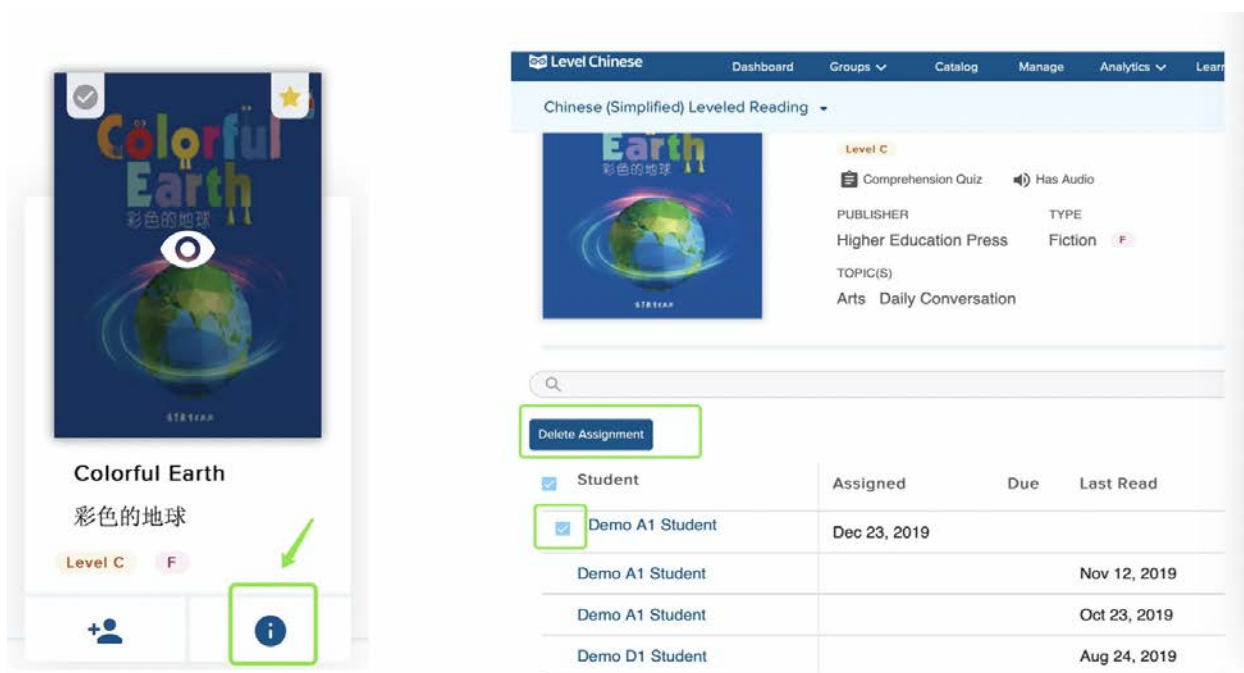
Student	Fiction INSTRUCTIONAL LEVEL	Non-Fiction INSTRUCTIONAL LEVEL	Assignments	Group
Carol Chen	Level C	Level E	0	New Demo Group
Trev Dilley	Level C	Level E	0	New Demo Group
Demo A1 Student	Level J	Level G	5	New Demo Group
Demo B1 Student	Level J	Level G	2	New Demo Group
Demo C1 Student	Level K	Level F	10	New Demo Group
Demo D1 Student	Level L	Level E	5	New Demo Group
Demo E1 Student	Level K	Level E	1	New Demo Group
Demo F1 Student	Level G	Level E	0	New Demo Group
Demo H1 Student	Level G	Level E	0	New Demo Group

(b) Select the student, select books and then click the “Delete Assignment” button.



Resource	Assigned	Due	Last Read	Book Status	Quiz Status
<input type="checkbox"/> Colorful Earth 彩色的地球	Dec 23, 2019			Assigned	Assigned
<input type="checkbox"/> Countries 国家	Dec 12, 2019		Oct 4, 2019	Assigned	Assigned
<input type="checkbox"/> Things We Do 你在做什么	Jul 30, 2019		Aug 4, 2019	Assigned	Assignment
<input type="checkbox"/> Urban Planning 城市设计	Nov 23, 2019	Nov 24, 2019	Nov 23, 2019	Assignment Done	Assignment

(c) You can also click the “info” button of one book on the Browse page, and then select students and click delete assignment.



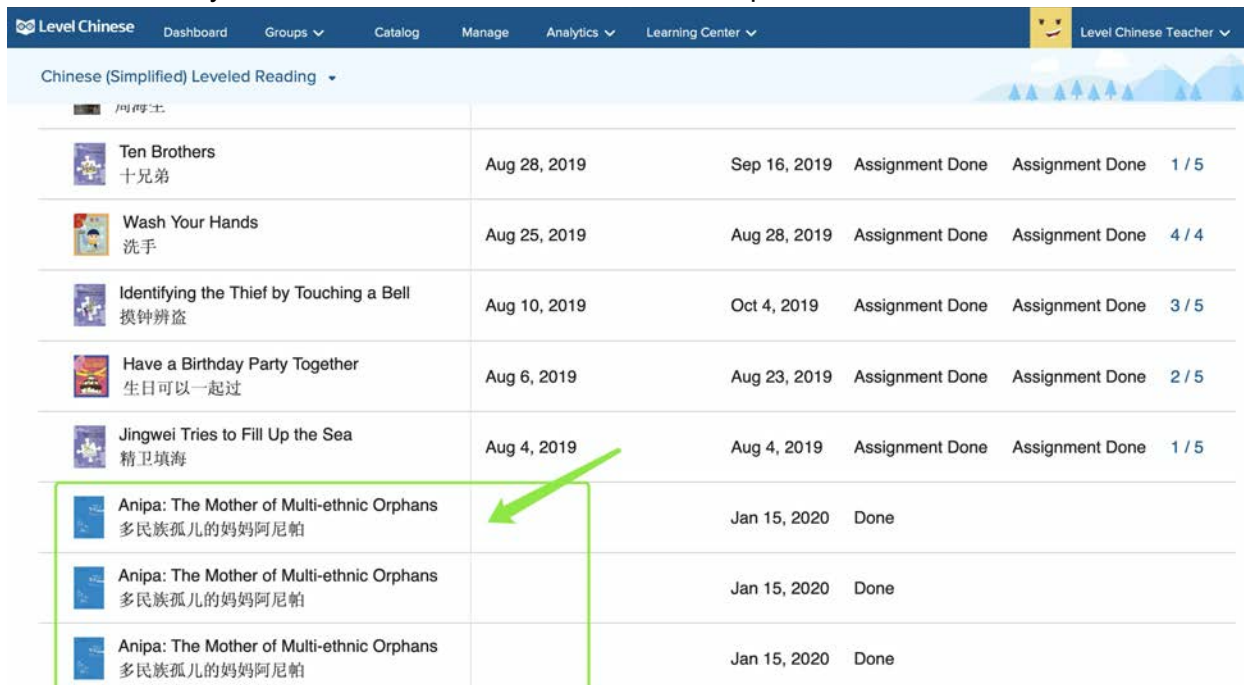
The screenshot shows the 'Colorful Earth' book page on the left and its assignment table on the right. The book page includes a cover image, title 'Colorful Earth' (彩色的地球), level 'Level C', and a green box around the information icon. The assignment table has columns for 'Student', 'Assigned', 'Due', and 'Last Read'.

Student	Assigned	Due	Last Read
<input checked="" type="checkbox"/> Demo A1 Student	Dec 23, 2019		
<input type="checkbox"/> Demo A1 Student			Nov 12, 2019
<input type="checkbox"/> Demo A1 Student			Oct 23, 2019
<input type="checkbox"/> Demo D1 Student			Aug 24, 2019

Note: You can only delete the book assignments which have not been read by your students.

3. There are some books which appear more than one time in the record. What does it mean?

The books without “Assigned Date” are opened by students themselves. These are not assigned by teachers. The system records each time when students open books.



The screenshot shows a list of book assignments in the 'Chinese (Simplified) Leveled Reading' section. The table has columns for book title, assigned date, due date, and completion status. A green box highlights three rows for the book 'Anipa: The Mother of Multi-ethnic Orphans' (多民族孤儿的妈妈阿尼帕), with a green arrow pointing to the first row.

Book Title	Assigned Date	Due Date	Completion Status
Ten Brothers (十兄弟)	Aug 28, 2019	Sep 16, 2019	Assignment Done
Wash Your Hands (洗手)	Aug 25, 2019	Aug 28, 2019	Assignment Done
Identifying the Thief by Touching a Bell (摸钟辨盗)	Aug 10, 2019	Oct 4, 2019	Assignment Done
Have a Birthday Party Together (生日可以一起过)	Aug 6, 2019	Aug 23, 2019	Assignment Done
Jingwei Tries to Fill Up the Sea (精卫填海)	Aug 4, 2019	Aug 4, 2019	Assignment Done
Anipa: The Mother of Multi-ethnic Orphans (多民族孤儿的妈妈阿尼帕)		Jan 15, 2020	Done
Anipa: The Mother of Multi-ethnic Orphans (多民族孤儿的妈妈阿尼帕)		Jan 15, 2020	Done
Anipa: The Mother of Multi-ethnic Orphans (多民族孤儿的妈妈阿尼帕)		Jan 15, 2020	Done