



Frequently Asked Questions

What languages are available on Rosetta Stone for Norwalk Public School students and staff?

We have purchased licenses for English Levels 1 and 2 for our ELLs to learn English, and Spanish Levels 1 and 2 for interested staff to learn Spanish. As an added bonus, our NPS students studying Spanish can also use the program. In addition, schools can allow students/parents/families to use the program before or after school.

Can I access Rosetta Stone from my computer at home?

Unfortunately, no. We have purchased licenses for anyone to use the program through our NPS server. In order to use the program at home, we would have to purchase a separate subscription for each person who wants to use it (staff, students, families) and renew each subscription yearly. The cost would be prohibitive.

I want to use Rosetta Stone to learn Spanish. How do I get started?

All computers in the district (except laptops) should have the Rosetta Stone icon on the desktop. If you don't have the icon on your computer, please ask the Tech Liaison in your building to put in a "ticket" for you. After you have the icon on your computer, you will need an account.

How do I get an account?

As long as you are an NPS employee with an email address, you can get an account. Please send an email message to Andy Bess (bessa@norwalkps.org) and he will create an account for you.

Once I have the icon on my computer and an account, what do I do?

You need to have a headset with a microphone attachment. If you don't have one, you can borrow one from the ELL teacher(s) in your building—they have a supply for lending out.

I have the icon on my computer, an account, and a headset. What do I do next?

You are ready to begin! On the ELL website, click on "Instructions for first time users" and follow the steps.

What if I have a problem logging in?

Contact Andy Bess (bessa@norwalkps.org).

What if I have a question about the program?

All the ELL teachers have been trained in using Rosetta Stone. If they can't answer your question, you should contact Andy Bess (bessa@norwalkps.org) and he may be able to help you.

I am an ELL teacher and I want my students to use the program to learn English. How do I get accounts for them?

We have already created accounts for all ELLs in the district, so they should be all set. As new ELLs arrive in the district, we will automatically create accounts for them. Please check with Aneury ("Reese") Morales (moralesa@norwalkps.org) to see if an account has been created for your new ELL.

How do the students log on to the program?

On the ELL website, click on "Instructions for first time users" and follow the instructions.

I am a Spanish teacher and I want my students to use Rosetta Stone to learn Spanish. How do I get started?

You will need an account for you and for all your students. Please contact Andy Bess (bessa@norwalkps.org) and he will tell you what information he needs to create the accounts. Then, you will need a supply of headsets with microphone attachments. If your school doesn't have any, contact the ELL teacher in your building.

I want to be able to track my students' work on Rosetta Stone. How do I do that?

In addition to the Rosetta Stone icon, you need the Rosetta Stone "Account Manager" icon on your desktop. It has now been installed on all staff (not student) computers. If you don't see the icon on your desktop, try clicking on *start; programs; Rosetta Stone; Rosetta Stone Manager*. If you still cannot access Account Manager, please ask the Tech Liaison in your building to put in a "ticket" for you. The username for Account Manager is the same as the username for Rosetta Stone *plus the numeral 1* (example: beckerh1). Once you can access Account Manager, email Andy Bess (bessa@norwalkps.org) and he will create a manager account for you. The password is still 123. When your manager account has been created, you may need to contact the ELL teacher in your building to help you get started.

Whom do I contact with other questions/issues/suggestions?

Contact Helene Becker (beckerh@norwalkps.org). Suggestions are always welcomed!