

Frequently Asked Questions

Educreations for iPad

- What is Educreations and how can I use it?

Educreations is a unique interactive whiteboard and screencasting tool that's simple, powerful, and fun to use. Annotate, animate, and narrate nearly any type of content as you explain any concept. Teachers can create short instructional videos and share them instantly with students, or ask students to show what they know and help friends learn something new.

Check out the "Featured Lessons" tab in the app to view some of our favorite lessons created by teachers from all over the world to see what's possible.

- What if I don't have an iPad?

An iPad is not required in order to view lessons. Finished lessons automatically sync to your online Educreations account so you can share them instantly with anyone, even if they don't have an iPad. You control who can see what.

If you want to create lessons, you will need an iPad with the Educreations app installed.

- Where can I find some examples?

Check out the "Featured Lessons" tab in the app to see some of our favorite lessons created by teachers from around the world.

- I've got an idea for a great new feature. How do I tell you about it?

Great! We love hearing your ideas for improvements. Shoot us an email at support@educreations.com and let us know!

Creating Lessons

- **How do I create a lesson?**

From the My Lessons screen of the app, tap the "+" icon to start a new lesson. Then tap the record button and write on the whiteboard as you explain any concept, just as you would when tutoring a friend. The app records your voice and iPad screen as you teach to create a video that you can share.

Get started by making a short recording to see how it works. Pause and resume recording whenever you like. If you need to take a break, you can save a draft of your work-in-progress and come back to it later.

Once you get the hang of it, try adding images and text to the page. Upgrade to Pro to import documents, presentations, webpages, and custom maps.

When you're finished, tap the exit button at the top-left of the whiteboard toolbar. Give your lesson a name, choose a privacy setting, and save it. Sign into your Educreations account to share your lesson with anyone, even if they don't have an iPad.

- **Can I save my work and come back to it later?**

Yes, you can save your work-in-progress as a "draft." Take a break from working on your lesson whenever you like. All of your work will be saved, and you can pick up later right where you left off.

Free accounts are limited to one saved draft at a time. Upgrade to Pro to save unlimited drafts and work on multiple projects at once.

- **Why does the app request access to my microphone?**

Educreations records both your voice and screen to produce dynamic instructional videos. The first time you press the record button, you will be prompted to allow Educreations to access your microphone. You'll need to grant this permission, as it's required for the app to begin recording.

If you accidentally disallow the microphone permission, you can re-enable it in the Settings app. Go to Settings->Privacy->Microphone and make sure Educreations is enabled.

- **What types of content can I add to my lesson?**

Add images and text using the free Basic Edition of the app. Choose from your Photos, Dropbox, or Google Drive, snap a photo with the camera, or search the web for the perfect image to illustrate your point.

Upgrade to Pro to import PDF's, Google Docs, Powerpoint and Keynote presentations, webpages, and custom maps. Choose from files stored in Dropbox and Google Drive. Additional whiteboard pages will be created automatically for multipage documents. After importing your files, you can annotate on top of everything with the drawing tools.

- **What image formats can I use?**

You can use most common image formats - JPEG, PNG, GIF, and more. If you find a format that isn't working for you, please let us [know about it](#).

Tip: Did you know that you can animate your images while recording? Simply touch and drag to move, resize and rotate any image.

- **Can I restart my recording if I make a mistake?**

It's not yet possible to edit out specific sections of your recording, but we're working on it. For now, you are able to delete your current recording and start over, without clearing the whiteboard. Just tap the eraser tool to select it, then tap it again to reveal additional erasing options. Choose the "Clear Recording" option to delete the current recording.

- **Is there a limit to how many lessons I can create?**

Each free Basic Edition plan includes 50MB of cloud storage space for your lessons. If you need extra space, we hope you'll consider subscribing to Educreations Pro, which includes plenty of extra storage space and many amazing in-app features.

- **Do you have any recommendations for an iPad stylus?**

Any of the third party capacitive styluses made for the iPad should work well. You may want to do a quick search on Amazon to check how other users have rated the available options. We've heard good things about these: [Cosmonaut](#), [Griffin Stylus](#), [Just-Mobile AluPen](#), [BoxWave iPad Stylus](#), [Pencil by FiftyThree](#).

- **What if I don't have an iPad?**

You can also create lessons using our online whiteboard, which works in any browser that supports flash. Just log in to your account on our website and click on the "Create a New Lesson" link to launch our online whiteboard.

- **Using my mouse to draw in the web whiteboard is hard. Is there a better way?**

We agree. A mouse doesn't make a great drawing tool. For best results using your handwriting on our online whiteboard, use an inexpensive USB drawing tablet like [this one made by Wacom](#) or an interactive whiteboard.

Sharing Lessons

- **How do I share lessons with students?**

Classes are the easiest way for teachers and students to share lessons. Teachers can create classes that students can join right within the app. Lessons sync automatically between teacher and student iPads, so it's easy for students to access teacher instruction and for teachers to monitor student work. Students without iPads can access classes and lessons on the Educreations website. Students can join your class within the app or on the website. All they need is your class code.

- **What other sharing options are available?**

In addition to sharing lessons within your classes, you can also share them via link, email, Messages, Facebook, Twitter, or by embedding them on your blog or website.

- **Can I download or export my lessons?**

Yes, with Educreations Pro you can export lessons as MP4 video files to the Camera Roll, open your videos in other apps, and use them in other video projects. All Pro users can export their own videos, and teachers with Pro are able to export their students' videos, as well, as long as the student also has Pro.

- **Can I embed a lesson on my blog or website?**

Yes, teachers are able to embed any of their own lessons, as well as lessons shared publicly by other teachers. On the website, you'll find the embed code on the lesson playback page. To copy the embed code from within the iPad app, just tap the share icon for the lesson you want to embed, then choose the "Copy Embed Code" option. If a "Copy Embed Code" option does not appear, then you do not have permission to embed that lesson.

- **How do I email a lesson?**

You can email lessons directly from the iPad. Select a lesson and tap the share icon in the top toolbar. Then choose the Mail option.

Tip: You'll need to make sure you've setup your email account in the Mail app on your iPad before you can email lessons.

- Can I replay lessons on a PC, Mac, or Chromebook?

Yes, you can replay lessons on the web from any computer that has Flash Player installed.

Teacher Accounts

- What if I can't find my school during sign up?

If you don't find your school when signing up on the web, you'll be prompted to enter some basic information about your school so we can add it to our system. If you're signing up using the iPad app, there's not an option to add a new school, but you can add your school later by visiting your account settings on the web.

- Why did I receive an email requesting that I confirm my email address?

Email verification has become a standard procedure for most online services, and we think it's a good idea, too. It allows us to make sure you typed your email address correctly when registering, and also lets us verify that you actually own that email account. We hate spam as much as you do, and we want to make sure don't send unwanted email to someone else's inbox.

Student Accounts

- How do students create accounts?

Students can sign up on the web or from within the iPad app. They will be prompted to enter their teacher's class code during sign up. We recommend that all students sign up with a class code, and a class code is required for all students under 13.

Tip: Students only need to register once for an Educreations account. After registering, students can join more classes by entering additional class codes on the web or in the app.

- How do students join a class?

Joining a class is easy. All students need is their teacher's class code. If they don't already have an account, students will be prompted to enter the class code during sign up. After creating an account, students can join more classes by entering additional class codes.

- Can students record lessons?

Of course! In fact, students have created more than 3 million lessons on Educreations. It's a great way for students show what they know and teach their friends something new.

Student lessons are stored privately on educreations.com and are only visible to the student and that student's teachers. In the near future, we plan to allow students to share their lessons with classmates within the safe and private environment of an Educreations class.

Teachers can view their students' lessons by selecting a student's name in their class roster.

Pricing and Plans

- **How does billing work?**

Educreations Pro plans require an annual subscription. Your Pro subscription will automatically renew each year until you cancel it. Don't worry, we'll email you to remind you about upcoming renewals. If you decide that you don't want to continue your subscription, you can cancel at any time.

- **What forms of payment do you accept?**

For school and district purchases, we accept checks and work with your accounting department on purchase orders. For individual teacher purchases, we accept Visa, MasterCard, American Express, JCB, Discover, and Diners Club.

- **What is your refund/cancellation policy?**

We offer a 30 day, no-questions-asked, money back guarantee to individual teachers who purchase with a personal credit card. If you decide that Educreations isn't for you, just visit your account settings page on our website to cancel your subscription. If you cancel after the 30 day period, you may continue to enjoy your Pro benefits until the end of your current subscription period. When your subscription ends, you will not be billed again and your account will be downgraded automatically to the free Basic Edition plan.

- **How do students upgrade to Pro?**

Pro Classroom Edition includes access for one teacher and 40 students. After purchasing Pro Classroom Edition, teachers will notice a special "Pro Students" class in their class list. Students who join the "Pro Students" class will be upgraded to Pro.

There are no student limits on Pro School Edition plans. When teachers are on a School Edition plan, all students enrolled in any of the teacher's classes are upgraded to Pro automatically.

Students with Pro enjoy the same benefits as their Pro teachers, including extra cloud storage and additional in-app features.

- **What happens if I downgrade to the free plan?**

All of your lessons will remain on your Educreations account. If you are over your storage quota after downgrading your plan, you will not be able to create new lessons until the amount of space used on your account drops below the amount of space available to you.

- **Can I get a free trial?**

For school customers interested in evaluating Pro School Edition, a time-limited free trial is available upon request. Free trials are not available to individual teachers interested in Pro Classroom Edition, but we do offer all teachers a 30 day, no-questions-asked, money back guarantee.

System Requirements

- **What iOS versions is Educreations compatible with?**

Starting with Educreations version 2.0, iOS 7 is required. The original iPad cannot run iOS 7, but if you have an iPad 2 or newer with iOS 7 installed then you're all set.

- **Does Educreations work on Android tablets?**

We're focused on the iPad for now, but we may create an app for Android devices in the future.