

# Renaissance

See Every Student.

## Frequently Asked Questions: Renaissance Growth Platform

睿乐生新系统平台 RGP 的常见问题:

This document contains answers to Frequently Asked Questions about the Renaissance platform upgrades for Star Assessments and Accelerated Reader in China.

Please be aware that if you are a myON user, your myON URL will change from *myonlibrary.cn* to *myon.com.sg* at this time, but you will not experience any other myON changes yet.

If you have any other questions, please contact [asiassupport@renaissance.com](mailto:asiassupport@renaissance.com)

这份文件包含了对中国地区 Star Assessments 和 Accelerated Reader 所用的 Renaissance 系统平台升级相关的常见问题及解答。如果您有任何其他问题，请联系 [asiassupport@renaissance.com](mailto:asiassupport@renaissance.com).

请注意如果您是 myON 用户，在此期间，您的 myON 的链接会从 myonlibrary.cn 改成 myon.com.sg，除此之外，不会有任何其他的变化。

Question 问题	Answer 答案
When will the upgrade take place? 什么时候升级?	The upgrade will take place in October 2024. Your site administrator will be given the option to choose a migration window during this time. 系统将于 2024 年 10 月份升级. 您的站点管理员有权选择具体的系统升级日期。
Does the upgrade cost extra? 升级会额外收费吗?	No, this compulsory upgrade is at no extra cost. 不会, 此次强制升级不会产生任何收费。
Will there be any changes to our current username and password credentials? 升级到新站点后, 我的用户登录名和密码会有变化吗?	myON users will not experience any changes apart from a new URL at this time. Star Assessments and Accelerated Reader users should note the following login changes:  myON 用户者将不会有任何用户名和密码的变化 Star Assessment 和 Accelerated 的用户应该注意注意以下登录更改  Enter your current password in <u>all lowercase letters</u> when you first log in to your new site. 首次登录新站点, 请全部以小写字母输入密码。  Student passwords will remain the same as there is no new requirement for these. 学生密码不会发生变化。  All teachers and administrators will be prompted to reset their password once they log in for the first time. When setting up new passwords, please note that these will now require 14 characters including at least

	<p>one upper case, one lower case, one number and one special character. Pass phrases and spaces can be used.</p> <p>所有教师及管理员首次登录新系统则需要重置密码。</p> <p>密码要求 14 个字符, 至少包含一个大写字母, 一个小写字母, 一个数字和一个特殊符号, 支持短语和空格。</p>
<p><b>Do staff need to be in school for the upgrade to take place?</b></p> <p>系统升级需要教师在学校吗?</p>	<p>No. It is important to note that your Renaissance website will be offline for the duration of the upgrade period, and you will not be able to access Star Reading or Accelerated Reader.</p> <p>myON users will not lose access to their site during this time. The myON URL change will generally happen overnight. Once the move begins, any additional student reading data on <b>myonlibrary.cn</b> will not be recorded. However, once the move completes, users will <u>only</u> be able to log into <b>myon.com.sg</b>.</p> <p>不会,</p> <p>值得注意的是 · Renaissance网站将在升级期间离线 · 在此期间用户无法使用Star Reading测评或Accelerated Reader题库 ·</p> <p>在此期间, MyON 用户还可继续登录并访问 myON 网站。请注意, myON 网站地址变更通常发生在夜间。在站点迁移期间, myonlibrary.cn 上任何额外的学生阅读数据都不会被记录保留。一旦迁移完成, 用户将只能通过 myon.com.sg 网址登录 myON 站点。</p>
<p><b>How long will the upgrade take?</b></p> <p>升级需要多久?</p>	<p>The upgrade for Star Reading and Accelerated Reader will take between 2 and 5 business days. myON URL changes will be faster, generally completed overnight within a matter of hours.</p> <p>Star Reading 和 Accelerated Reader 的升级将需要 2-5 个工作日。MyON 网址升级比较快, 只需要几小时, 一般在夜间完成。</p>
<p><b>How will I be supported through the upgrade process?</b></p> <p>此次升级我们获得哪些客户支持呢?</p>	<p>You will have one-to-one contact throughout your upgrade from an assigned Upgrade Support Specialist.</p> <p>在整个升级过程中, 贵校指定的系统升级支持专员将为您提供一对一的对接支持服务。</p>
<p><b>Who can I contact if I have questions about the upgrade process?</b></p> <p>如果对升级过程产生的问题, 可以联系谁寻求帮助?</p>	<p>Please contact Customer Support or email <a href="mailto:asiassupport@renaissance.com">asiassupport@renaissance.com</a></p> <p>请发邮件至 <a href="mailto:asiassupport@renaissance.com">asiassupport@renaissance.com</a></p>
<p><b>How will I know when my site has been upgraded?</b></p> <p>我们如何知道系统已经完成升级?</p>	<p>You will be sent an email with your new URL and resources designed to help with navigating the new platform.</p> <p>您会收到一封电子邮件 · 包含您新站点的URL链接和新系统平台的相关资源 ·</p>

<p><b>Will my students and teachers get a redirect to the new site?</b></p> <p>教师用户和学生用户登录旧网址可以直接跳转到新的网址吗？</p>	<p>No. Once the upgrade takes place, your new URL will be shared with the main Renaissance contact at your school. They should share this new URL with anyone who will need to access to your school's Renaissance site.</p> <p>不会跳转。升级完成后，学校的睿乐生系统主要联系人会收到通知，该联系人会负责与学校其他相关人员对接睿乐生系统升级的详细信息。</p>
<p><b>Will I still have my Star Reading and Accelerated Reader data after the upgrade?</b></p> <p>升级后，新站点是否还会保留我原来的 Star Reading 和 Accelerated Reader 的历史数据吗？</p>	<p>In the new platform, Star Reading and Accelerated Reader users will retain data for quizzes and assessments taken from 1st August 2019 to present. As these products will not be accessible during the upgrade period (2–5 days), there is no risk of reading data being lost during the move.</p> <p>在新系统平台中，自 2019 年 8 月 1 日至今的 Star Reading 测评数据和 AR 测验数据都将会被保留。所有用户在新系统平台 RGP 在升级期间（2-5 天）将无法登录使用 Star Reading 或 Accelerated Reader 产品，因此在数据迁移过程中将不存在历史数据丢失的风险。</p>