

RIPPLE EFFECTS
Software to *positively* change behavior



Technology Guide

Contents

| | |
|--|-----------|
| Introduction | 1 |
| System requirements | 2 |
| Installation | 3 |
| Stand-alone disk installation | 3 |
| Installing in network mode for MAC | 5 |
| Choosing network or stand-alone installation | 5 |
| Before you start | 5 |
| Installing in network mode for PC | 8 |
| Before you start | 8 |
| Maintenance and support | 10 |
| Ongoing support and maintenance | 10 |
| Dealing with user accounts and passwords | 10 |
| IMPORTANT: Privacy issues | 10 |
| Administrative Features | 11 |
| Deleting and adding back topics | 11 |
| Internet access | 11 |
| Deleting student/user records | 11 |
| Upgrades and Integrating Student Records | 13 |
| Problem-solving and troubleshooting | 14 |
| Problems at the desk top level | 14 |
| Problems at the network level | 16 |

Introduction

If you are charged with the job of installing, maintaining and troubleshooting Ripple Effects behavior training software, this manual can make your job easier.

You may have extensive technical training. You may have very little. You may be a full-time technologist. You may be a part-time “draftee.” Your level of expertise together with the technology available to you, will determine how simple, or sophisticated your installation of our software can be.

Regardless of your expertise or background, you probably have more responsibilities than you have time to fulfill them all. Thus, efficiency is really important. To respect your time and help you be as efficient as possible, we've made it as simple as possible.

System requirements

Ripple Effects software is Mac and PC compatible, and will work on most computers. There are three requirements that are likely to make the difference in whether it works on a given computer or not. **The computer must:**

- Have enough storage space available on the hard drive
- Play sound. This requires a sound card and headphones (speakers optional)
- Play video. This requires both hardware and software (we provide the software). If these three things are true, most of the other system requirements will likely be met as well.

System requirements:

- Windows 98, 2000, XP (The program may run on Vista, but installment must be modified), Windows 7.
- MAC OS 9 or higher, through current MAC OS X
- 64 MB RAM
- 1.3 GB hard drive space for Teens, 700 MB for Kids, 700 MB for Staff
- SB16 Compatible sound card, speakers, headphones
- 12x CD-ROM or DVD drive (for disk based installation)
- Color monitor
- QuickTime 6 or higher (it will be installed if not on your computer already).

The software is delivered via CD-ROM (up to three disks), DVD (one disk), flash drive, or electronically via download from a secure website.

Stand-alone disk installation

1. Put Disk 1 in the CD/DVD drive.

- **PC Users:** When prompted with the "What do you want Windows to do?" window, choose "Open folder to view files" or choose "Run..." from the "Start" menu.
- **Mac Users:** Find the Ripple Effects icon on your desktop and open it.

2. Look for an icon (or file) called "Start here" and double click on it to install the software. (Mac OS 9 or earlier, click on "start Classic OS").

The "Start Here" program makes sure that the folders are set up correctly, with the right names, and in the right relationship to each other. Once you've set up the program, **DO NOT** move, rename, or delete any files or folders.

3. Click on "Set-up", **choose "FULL" installation** and follow the prompts.

Be sure to install Ripple Effects software onto the default location.

- **On PC's**, the default location is: C:\Documents and Settings\All Users\Desktop or Users\Desktop.
 - **On Macs**, the default location is the "Applications" folder.
- The install may take about 10 minutes for Kids, 20 minutes for Teens, 15 minutes for Staff.

For Teen install only: At message that says installation of Disk 1 is successfully completed, insert Disk 2 from the Teens kit and repeat Steps 2 and 3; then repeat the process for Disk 3.

For Staff install only: At message that says installation of Disk 1 is successfully completed, insert Disk 2 from the Staff kit and repeat Steps 2 and 3.

If you are having trouble installing the software, please contact your technology support person and give them this manual or call 888-259-6618 for toll free technical support.

Verify that it works

Once you have successfully installed the program, double check that it works. Launch it, and make sure you can create an account, and that all the media is playing correctly.

Creating an account: Permissions may block you from creating an account. Make sure you can sign-in successfully. If you can't, check the Problem-solving and troubleshooting for tips.

Sound: Make sure sound is playing when you launch the program. If you click through a few screens and don't hear anything, or the sound is too low, something is wrong. Check that:

- The computer has a sound card
- The sound is turned on (not muted-check control panel/sound/settings)
- The volume is set high enough, both on the computer, and through the program
- Sound preference is set at the highest resolution the machine can handle; and,
- Speakers are attached to the computer (and they're turned on and plugged in!)

Video: After launching the program, click on the "topics button", choose any topic, and then click on a lit up "Model" button you see along the bottom. A movie should play.

If a movie doesn't play, there's a problem. Check that:

- The computer has the hardware to play video
- The videos were installed (look for a folder called "Movies2")
- The right version of the video software, QuickTime, is installed (6.0.3 or later).

Color: Choose any topic and look at the first photograph. If the face looks blotchy, the computer may be set wrong for color. If possible, set your color monitor to display in 1000s, also called 16 bit, color. To do this, go to your Control Panel or System Preferences, Choose Monitor/Display, and choose 1000s from the list of choices.

Installing in network mode for MAC

Network and stand-alone versions are both on the installation disks. Network capability is enabled from within the installation process.

Choosing network or stand-alone installation

The advantage of using a network version of Ripple Effects software is that you can share records on a central server, so that no matter what computer students use, their records are kept in a single place. This has tremendous advantages not only for administrative record keeping, but for reinforcing learning for students. Nonetheless, installing and maintaining the network version is considerably more complicated than a stand-alone set up. Most lay people can easily do a stand-alone installation. We recommend all network installations be handled by an experienced technical support person or system administrator.

Before you start you must have administrative rights to the clients and server.

Ripple Effects disk in the instructions below refers to Disk 1 of the Ripple Effects for Teens CD-ROM set or the single DVD-ROM, whichever you have. If you are installing Ripple Effects for Kids, or Ripple Effects for Staff, substitute the word “Kids” or “Staff” everywhere you see the word “Teens” below.

You'll need a total of 1.3 GB on each client's hard drive for the Ripple Effects for Teens program and Ripple Effects user data files. You'll also need 64 KB for each Ripple Effects user data file on your server. This means 6.4 MB if you have 100 students.

Installing the software

- 1.** Create a shared folder on a server volume. Do this by creating a folder with a distinctive name such as RETeensnetdata and copy the STUDENTS and CONFIG files (found in Applications:Ripple Effects for Teens:CopytoHD:Main) into the shared folder.
- 2.** Install the program on a client computer (if it is not already installed). After the installation is complete, replace the Ripple Effects for Teens Alias on the client desktop (created as part of a standard installation) with the RE_NetApple alias that points to the Network version script in Applications:Ripple Effects for Teens:CopytoHD.

3. Copy the RE_NetApple executable (it is a compiled Apple Script) into the Applications:Ripple Effects for Teens:CopytoHD location on the client computer(s).

4. Edit/create the info.txt file on the client computer(s).

Open (or create) and edit a file called info.txt (it is in Applications:Ripple Effects for Teens:CopytoHD). Insert ONLY two lines in the file that are the pathnames to the location of the CONFIG and STUDENT folders that are in the shared folder in 1. above. I.e., students,ProdDev:RETeensNetData:STUDENTS:topics,ProdDev:RETeensNetData:CONFIG: Where ProdDev is the server volume name.

5. Edit the prefs.txt on the client computer(s).

Open and edit prefs.txt (it is in Applications/Ripple Effects For Teens:Copytohd:Main). Replace the dummy lines with only two lines containing the pathnames to the CONFIG and STUDENTS folder. I.e., students,Macintosh HD:Users:Shared:RETeensData:STUDENTS:topics,Macintosh HD:Users:Shared:RETeensData:CONFIG: Where Macintosh HD is the name of the client's hard drive.

Verify/Set Permissions for RE Teens Data folder on the client and RETeensNetData folder on the server.

During the installation, the RE Teens Data folder and subfolders were created in the client's Users:Shared folder. Users need to be able to create and modify files inside RE Teens Data.

Note: You may copy the RE Teens Data folder with STUDENT and CONFIG sub-folders to a different location on the client, as long as it's shared out to all users. If you do this, you'll need to record the alternate file paths to the STUDENTS and CONFIG folders in the prefs.txt file in copyToHD:Main.

Verify that your specific user group has read and write share permissions for all data in RETeensnetdata folder (i.e. both the CONFIG and STUDENTS folders) and that these permissions for the group are inherited from parent by sub-folders.

LAUNCH AND TEST Ripple Effects for Teens

1. Launch the program from the desktop alias and log on as a first time user. From the topics button at the top left of the screen, select a topic on the cell phone and complete a Got It activity. Check the scorecard button at the top to make sure you received 100 points. Repeat this test after logging into Ripple Effects as a different first time user.
2. Check the both the STUDENTS folders (on client and server) for identical content. They should have the same set of two “.v12” user files you created just now while testing and an older students.txt file. If everything works and checks out, you're done on your first client and the server.

INSTALL Ripple Effects for Teens (or Kids or Staff) on other clients by copying folders

You do not need to install the program from disks and configure it by hand on every client. You can copy the Ripple Effects for Teens folder in Applications you configured on one client to the Applications folders of other clients via your sever or an external drive.

If you've already installed Ripple Effects for Teens on your other clients, change them to network mode by replacing just their copyToHD folders with the copyToHD folder from your configured client.

You can also copy the RE Teens Data folder in the client's Users:Shared folder to other client machines. You should still verify permissions for the data folders on each client.

Installing in network mode for PC

Before you start

You must have administrative rights to the clients and server.

“Ripple Effects disk” in the instructions below refers to Disk 1 of the Ripple Effects for Teens CD-ROM set or the single DVD-ROM, whichever you have. If you are installing Ripple Effects for Kids, or Ripple Effects for Staff, substitute the word “Kids” or “Staff” everywhere you see the word “Teens” below.

Set up the shared files on the server

1. Create a share folder on the server. This location must be open to all users of the program from client computers to create and modify files. It will hold Ripple Effects user data files. We recommend naming it RETeensnetDATA.
2. Synchronize all clocks. Make sure your client computers' clocks are synchronized with the server clock. If this is not the case, contact Ripple Effects for an alternate batch file.
3. Copy the “reteensnetdata” folder from the Ripple Effects disk to the server share
On the Ripple Effects disk, locate the folder RETeensNetData and copy it into the shared location on the server.

Verify/set permissions for the server share

Verify that the Everyone group and your specific user group has read/write/modify share permissions and that security permissions for the group are set to modify and inherited from parent by sub-folders.

Install the Ripple Effects program on a client computer

1. Insert CD-ROM Disk 1 or the DVD in a client. There's NO auto-run feature. Select Open folder to view files from, “What do you want Windows to do?”
2. Click on Start Here (the water drop icon). Follow the prompts to install.

On the Choose where to put files screen, use the Browse button to install the program to C:\Program Files.

3. Choose Full installation.
4. For CD-ROM, after Disk 1 has finished, follow the prompts to install Disk 2 (Staff and Teens only) and Disk 3 (Teens only). They all launch from the Start Here icon.

Common issues after installation

If the computer doesn't have a sound or video card, Ripple Effects won't install from the disk. This usually happens if you're trying to install to a server, not a client. See the Solving Problems section for instructions on installing "by hand."

INSTALL Ripple Effects for Teens (or Kids or Staff) on other clients by copying folders

You do not need to install the program from disks and configure it by hand on every client. You can copy the Ripple Effects for Teens (or Kids or Staff) folder in C:\Program Files you configured on one client to the C:\Program Files folders of other clients via your sever or an external drive.

If you've already installed Ripple Effects for Teens (or Kids or Staff) on your other clients, change them to network mode by replacing just their copyToHD folders with the copyToHD folder from your configured client.

You can also copy the RE Teens Data folder in the client's All Users\Shared Documents or Users\Public folder to other client machines. You should still verify permissions for the data folders on each client.

Saving records from previous use

If you've previously been running Ripple Effects in stand-alone mode, you may want to preserve existing user data files or a customized topic list.

1. Copy all the files ending in ".v12" from inside the STUDENTS folders on you client machines to the STUDENTS folder on the server.
2. Copy the topics.txt file from one of the client machines with a customized topic list from the CONFIG folder on the client to the CONFIG folder on the server.
3. After configuring the clients for network mode and logging on to Ripple Effects as a teacher or administrator, you should review all the user records you moved to the server by using the student progress button on your home screen.

Ongoing support and maintenance

Part of ongoing support is making sure users know what to expect from the program. Here are the basics.

Dealing with user accounts and passwords

- Every user must set up an account to get into the program. The account consists of first name, last name, and a password.
- Students need to remember the name and password they signed in with, and use the same one every time. There is no way to find out (recover) passwords. If they forget it, they'll have to start over and will lose the points they've earned as well as their journal ("Brain") entries.
- Let students know to use the same computer every time, unless you know that Ripple Effects software is running on a network. Otherwise, they won't find their account.
- Educators should use the letters RFN + their 5-digit serial number* as their password to open up administrator features. Through the administrator log in you can check student records and block topics and turn off web access from the program.

* If running from a flash drive the password is RFT + 5 digit serial number.

IMPORTANT: Privacy issues

For the privacy of users, Ripple Effects software is password protected. No one can access student journal records, except the student with a password. The ONLY thing educators have access to are records for each user's points for completing the "Got it's" (activities), "Brain" (journal), "Profile" (subjective assessment); located in the "Scorecard."

To protect students' privacy, let students know to quit the program if it is open when they start up on a computer. If it's open, they may be in someone else's account. They should quit, and log in with their own name and password. When you're done, you should quit, as well.

Administrative Features

Deleting and adding back topics

Administrators or educators may decide that certain topics are inappropriate for a particular group or setting. Any topic can be blocked so they do not appear in the program, and can be added back in at any time.

To customize the topic list, you need to:

1. Log in to the administrator features in the program. You must sign in with RFN + your 5-digit serial number as your password to block or add back in topics. (**Note:** If running from a flash drive the password is RFT + 5 digit serial number)
2. Choose “customizing topics” from the home screen.
3. Click on any topic you wish to remove. It will turn green and become underlined, to indicate it's been blocked. Click a topic again to add it back in.
4. When you're done, choose “Save” to save your customized topic list. You must QUIT and restart. When you open Ripple Effects software back up, the topics you blocked will no longer appear in the program.

Internet access

Built into the program is a web connection to a companion web site. Users access the site by clicking on the “web” button at the top of their screen.

If there is any problem with web access from within the program, you can use your web browser to access our site directly by typing in www.rippleeffects.com.

To block web access from within the program. Log in as an administrator, choose “Block Web Access”. This will prevent users from getting to the web from within the Ripple Effects software program.

Deleting student/user records

To delete a user in the Ripple Effects program, you have to find the user data file and delete it. For stand alone installations this data to be deleted is in one location set at installation on your computer. For Network installations this data to be deleted is in two locations: on your computer and on the location set at installation on the server on your network.

Note: We strongly recommend that you back up before deleting. Make a copy of the STUDENTS folder on your desktop before you start deleting student records. That way, if you've deleted one you wish you had kept, you can always copy it from your desktop back-up.

What Files do I delete?

The user data files are inside of a folder called **Students**. They look like this: **tarvi_t1.v12** (though you might not see the ".v12" at the end on your computer).

In the **Students** folder, find the user data files you want to delete. They're listed by the first five letters of the student's last name, an underscore, the first letter of their first name, and a number from the order in which the student first logged on. For example, Juan Silvera would show up as **silve_j1.v12**. Jessica Silverstein, who logged the semester after Juan, would show up as **silve_j2.v12**.

Delete the files you no longer need.

Note: NEVER delete a file called **students.txt** from the **Students** folder.

Where is the Students folder with the data files?

Stand alone installations:

If you purchased and installed the program since Fall 2008 and you're not in Network mode, the **Students** folder is inside the **RE Teens Data or RE Kids Data** folder.

On a Windows PC, look for the data folder in: **C:\Documents and Settings\All Users\Shared Documents or Computer>Local Drive (C:)\ Users\Public**.

On a Mac look for the data folder in: **Macintosh HD:Users:Shared**.

Network Installations:

If you are running the program in Network mode, it means the user files you want to delete are in the **Students** folder on a network server and on your local (client PC or Mac), and need to be deleted from both locations. To find them, go to the program's **CopyToHD** folder.

Then open the "info.txt" file in CopytoHD.

In this text file, you'll see two entries - the first entry is the name of the server on which the Ripple Effects data is stored, the second is the folder name where you can find the folders with Ripple Effects data. Ripple Effects data is usually in files named RETeensNetData. Proceed to the STUDENTS folder here and repeat the above steps to delete the particular Student records, and delete the files you no longer need.

Upgrades and Integrating Student Records

If you install upgraded versions of already installed Ripple Effects software, you need to decide how to integrate existing records with new records. One option is to delete existing records before installing the new program. This works for students who are no longer using the program. You cannot use student records created with pre-3.0 versions of Ripple Effects software, in the 3.0 version. It has new engineering, and doesn't work with the old files. If you try to connect the new program to old program student records, you'll get an error message saying that you are using an unregistered version of ".v12". Move or delete the old records, and install a new students folder. Please call Ripple Effects Support if you are migrating large numbers of student records from older versions to version 3.0 programs.

Problem-solving and troubleshooting

I. Problems at the desk top level

Here are some situations or problems that could potentially come up, with explanations of why they could occur and what to do to solve them.

Problems launching the program

Problem: You tried to get in to the program, but got an error message that says “You clicked on the CD to start the program, but it won't work from the CD. You have to click on the files that are stored on your computer hard drive to start this program. Look for a file called “Ripple Effects software” on your hard drive, and click on that to get started.”

Explanation: You may have tried to start your program off the CD or DVD instead of off your hard drive. You have to run it on your hard drive for it to work.

Solution: Quit out of the program, then restart by clicking on the Ripple Effects program icon on your hard drive. Eject the Ripple Effects software CD or DVD from the disk drive, just to make sure you can't click on the CD or DVD by mistake. If the program isn't already on your hard drive, then insert the disk and click “Start Here” to get the program properly set up on your computer.

Problem: You put in the disk and tried to use it, but it didn't work.

Explanation: You can't play the program file on the disk, because part of the program involves saving and accessing user files on your hard drive. The engine of the program MUST be copied onto your hard drive before it will play.

Solution: Again, make sure the program is set up properly on the computer you are using. Launch the “Start Here” installer program, and/or read the instructions on setting it up, before trying again. When at least minimal installation is complete, try again.

Problem: When logging in, you get a message saying you've typed something incorrectly, or that it doesn't recognize your name or password, even though you know you've already logged in and set up an account.

Explanation: You could have typed your first name, last name, or password incorrectly. But, more likely, you logged in on a completely different computer, and your information is stored on that other computer, rather than the one you're on.

Solution: If you are using a stand-alone installation, you must use the computer where you set up your account the first time, that's where your records are stored. Or, try logging in again. Make sure to write down the name and password that you signed in with.

Problem: When logging in the first time, you get a message saying that someone has already signed in with your name.

Explanation: You may have mistakenly chosen "First Time" instead of "Already Signed In" on the first screen. If not, another user may have the same first and last names as you. The program needs a unique name in order to track each individual user.

Solution: If you have already signed in, make sure to choose the "Already Signed In" button at the first screen. If you really are a new user, sign in using a nickname.

Problem: The movies don't play.

Explanation: The program needs certain movie software to be able to play the movies. This software, QuickTime, has to be the right version to play -- version 6.0.3 or later.

Solution: Install the right version of QuickTime. Quit out of the Ripple Effects software program. Find your program disk, put it in your disk drive, and open it. Look for a folder called QuickTime. Launch the QuickTime installer, and follow the steps from there.

Problem: The sound quality is poor. It drags and/or you can't hear it very well.

Explanation A: Your speakers are either not plugged in, not turned on, or have the volume turned down.

Solution A: Make sure the wires going from the speakers to the computer are connected. Check to see if a power button needs to be turned on (often by pushing in.) Make sure it's plugged in. Check the volume control, and turn it up.

Explanation B: Your sound quality preferences are set too low, or “mute” is checked.

Solution B: To get the best sound, check your settings in the control panel.

Problem: When you see the program on other people's computers it takes up more of the screen than on yours.

Explanation: Your monitor preferences are probably set higher (and thus your screen size smaller) than theirs. Monitor preferences set resolution levels on the screen in pixels per inch. The more pixels per inch you choose the smaller space they need to be concentrated in.

Solution: You can change the size of the picture on your screen by changing the resolution of your monitor. Go to monitors or display, and settings, and select one of the numbers shown. The smaller the display numbers, the larger things will be on your monitor. 640 x 480 is maximum size. The program is designed to display at this size so that the “picture window” on the main screens feels almost like a mirror to students users. If it's much smaller, they are unlikely to identify with kids in the photos or videos. You can change to 832 x 624 if you want things to appear somewhat smaller, and 1024 x 768 if you want the screen to be even smaller. But remember, each decrease in perceived size from the user's perspective, can result in learning losses. You can experiment by clicking on different numbers, and see which layout you prefer.

II. Problems at the network level

Problem: You know you saved “memories” after writing in the Brain/Journal, but your memories aren't showing up when you click the “memories” button.

Explanation A: You were on another computer and your memories are being held there. Things that get saved are saved on the computer hard drive (in Stand alone mode) or the server (in Network mode). So if you use the program on different computers, unless the computers are linked in a single network, only the hard drive where you last used it will save the information you did on that computer.

Solution A: Unless you are using a networked version of the program, always use the same computer.

Explanation B: Someone else had signed in and the program was already running for them, when you took over. If so, your memories will be stored under their name.

Solution B: Always sign in and start the program from scratch, using your own password. Make sure you quit when you are done. Quit if it's open when you get there.

Problem: You try to launch the program, but get an error message saying "Some files you need to run this program are on the server, and the server isn't available".

Explanation A: For a standalone installation the correct files are not in the RE Teens (or Kids or Staff) Data folder or that folder is not installed in the right location, or has read only permissions.

Solution A: Check that you've got the RE Teens Data folder with read and write permissions for all users and that it is located in the All Users\Shared Documents (Windows XP), Users\Public (Windows 7) or Users:Shared (MAC OS X) folder on your computer. Then check to make sure it has two folders in it; one called "STUDENTS" (that contains a file called "students.txt"), and one called "CONFIG" (that contains a file called "topics.txt").

Explanation B: For a network installation the correct folders aren't on the server.

Solution B: Check that you've got a folder called RETeensNetData on your server and that it has two folders in it called "STUDENTS" (that contains a file called "students.txt"), and a folder called "CONFIG" (that contains a file called "topics.txt").

Explanation C: For a network installation, those folders are there on the server, but are marked "read only," when they need to be marked "read and write."

Solution C: Set permissions on the folders to read and write. On a PC "right click" on the files, choose "Properties", and uncheck "Read only." Choose "Apply." On a MAC hold the apple and "I" key down to get information on the folder and go to the bottom window displayed and set the folder to read and write for all users.

Explanation D: The server location is incorrectly specified in the info.txt folder found in C:\Program Files\Ripple Effects for Teens\CopytoHD (PCs) or Applications\Ripple Effects for Teens:CopytoHD (Macs) on the client machine.

Solution D: Double check for clerical errors in the info.txt file, and make sure the server share name and shared folder name are correct.

Explanation E: There are not read and write privileges from the client machine to the server volume where records are stored. Permissions are often set up in a way that blocks this function.

Solution E: To make sure client machines have read and write access, you can:

- Create a secure partition of a server hard drive (that can be separated from sensitive materials on that server) with only the STUDENT and CONFIG files in that partition.
- If you use commercially available security software systems such as Fortress, make sure you give the Ripple Effects programs on the client permission to read and write to specific directories on the server.
- Simply allow programs in the user space (not individual users) on a client machine read/write access the necessary files.

Problem: When you try to create a new account, or sign in, you get a script error saying "error creating new user" and the program quits.

Explanation: This rare error only occurs on network installations. Often, the first few users are able to sign in, and then suddenly, no one else is, and this script error appears every time someone tries to enter the program. This happens because a student record has gotten corrupted. As soon as the STUDENTS folder contains a corrupt file, no one else can create a new account, or access an existing one.

Solution: Determine the corrupt file, go to your STUDENTS folder on the server, and delete the file. There is no visible, simple way to tell which file is the corrupt one. There are two things you can try, depending on how many records are in the STUDENTS folder, and how much troubleshooting time you have. One way is to sign in to Ripple Effects program as an administrator and (password RFN plus 5 digit serial number), start up student tracking and check each student name - a corrupt file will display that no data is available. The file for that student should be deleted.

If this does not work, save the folder with all student records and send that folder to Ripple Effects Tech support. We will examine the folder and identify the corrupted file and send a “clean” STUDENTS” folder back to you.

Problem: When a student is using the program and they select the “In Your Mind” (Brain) icon they get a script error and the program quits

Explanation 1: The RE Teens (or Kids or Staff) Data folder is in the wrong location or it does not have read and write permissions for all users.

Solution: Check that the RE Teens (or Kids or Staff) Data folder is located in the All Users\Shared Documents (Windows XP), Users\Public (Windows 7) or Users:Shared (MAC OS X) folder on your computer. Then check to make sure it has read and write permissions for all users for all of its contents

Customer service

We at Ripple Effects are committed to doing whatever is necessary to make our software work for you. If you run into a problem that is not included here, or if the suggested solution is not working for you, please contact us immediately so we can help you solve it effectively. The more information you have about the technical details of your system, the quicker we'll be able to help solve the problem.

Other problems

If your problem is not covered here, it may be a less common one that you can find at (<http://www.rippleeffects.com/education/support/tech.html>).

Call toll free: 888-259-6618 (9am-5 pm PST)

E-mail: help@rippleeffects.com

Fax: 415-227-4998

Write: Ripple Effects, Inc., 33 New Montgomery St., Suite 1210, San Francisco, CA 94105

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