

# Admin Portal Guide for District Administrators

## Table of Contents

[Introduction](#)

[AOEU Admin Portal](#)

[Account Setup](#)

[Access the Admin Portal](#)

[Entitlements](#)

[View Entitlements Usage](#)

[User Management](#)

[Add New Users](#)

[View List of Existing Users](#)

[Search for Existing Users](#)

[Download List of Current Users](#)

[Remove Users](#)

[Access Control](#)

[Grant and Revoke Entitlements](#)

[Questions?](#)

## Introduction

The Art of Education University (AOEU) has introduced the Admin Portal, which will allow a District Administrator to add users to the system, as well as grant and revoke entitlements for PRO Learning and FLEX Curriculum for their organization.

Review this guide to get started.

Supporting video guides and other helpful related resources can be found in the [AOEU Help Center](#).

## AOEU Admin Portal

The Admin Portal is where you will manage your district's users and access to AOEU products.

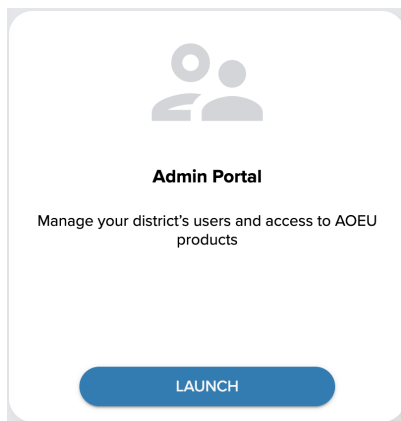
## Account Setup

AOEU must first set you up as a District Administrator for your organization. When this has been completed, you will receive a Welcome email with instructions on how to set a password and login to the Admin Portal. Click on the *creating a new password* link in the email to get started.

For guidance about how to login to your AOEU account, review [this article](#) in our Help Center.

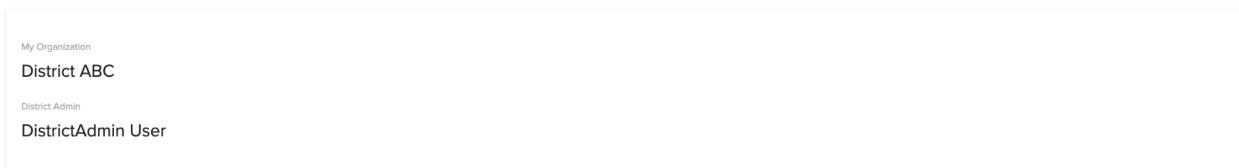
## Access the Admin Portal

Once you have set a password and used it to login you will be brought to My AOEU where a tile will appear called “Admin Portal.”



Click **Launch** to view the details of your organization, add users, and grant entitlements.

The name of your organization, as well as your name as the District Administrator, will be visible at the top.

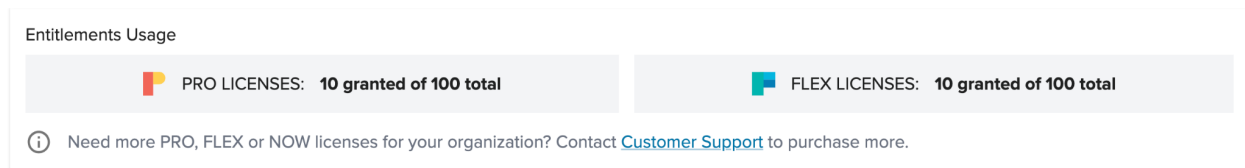


## Entitlements

An 'entitlement' allows a user in your organization to access either FLEX Curriculum or PRO Learning. Your organization would have purchased a license containing a certain number of entitlements that you can allocate to your users via this new functionality.

### View Entitlements Usage

In the Entitlements Usage section, as a District Administrator you will be able to see the total number of entitlements that have been granted out of the total available for your organization, for both PRO and FLEX.



An AOEU Administrator will have already set the total number available for your organization.

The total number of entitlements available is a hard limit, meaning that an entitlement may not be granted for a user that would result in exceeding this total number.

A subsequent section in this document will detail how to grant and revoke licenses for individual users in your organization.

## User Management

### Add New Users

Once in the Admin Portal you may add users one at a time, or in bulk by uploading a .CSV/.XLSX file.

### Add One User at a Time

To add one user at a time, complete the following steps:

1. Click **ADD NEW** -> **Add User** in the My Users section

My Users

[DOWNLOAD](#) [VIEW PRODUCT: ALL](#) [ADD NEW](#)

Search

Search by name or email

[Add User](#)  
[Import Users](#)

2. Enter the following information:
  - a. Email
  - b. First Name
  - c. Last Name
3. Click **Create New User** to create the user, or **Cancel** to return to the user list.

Add User to Organization

Email \*  
newuser@email.com

First Name \*  
New

Last Name \*  
User

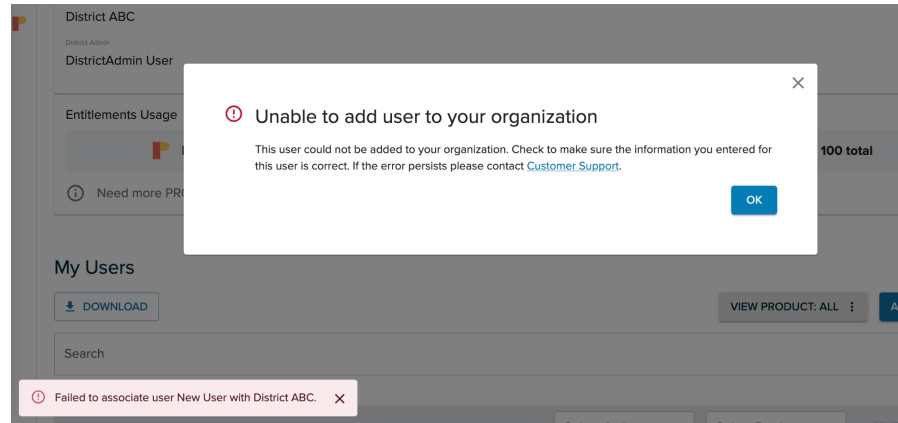
[CANCEL](#) [CREATE NEW USER](#)

4. Confirm that the user was created successfully. You should see a popup message such as:

✔ Successfully associated user Test User2 with District ABC. ✕

The newly added user will not receive an email notification at this point. It is only when you grant a user an entitlement that an email will be sent.

In the case where user creation fails, you should see something like the following:



Dismiss the error messages and return to **ADD NEW** -> **Add User** to correct any mistakes. Note that the information has been saved for ease of edit. In order to attempt to add a completely different user, simply remove the data that is there and enter the correct information.

First and last name cannot be edited manually but may be updated via bulk upload.

## Upload a List of Users (Add Users in Bulk)

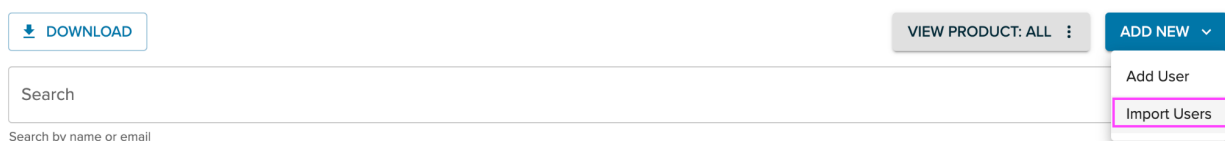
If you have more than a few users to add, it may be more efficient to create them in bulk by uploading a .CSV or .XLSX file.

## Download the Sample File

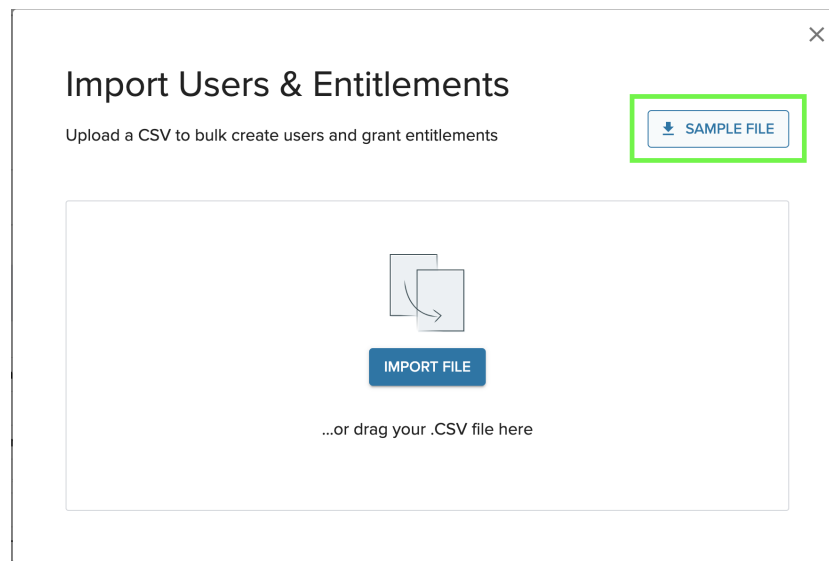
The first step is to download the file template. To do so:

1. Click on the **ADD NEW** button in the Organization Users section.
2. Choose **Import Users**.

### Organization Users



3. Click on **SAMPLE FILE** from the popup window. This will download the sample .xlsx file to your computer. Look for a file named *sample\_user\_import\_template.xlsx*.



### Sample XLSX Explained

There are 5 (five) columns in the sample file. Each header value must be named exactly as noted, and as in the sample file. The headers are not case sensitive and do not need to be in this exact order.

- Email [Required] - The unique identifier for a user and cannot be changed once added. The email address should be properly formed. Duplicate emails are not allowed in the AOEU system. Providing the email of an existing user will result in an error indicating that the email already exists.
- First Name [Required] - The first name of the user.
- Last Name [Required] - The last name of the user.
- PRO - Used to grant or revoke a PRO entitlement for a user. Optional.
- FLEX - Used to grant or revoke a FLEX entitlement for a user. Optional.

Usage of the PRO and FLEX columns will be explained in a later section. For now, we will focus on just creating users via file upload.

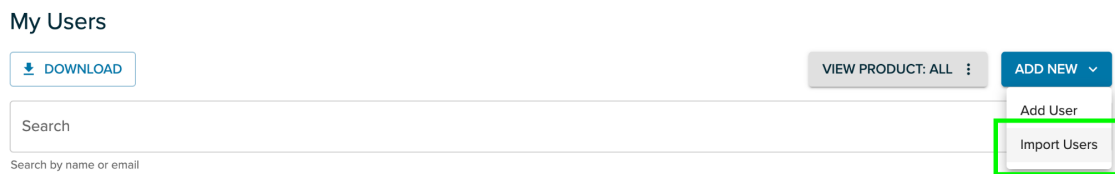
### Create your .XLSX/.CSV file

Using the sample .XLSX file as a starting point, add one row per user that you would like to upload. Fill in Email, First Name and Last Name for each. Then save the file either as .CSV or .XLSX. The file extension is not case sensitive.

### Upload your .XLSX/.CSV file

To upload your file of users, complete the following:

1. Click on the **ADD NEW** button and choose **Import Users**.



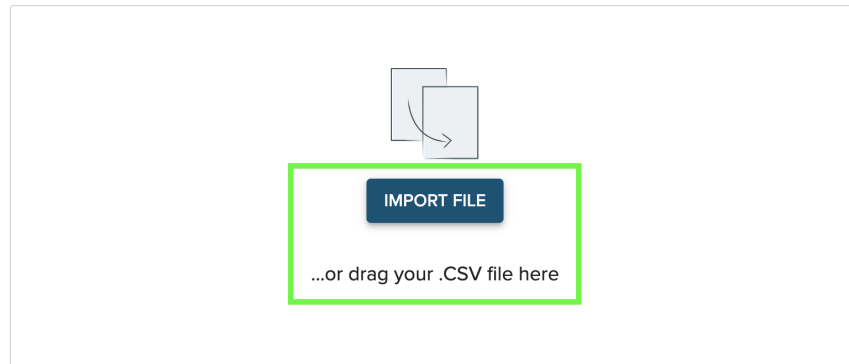
2. Drag your .CSV or .XLSX file from its location on your computer into the popup box, or Click **IMPORT FILE** and navigate to find your .CSV/XLSX file.

● As soon as you drag the file into the box, or choose a file from your computer, the import will begin. There is no way to stop the import at this point. ●

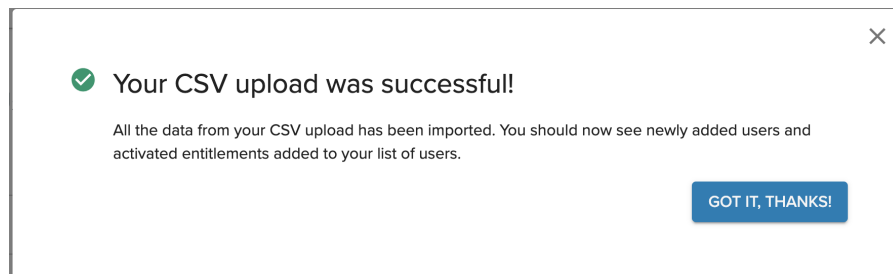
## Import Users & Entitlements

Upload a CSV to bulk create users and grant entitlements

[↓ SAMPLE FILE](#)



- a. If the upload is 100% successful, the following message will appear:



- i. Click **GOT IT, THANKS!** to close the window.
- b. If not successful, resolve any issues and try again. The next section will walk through the common errors.

### In Case of Errors

All users in the file will be processed and, if not 100% successful, the full results displayed at the end of the import. It is possible that some users were created successfully and others, not. An upload output report will be displayed which will provide you with more information. It will look something like this:



## CSV Report

[↓ DOWNLOAD REPORT](#)
[RETURN TO ORGANIZATION](#)

Out of 50 entries in your CSV file, 49 imported successfully while 1 entries contain errors and could not be fully processed.

Please review and adjust the errors in your CSV file before re-uploading. For persistent errors or if you need to purchase more licenses, contact [Customer Support](#).

Full Name	Email Address	PRO Learning	FLEX Curriculum	Errors
Everardo King-Rath	UNKNOWN	FAILED	FAILED	Email Input Invalid

Rows per page: 10 ▾ 1-1 of 1 < >

There will be one row for each user that failed the upload with a specific error message in the Errors column.

Use the **DOWNLOAD REPORT** button to export the results to a CSV file. The file will be named *error\_csv.csv*.

● Be sure to download the error report and include it with your email to [AOEU Customer Support](#) if in need assistance. This will help tremendously with troubleshooting. ●

## Error Messages

While not an exhaustive list, the following are some more common errors that may be encountered.

Error	Description & Next Steps
Email Input Invalid	The email address of the user is either missing or malformed. Correct and re-upload.
Duplicate User	Error received when the same user (email address) has been included more than once in the upload file. Remove the duplicate and try again.
User Belongs to Another Organization	The user was not added to your organization because they belonged to another. Verify the email address and contact <a href="#">AOEU Customer</a>

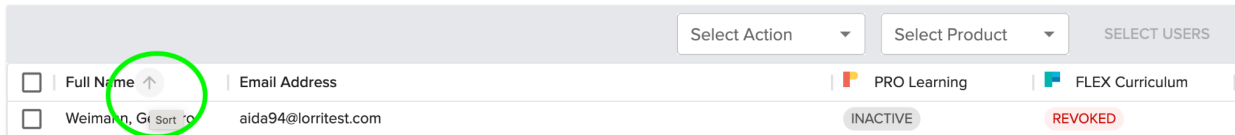
	<a href="#">Support</a> if assistance is needed.
Processing Error	A generic error for all other issues. Please contact <a href="#">AOEU Customer Support</a> for assistance if needed.

## View List of Existing Users

In the Admin Portal you will be able to view the list of users that currently exist for your Organization. Scroll down to the Organization Users section to view.

### Sorting the User List

The list displays 25 user records on a page but is not sorted by default. However, you can sort the list by Full Name or Email Address. Click on the column header to sort. The first click will sort the list ascending, and if you click again, it will sort descending. The third click will return the list to its original order.



<input type="checkbox"/>	Full Name ↑	Email Address	PRO Learning	FLEX Curriculum
<input type="checkbox"/>	Weimann, Gr	aida94@lorritest.com	INACTIVE	REVOKED

To adjust how many user records appear on a page, click on dropdown next to *Rows per page*: and make a selection.

Rows per page: 25 ▾ 1–25 of 545 < >



<input type="checkbox"/>	Gislason, Jettie	cathy35@lorritest.com	INACTIVE	25	INACTIVE
<input type="checkbox"/>	lima, wilson	wilson.lima@lorritest.com	GRANTED	50	INACTIVE
			Rows per page:	100	1–25 of 545 < >

## Search for Existing Users

To search for an existing user from the My Users list, enter any portion of the user's name or email address. The list of users will filter dynamically and start displaying matches immediately.

## My Users

VIEW PRODUCT: ALL ⋮

Search by name or email

		Select Action	Select Product	SELECT USERS
<input type="checkbox"/>	Full Name	Email Address	PRO Learning	FLEX Curriculum
<input type="checkbox"/>	Bramble, Bobby	lorricampelo+testuser1@theartofeducation.edu	GRANTED	INACTIVE
<input type="checkbox"/>	Bruen, Bobby	renee.stehr@lorritest.com	INACTIVE	INACTIVE
<input type="checkbox"/>	Cummerata, Leilani	bobbie.rutherford-lebsack46@lorritest.com	INACTIVE	INACTIVE
<input type="checkbox"/>	Koelpin, Bernita	bobbie.walter@lorritest.com	INACTIVE	INACTIVE

Rows per page: 25 ▾ 1-5 of 5 < >

To clear the search, simply delete the text in the Search box.

## Download List of Current Users

To download a full list of existing users already associated with the Organization, complete the following steps:

1. Scroll down to the Organization Users section of Admin Portal.
2. Click the **Download** button.
  - a. This will download a .csv file of existing users to your computer.
  - b. The file name will default to your *Organization's name.csv*, for example:  
*District ABC.csv*

My Users

VIEW PRODUCT: ALL ⋮

Search by name or email

## Remove Users

The District Administrator does not have the ability to remove users either from the Organization or from AOEU as a whole. Contact [AOEU Customer Support](#) for assistance with removing users.

## Access Control

The users in your organization may have one of the following three statuses for PRO and FLEX entitlements:

- Inactive - the default state for a user who has never been granted a FLEX or PRO entitlement.
- Granted - Indicates that the user has an entitlement for the product (FLEX and/or PRO).
- Revoked - Indicates that the user at one time had an entitlement to FLEX and/or PRO but no longer does.

Once a user has been granted an entitlement, the entitlement can only be Revoked but not made Inactive again.

Note that the district administrator is never counted in the number of FLEX and PRO entitlements granted in the Entitlements Usage section.

## Grant and Revoke Entitlements

FLEX and PRO Entitlements can be granted either manually from the list of users, or via the bulk upload of users that was explained in the **Upload a List of Users (Add Users in Bulk)** section above.

### Manually

To grant or revoke a FLEX or PRO entitlement for a user, return to the Admin Portal and complete the following:

1. Scroll down to the My Users section.
2. Select one or more users by clicking the checkbox next to the Full Name.
3. Choose the action you would like to take for the selected users, either *Activate* or *Revoke*. The action will apply to both users selected.

Note that the *No Action* option allows you to deselect any action you may have selected but no longer wish to.

X 2 SELECTED		Select Action	Select Product	NO ACTION
<input type="checkbox"/>	Full Name	Email Address	PRO Learning	FLEX Curriculum
<input type="checkbox"/>	Weimann, Gennaro	aida94@lorritest.com	INACTIVE	INACTIVE
<input checked="" type="checkbox"/>	Kessler, Alford	gideon.bergstrom@lorritest.com	INACTIVE	INACTIVE
<input type="checkbox"/>	Goodwin, Delphine	maci25@lorritest.com	INACTIVE	INACTIVE
<input type="checkbox"/>	Stroman-Sawayn, Sylvie	katharina.doyle@lorritest.com	INACTIVE	INACTIVE
<input checked="" type="checkbox"/>	Padberg, Zoey	vesta47@lorritest.com	INACTIVE	INACTIVE
<input type="checkbox"/>	McDermott, Fermin	selmer.kiehn32@lorritest.com	INACTIVE	INACTIVE

- Select the Product for which you would like to take that action, either *PRO Learning* or *FLEX Curriculum*. The product selected will apply to the users selected for the action selected.

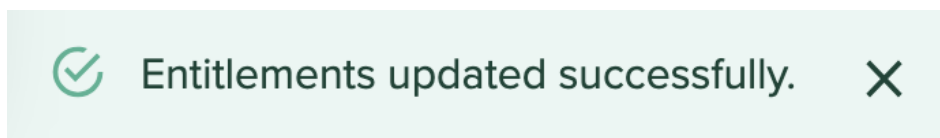
Note that the *No Product* option allows you to deselect any action you may have selected but no longer wish to.

X 2 SELECTED		Select Action	Select Product	ACTIVATE
<input type="checkbox"/>	Full Name	Email Address	No Product	FLEX Curriculum
<input type="checkbox"/>	Weimann, Gennaro	aida94@lorritest.com	INACTIVE	INACTIVE
<input checked="" type="checkbox"/>	Kessler, Alford	gideon.bergstrom@lorritest.com	INACTIVE	INACTIVE
<input type="checkbox"/>	Goodwin, Delphine	maci25@lorritest.com	INACTIVE	INACTIVE
<input type="checkbox"/>	Stroman-Sawayn, Sylvie	katharina.doyle@lorritest.com	INACTIVE	INACTIVE
<input checked="" type="checkbox"/>	Padberg, Zoey	vesta47@lorritest.com	INACTIVE	INACTIVE

- Click **ACTIVATE**.

X 2 SELECTED		Select Action	Select Product	ACTIVATE
<input type="checkbox"/>	Full Name	Email Address	PRO Learning	FLEX Curriculum
<input type="checkbox"/>	Weimann, Gennaro	aida94@lorritest.com	INACTIVE	INACTIVE
<input checked="" type="checkbox"/>	Kessler, Alford	gideon.bergstrom@lorritest.com	INACTIVE	INACTIVE
<input type="checkbox"/>	Goodwin, Delphine	maci25@lorritest.com	INACTIVE	INACTIVE
<input type="checkbox"/>	Stroman-Sawayn, Sylvie	katharina.doyle@lorritest.com	INACTIVE	INACTIVE
<input checked="" type="checkbox"/>	Padberg, Zoey	vesta47@lorritest.com	INACTIVE	INACTIVE



If the action was successful, you will see the following message:



You will then see either GRANTED or REVOKED under PRO Learning or FLEX Curriculum columns in the user's list depending on the selections made.

		Select Action	Select Product	SELECT USERS
<input type="checkbox"/>	Full Name	Email Address	PRO Learning	FLEX Curriculum
<input type="checkbox"/>	Weimann, Gennaro	aida94@lorritest.com	INACTIVE	INACTIVE
<input type="checkbox"/>	Kessler, Alford	gideon.bergstrom@lorritest.com	GRANTED	GRANTED
<input type="checkbox"/>	Goodwin, Delphine	maci25@lorritest.com	INACTIVE	INACTIVE
<input type="checkbox"/>	Stroman-Sawayn, Sylves	katharina.doyle@lorritest.com	INACTIVE	INACTIVE
<input type="checkbox"/>	Padberg, Zoey	vesta47@lorritest.com	GRANTED	GRANTED

If selections are made that result in no change for the user's entitlement status, you will still see the *Entitlements updated successfully* message. In the case of errors, correct the issue and try again. The most common problem will be attempting to grant entitlements which results in exceeding the total number available. In this case, you will need to either revoke entitlements from a user to add another, or if additional entitlements are needed, contact [AOEU Customer Support](#) to purchase.

 Entitlement limit reached. Some entitlements were not granted. 

In the case of most other errors, you will see the following:

 Something went wrong while processing your submission. 

Contact [AOEU Customer Support](#) for assistance.

- Click the "X" next to 2 SELECTED, or uncheck the checkbox next to each user's name, when done.

X 2 SELECTED	
<input type="checkbox"/>	Full Name   Email Address
<input type="checkbox"/>	Weimann, Gennaro   aida94@lorritest.com
<input checked="" type="checkbox"/>	Kessler, Alford   gideon.bergstrom@lorritest.com
<input type="checkbox"/>	Goodwin, Delphine   maci25@lorritest.com
<input type="checkbox"/>	Stroman-Sawayn, Sylves   katharina.doyle@lorritest.com
<input checked="" type="checkbox"/>	Padberg, Zoey   vesta47@lorritest.com

### In Bulk

Using the same .CSV/.XLSX file that you used to create users, simply add “Grant” or “Revoke” to the *FLEX* or *PRO* column for the appropriate user. If using the .XLSX version of the template file, these values will be in a drop down. They are not case sensitive.

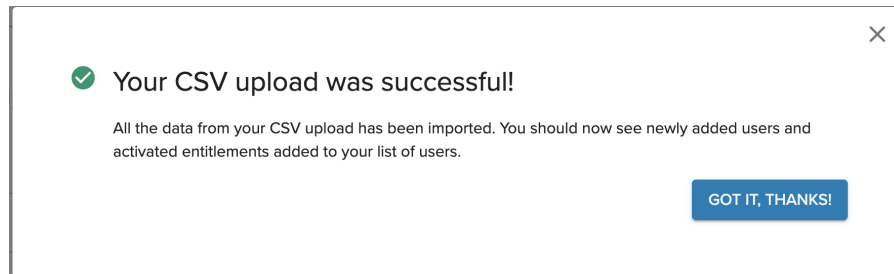
Email	First Name	Last Name	FLEX	PRO
<a href="mailto:gideon.bergstrom@lorritest.com">gideon.bergstrom@lorritest.com</a>	Alford	Kessler	Grant	Grant
<a href="mailto:vesta47@lorritest.com">vesta47@lorritest.com</a>	Zoey	Padberg		Grant

When your file is ready:

1. Return to the Admin Portal -> My Users section.
2. Choose **ADD USER** -> **Import Users**
3. Drag your .CSV or .XLSX file from its location on your computer into the popup box, or Click **IMPORT FILE** and navigate to find your .CSV/.XLSX file.

● As soon as you drag the file into the box, or choose a file from your computer, the import will begin. There is no way to stop the import at this point. ●

- a. If successful, the following message will appear:



- i. Click **GOT IT, THANKS!** to close the window.
- b. If not successful, resolve any issues and try again.

The most common errors are likely to be related to exceeding the maximum number of entitlements allowed for your organization. Note, however, that even in this case the user account will still be created if it does not already exist. Below is an example of the report output where granting FLEX and PRO entitlements have failed. Only those users that had errors will be listed.

**CSV Report** [DOWNLOAD REPORT](#) [RETURN TO ORGANIZATION](#)

Out of 500 entries in your CSV file, 225 imported successfully while 275 entries contain errors and could not be fully processed.

⚠ New users were successfully added to your organization, but could not be granted product access due to reaching your available limit.

**Please review and adjust the errors in your CSV file before re-uploading. For persistent errors or if you need to purchase more licenses, contact [School Success](#).**

Full Name	Email Address	PRO Learning	FLEX Curriculum	Errors
Rosella Streich	gwen_nitzsche@lorritest.c...		FAILED	FLEX Entitlement Limit Reached
Pierce Kovacek	lavonne76@lorritest.com	FAILED		PRO Entitlement Limit Reached
Ewald Bradtke	josiane_conroy@lorritest.c...	FAILED		PRO Entitlement Limit Reached
Antonina Vandervort	pansy84@lorritest.com	FAILED	FAILED	FLEX Entitlement Limit Reached PRO Entitlement Limit Reached
Kenneth Heathcote	alejandra.feil4@lorritest.com	FAILED		PRO Entitlement Limit Reached
Declan Cartwright	wilber63@lorritest.com		FAILED	FLEX Entitlement Limit Reached

## Questions?

In case of questions, or to get help, contact AOEU Customer Support at [help@theartofeducation.edu](mailto:help@theartofeducation.edu).