FAQ & Troubleshooting

Account
- How can I reset my (or my student's) password?
  - Reset your password by <u>emailing (or having your students email)</u> escomp@gatech.edu

EarSketch Platform
- What browser(s) supports EarSketch?
  - EarSketch can be used on Chrome or Firefox.
- Is EarSketch accessible on tablets or other mobile devices?
  - No, EarSketch is not supported on tablets and mobile devices, regardless of the browser being used.
  - EarSketch can be used on desktop computers, laptops, and Chromebooks.
- EarSketch has been attempting to load for an unusually long amount of time. How can I get EarSketch to load faster?
  - EarSketch may take a longer time to load when there is a high user volume or when using an unsupported browser.
  - To resolve your loading issues, try:
    - Refreshing your browser
    - Changing to another browser that supports EarSketch
  - If you continue to experience a loading time longer than 3-4 minutes, <u>email your concerns to</u> escomp@gatech.edu
- I refreshed my browser, but I am still unable to load EarSketch.
  - Additional Troubleshooting Tips for Slow Loading Browsers:
    - If your device is connected to the internet via WiFi, try connecting via Ethernet.
    - Close other open windows in your browser.
    - Clear your cookies and reload EarSketch.
    - Reset your computer.
    - Contact your IT department and verify that EarSketch is accessible on your school's network. If EarSketch is not accessible on your school's network, ask your IT department to whitelist https://*.earsketch.gatech.edu/* and *@earsketch.gatech.edu -- be sure to include the asterisks as shown.
- EarSketch is giving me an error code I am unfamiliar with. Where can I locate additional help?
  - Resources to troubleshoot coding errors in your EarSketch script is located in the EarSketch book/curriculum at the bottom left hand menu. Click the book icon to highlight it, yellow, and enter "error" or "topic" in the search bar.
- How do I save music in EarSketch?
  - Scripts created in EarSketch are automatically saved when you are using and logged into your EarSketch profile/account.
- Can two students work simultaneously on the same script but on different devices?

- - Yes, a student and their partner can work at the same time on the same script. Follow the directions below to share your script:
      - Go to your scripts menu
      - Click on the three blue lines next to the script/song you want to share
      - Scroll down and click "Share"
      - Click on the top tab, "Let others Edit"
      - Enter your partner's EarSketch username
      - Click "Enter"
      - Click "Save" at the bottom of the pop-out window
      - Your partner will need to log in and check their notifications (your partner should be able to see the notification when they log in)
  - Can I change the tempo of one part of my song?
    - No, you can only adjust the tempo of the entire song.
  - There should only be one setTempo() function within your code.
    - Where can I find your privacy policy?
  - Our license agreement and privacy policy are located in the link at the bottom of the EarSketch Home Page.
    - Additionally, Earsketch does not require students to enter identifiable information when they create an account as the name and email fields are optional. Contact us if you have any questions about our policy.
  - Do you make privacy agreements with school districts?
    - No, we do not make or have any privacy agreements with school districts.

Curriculum
- How do I access EarSketch Teacher Materials?
  - Teachers may request access by clicking on the "Teacher Materials and Community" link and then clicking "Join our Community". Complete a short form and teachers will receive a welcome letter for access within a week.
  - Once you register and sign up, you can access the Curriculum page and its teacher materials.
- Can the Teacher Materials be emailed if I am having trouble downloading it?
  - The amount of content in the Teacher Materials folder is too large to email.

Amazon Future Engineer Competition
- Who can enter the competition?
  - Any K-12 student can participate!