Why can't I see some products from my Class Material?
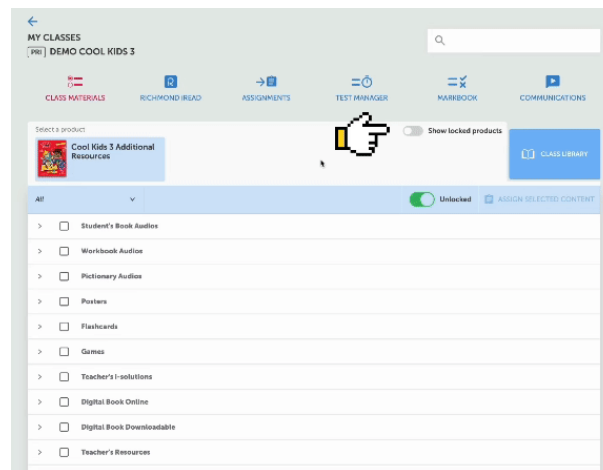
04/18/2024 5:27 pm EDT

The product is locked

1. To view locked products enable the Show locked products switch.

2. To unlock a product enable the Unlocked switch.

Teachers COMPARTIR | EDi | CONNECT

- Check with the school to see if the missing product is active from their administrative platform.
- Another cause may be that the series does not have that product available.

Teachers of self-registration Richmond Learning Platform

- Check with the school to see if the missing product is active in the batch of student tokens.
- Check with the school to see if the teacher token you were given has the product you need active.
- It is likely that the product has expired, ask the school for a new token.
- Another cause may be that the series does not currently have the product available.

If you would like to learn more about the use of the platform, please visit our knowledge base at the following link: https://rlp-ug.knowledgeowl.com/help/teacher