Diamond Piano Admin Account ("Parent") Guide

Welcome! We think you'll be very pleased with your decision to provide a subscription to Diamond Piano for the music student in your life. The study of music is challenging, but it's also one the finest things a person can do to develop both their brain and their soul. Thank you for giving your student this opportunity. Diamond Piano is privileged to partner with you and your student on this important endeavor.

Before you purchase a subscription to Diamond Piano, here's a list of the materials your student will need to be able to use Diamond Piano.

- **A MIDI capable keyboard** and the proper cables to connect the keyboard to a computer
  - **A 61-key** keyboard is fine – nothing in Diamond Piano's entire course will exceed this range. More than 61-keys is fine, but fewer will be a problem a few songs.
  - **Touch sensitivity and sustain pedal are nice**, but not essential.
  - **MIDI, however, is essential** for students in Diamond Piano's Online Academy. MIDI stands for "Musical Instrument Digital Interface" and it describes a keyboard's ability to communicate with a computer. MIDI is the only way for an Online Academy student to progress through the curriculum. If your student is working with a teacher/school, and not as a student in Diamond Piano's Online Academy, it is possible to use Diamond Piano without MIDI, but it's not ideal.
    - Yamaha NP-12, Yamaha YPG-235, and Yamaha P71 are good options if you don't already have a keyboard with MIDI. (No, we don't work for Yamaha ☺. These keyboards are the best, inexpensive 61, 76, and 88 key MIDI keyboards that we're aware of, and just happen to all be Yamahas. But, any keyboard that works, has 61 or more keys, and MIDI is great.)

- A **computer** with **Google's Chrome browser** installed (there are assessment elements of Diamond Piano's online work that work best in Chrome)

- A reliable **printer** to print Diamond Piano's text.

Next, it's important to note that **to create a student account, an administrative account ("parent account") must be created first.** Adult students must do this also. No student account can be created unless an administrative account is created first.

If you're enrolling your student in Diamond Piano's Online Academy, click the "**Join Our Online Academy**" link in the header bar of DiamondPiano.com's home page.

If your student was given a "school code" by their teacher or school, click the "**Sign Up With School Code**" link in the header bar.

The Diamond Piano Home Page – Public Links Explained

- **Logo -** The Diamond Piano logo in the upper left corner is a link back to the main Diamond Piano page. Clicking it from the home page will just take you right back to where you are.

- **Getting Started –** This link in the header bar takes you to a page that has general information about how students, parents of students, teachers, and schools can enjoy Diamond Piano.

- **Curriculum –** This link in the header bar takes you to a page that explains why Diamond Piano was created and what music theory fundamentals it covers.

- **Free Trial –** This link in the header bar takes you to a page where you have a chance to explore Diamond Piano as a student for no charge.

- **Join Our Online Academy –** This link in the header bar takes you to a form you complete to create a "parent" or administrative account in our online academy. After creating this account, you can create a student account (or multiple student accounts).

- **Sign Up with School Code –** This is the link in the header bar to follow if your piano teacher or school provided you with a code to enter when creating your administrative (parent) account.

- **Request School Account –** This is the link in the header bar to follow if you are a piano teacher or a school that wants to establish a school account for your students inside of DiamondPiano.com.

- **The "Video" Link –** Click this to play a short video that introduces Gerry Diamond and Diamond Piano.

- **Footer Links of Join Our Online Academy, Sign Up With School Code, and Request School Account –** These three links are just another way to get to pages detailed above.

- **Help/FAQ –** This link in the footer opens up a page full of video and text support for students, teachers, schools, and parents.

- **Terms of Service –** This link in the footer opens up a page detailing Diamond Piano's pledge to its customers.

- **Cancellation –** This footer link opens to Diamond Piano's cancellation policy.

- **Privacy –** This footer link opens to Diamond Piano's privacy policy.

- **Login –** This link (in the upper right corner) opens a login page for all users. You will login as an "Admin" Account.
    - Please note: **If your student is enrolling in Diamond Piano's Online Academy**, his or her first ever login will include an invitation to either "START AT THE BEGINNING" or to "BEGIN PLACEMENT TEST". If your student has some prior experience, and would like to try to place out of some of the early Diamond Piano material, tell him or her to click the link to take the test (some of it is playing on the keyboard, and some of it is multiple choice music theory). Don't worry about your student placing into too advanced a section of the curriculum. Every bit of the curriculum leading up to the placement position is available for review at all times.

Administrative ("Parent") Account – Main Menu Links Explained
(Adding and Managing Student Accounts)

Remember that a student account can't be created until you have first created an administrative account. You can create an administrative account in Diamond Piano's Online Academy via the "Join Our Online Academy" link on the homepage or via the "Sign Up with School Code" link if you were provided a code by your student's school or teacher.

- **Edit Admin Account** – This link opens up a page that allows you to change the name, email, phone, address, and password associated with your administrative account.

- **Add Student** – This is the link you follow to create a student account. You get to pick the username and password. If the username you select is already in use by another active student, you will be instructed to choose a different name.

"Join Our Online Academy" Administrative Accounts Purchase Instructions:

(If you created an administrative account using "Sign Up with School Code", your instructions appear further into this guide.)

To Purchase Access to Diamond Piano's Online Academy for your student. . .

- **Subscription** – Immediately after adding a student, you will be invited to choose the subscription that you wish to purchase for that student. There are **Three Subscription Levels:**

  - **GOLD Monthly Subscription ($20)** – This subscription level unlocks complete access to the entire array of Diamond Piano's educational tools (video learning, real-time assessment, text, tests, games, etc…). This is probably the best way to get started. There are no teacher reviews automatically offered, in this subscription level, but these reviews may be purchased as needed for $35 each. As your student uses Diamond Piano, he or she will discover how often a teacher review is needed to help them over a hump. At that point, if the frequency of needing teacher review help warrants it, you can save money by switching your membership level to PLATINUM or DIAMOND to build-in automatic teacher reviews at a reduced cost.

  - **PLATINUM Monthly Subscription ($50)** – This level of membership unlocks complete access to the entire array of Diamond Piano's educational tools also. Additionally, this membership comes with a

monthly teacher review at a reduced price ($30 instead of $35). A teacher review allows a student to ask three questions (as general or specific as desired) and also to choose three of their automatically recorded and archived student performances to be reviewed. Certified Diamond Piano instructors provide thorough answers to the written questions and detailed analyses of the student performances within 3 business days of the review questions/songs being submitted.

- **DIAMOND Monthly Subscription ($75)** – This level of membership unlocks complete access to the entire array of Diamond Piano's educational tools as well. Additionally, this membership comes with two monthly teacher reviews at an even more reduced price ($25 each instead of $35 each). A teacher review allows a student to ask three questions (as general or specific as desired) and also to choose three of their automatically recorded and archived student performances to be reviewed. Certified Diamond Piano instructors provide thorough answers to the written questions and detailed analyses of the student performances within 3 business days of the review questions/songs being submitted.

o **Add to Cart** – Clicking this link takes you to a page where you get to review what you plan to purchase for your student. If what you see looks correct, click "Continue to Checkout".

o **Continue to Checkout** – Here is where you enter the credit card information to set up the monthly payments for Diamond Piano student access. Diamond Piano can accept Visa or MasterCard credit or debit cards. **Please remember that all Diamond Piano Subscriptions recur monthly. You can cancel your subscription at any time.**

- **To Cancel/Change A Diamond Piano Subscription or Change Payment Information. . .**

o **Manage Subscription** – This link appears next to the name of your student on the main page of your administrative account. You can also get to this by clicking the "Manage Subscription to Diamond Piano" link that appears after clicking on a student's name. When you click this link, you will see these other links:

- **View/Update Stored Card** – Clicking this allows you to see which card you have on file for monthly membership payments and to update or change it if you choose.

- **Cancel Subscription** – Click this link to cancel your student's subscription to Diamond Piano. After clicking this link you must click the "Cancel

Subscription" button too. You will get a confirmation of the cancelled subscription on your screen. Your student will still have access to his or her account until the last bit of his or her current monthly membership expires. The date of this expiration will be shown on the same screen.

- ▪ **View Order History –** This link will show you everything purchased for the student during the student's entire time with Diamond Piano – monthly subscriptions and any additional teacher reviews.

"Sign Up with School Code" Administrative Accounts Purchase Instructions:
(If you created an administrative account using "Join Our Online Academy", your instructions appear earlier in this guide.)

To purchase student access to your teacher/school's Diamond Piano Account. . .

- o **Subscription** – Immediately after creating a student account through the "Add Student" link in your left menu bar, you will be invited to purchase a monthly subscription for that student. Click "Add to Cart" in the monthly subscription item you see on the page. (You can access this later via the "purchase subscription" link next to your student's name on your main menu if you don't choose to do this right away.)

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- **View Order History –** This link will show you everything purchased for the student during the student's entire time with Diamond Piano – monthly subscriptions and any additional teacher reviews.

For All Administrative Accounts (Both Online Academy and School Code):

- **"Your Student's Name" –** Click this in left menu or **"View"** next to the student's name in the middle of your main menu page and you will see the following options:

  - **Last Login** – This displays the date and time of the last login associated with a particular student account

  - **Subscription Renews –** This displays the date on which the subscription of a particular student is set to automatically renew. If the subscription has expired, that information will be displayed here along with the date of expiration.

  - **Current Pod –** This displays the highest Pod "unlocked" by a given student's progress. The range is 1 to 37. Clicking on this displays the Student Progress page for this Pod. This details the number of points earned by the student in various learning categories.

  - **Subscription Level –** For Online Academy Students, this displays the subscription type (GOLD, PLATINUM, DIAMOND) that a given student enjoys.

  - **Pod Points –** This displays the number of points earned in the highest Pod a given student has unlocked.

  - **Teacher Reviews/Progress Reports –** For Online Academy Students, this links to a permanently archived history of all teacher reviews requested by a given student and the progress reports filed by a certified Diamond Piano instructor in response to the student's questions and song performances. This history can be a valuable resource.

- o **Pod List –** Clicking this link opens up a page that lists the Pods that a given student has unlocked (1 through 37). Next to each Pod is a link that says "View"

    - ▪ **View Scoring Statistics –** Click this "View" link next to a Pod in a student's Pod List, and you will see his or her total Pod points earned, and all the points earned in specific phases of study (Tests, games, song performances). You will also have the opportunity to drill down deeper by clicking "Tests and Games Scores History" or "Pod Video Views".

        - • **Games and Tests Score History –** This link takes you to a page where you can see the results of every test taken, game played, and song performed in a particular Pod by a particular student. This is a great way to identify areas of struggle that a student may be encountering, as well as an important means of tracking effort and engagement.

        - • **Pod Video Views –** This link takes you to a page that details every bit of video learning available in a given Pod. From this page, you can see which video tools a given student has used in a particular Pod (and how many times). This can be helpful information to have if a student expresses difficulty with a concept or song. It might be that the student needs a reminder of some of the tools at his or her disposal.

- o **Activity Log –** This link opens up an archive of every activity ever done by a given student. It's a terrific way to identify strengths and weaknesses regarding practice habits.

- o **Student Progress –** Click this link to see a broad overview of progress made during the current month of a student's subscription (Online Academy) or since the last teacher assignment was given (School Code). Progress is divided into categories such as songs practiced with the Real-Time Tutor, Pod Tests taken, particular games played. On the bottom of this page, you'll see a student's lifetime of Diamond Piano achievements (things like Gold Records earned, Master Certificates received, etc…)

- o **Edit Student –** Click this link to edit a student's name, username, or password. Please note: **don't do this to change an actual user**. All the progress made by the student stays in the account when changes are made to names, usernames, and passwords.

- o **Manage Subscription to Diamond Piano -** When you click this link, you will see these other links:

- **View/Update Stored Card** – Clicking this allows you to see which card you have on file for monthly membership payments and to update or change it if you choose.

- **Cancel Subscription** – Click this link to cancel your student's subscription to Diamond Piano. After clicking this link you must click the "Cancel Subscription" button too. You will get a confirmation of the cancelled subscription on your screen. Your student will still have access to his or her account until the last bit of his or her current monthly membership expires. The date of this expiration will be shown on the same screen.

- **View Order History –** This link will show you everything purchased for the student during the student's entire time with Diamond Piano – monthly subscriptions and any additional teacher reviews.

- **HELP/FAQ –** This takes you to a public page with user guides and video support that will help you navigate Diamond Piano.

- **Contact DP –** Click this link to send an email to Diamond Piano. We try to respond to all emails within one business day.

- **Worksheet Answer Keys –** Click this link to view downloadable PDF files of the answers for every bit of written work found within the Diamond Piano text. These files are divided into Pods (1-37).