

Frequently Asked Questions

The categories are:

- Login
- Profile
- Topics
- Games
- Rewards
- General

Login

1. I have forgotten my username. What can I do to solve this problem?
 - a. Username is sent on registered mobile number and email ID at the time of registration.
2. I have forgotten my password. What can I do to solve this problem?
 - a. Follow the steps below if you have forgotten your password:
 - i. Click on '[Reset here](#)' on the page where you enter your password and reset using registered parent mobile number
 - ii. Send an email to mindspark@ei-india.com

Hey teju.v!

 **Enter Password**

Password

[SHOW](#)

Forgot Password? [Reset here](#)

Login

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- iii. You can reset your password in any of the 4 ways given below:
1. Click on the 'Reset Password' button. An OTP will be sent to your parent's mobile phone. Enter the OTP on the screen that appears next.

< **Reset Password with OTP**

We have sent an OTP on your parent's Mobile, please enter it below to **reset your password**.

★ ★ ★ 5

+91 8861 221 357 | roudalgh@hotmail.com

Didn't receive yet? **Reset OTP**

VERIFY

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2. Send an email to 'mindspark@ei-india.com'.
- iv. After your request to reset your password is processed, one of the following screens will appear, based on the type of the password, where you can set a new password.

Hey, nilufer.sheriff

 **Choose New Password**

Select your favourite animal



Select your favourite fruit



Select your favourite food



Login

Hey, nilufer.sheriff

 **Create New Password**

Enter Password

Re-enter Password

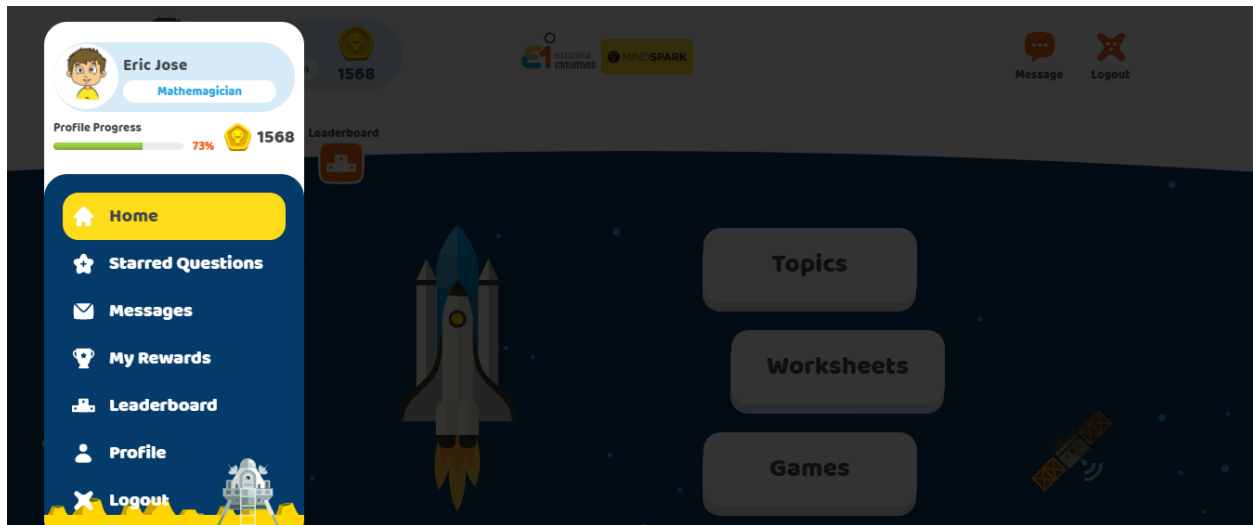
Login

Your password:

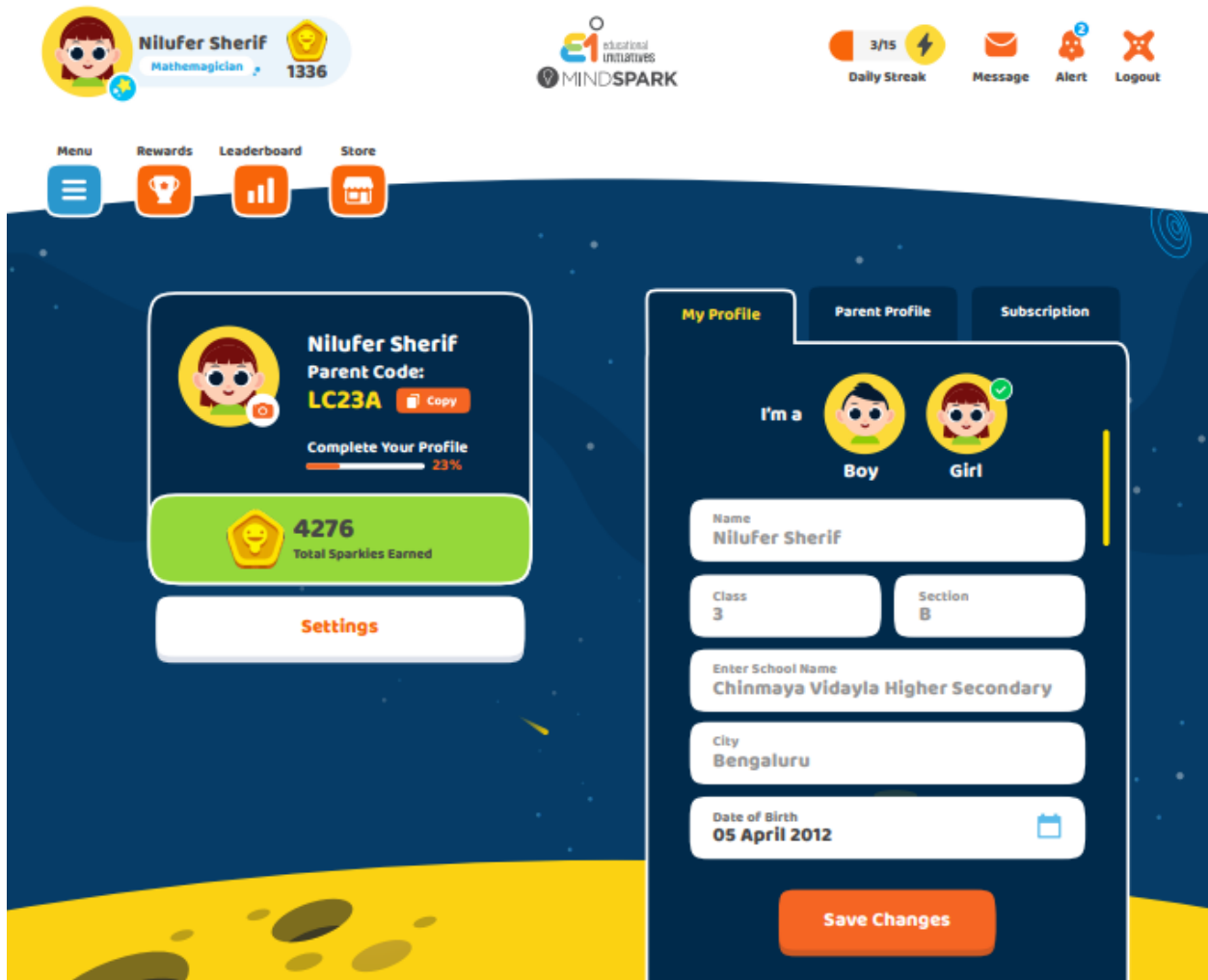
- Can contain _ @ . -
- Cannot contain special characters like !#\$%^&*(){}[]
- Minimum character length is 4

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3. My account is locked. What can I do to solve this problem?
 - a. You can reach out to us mindspark@ei-india.com.
4. I think my account has been hacked. What can I do to solve this problem?
 - a. Follow the steps below to change your password if you think that your account has been hacked:
 - i. Select 'Profile' from the menu.



ii. Click on 'Settings' on your profile page.



iii. Enter your current password and new password.

The screenshot displays the MINDSPARK app interface. At the top, the user's profile is shown with the name "Nilufer Sherif", the role "Mathemagician", and a score of 1336. The MINDSPARK logo is visible, along with a daily streak of 3/15 and icons for messages, alerts, and logout. Below the header, there are navigation icons for Menu, Rewards, Leaderboard, and Store. The main content area is divided into two panels. The left panel shows the user's profile with a parent code "LC23A", a progress bar for "Complete Your Profile" at 23%, and a total of 4276 "Sparkles Earned". A "Go To Profile" button is at the bottom. The right panel is titled "Password" and contains tabs for "Trusted Devices" and "Notification". It features input fields for "Current Password" (masked with stars), "New Password" (masked with stars), and "Retype New Password" (containing the text "Password321"). A "Save Password" button is at the bottom of the right panel.

Nilufer Sherif
Mathemagician
1336

3/15
Daily Streak

Message
Alert
Logout

Menu
Rewards
Leaderboard
Store

Nilufer Sherif
Parent Code:
LC23A
Copy

Complete Your Profile
23%

4276
Total Sparkles Earned

Go To Profile

Password
Trusted Devices
Notification

Current Password

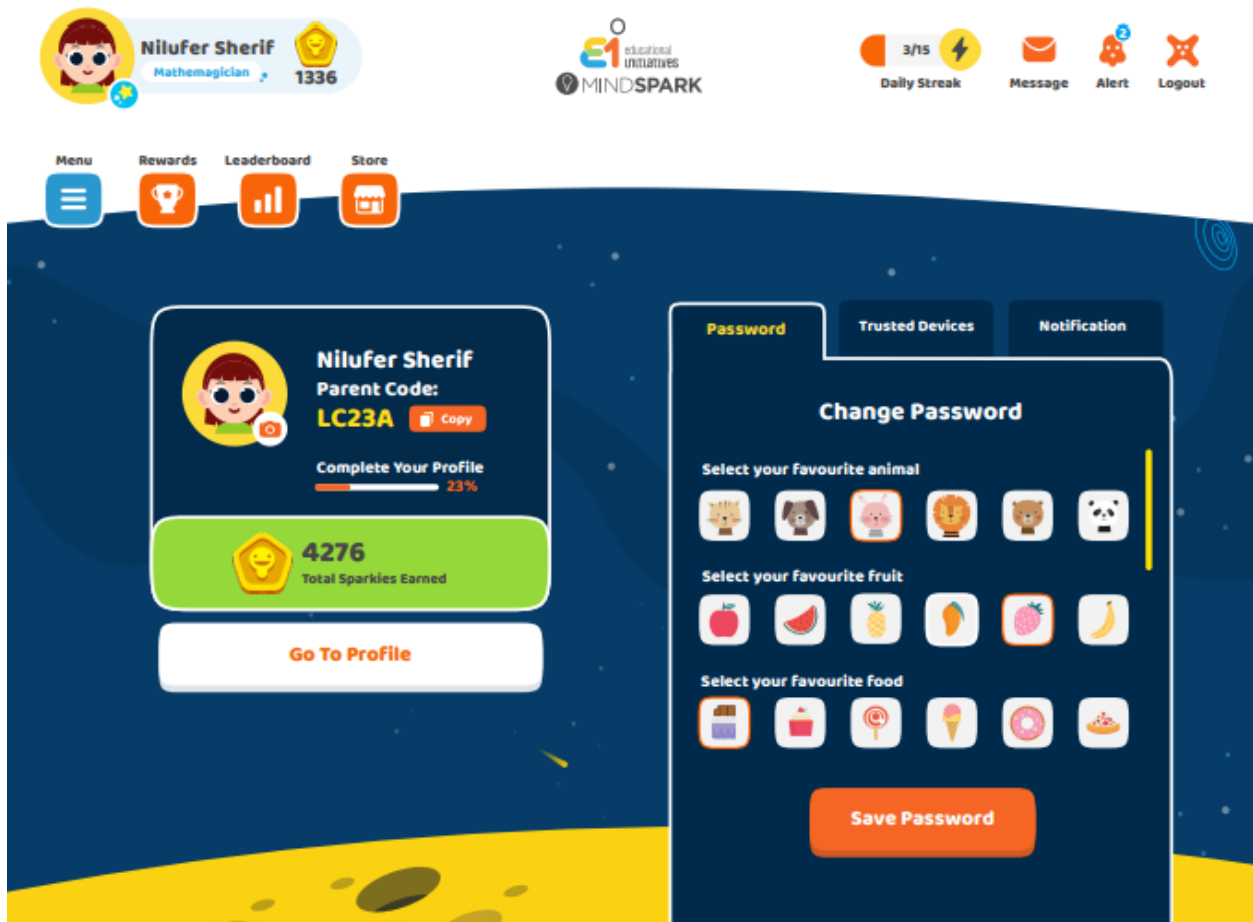
Current Password

New Password

New Password

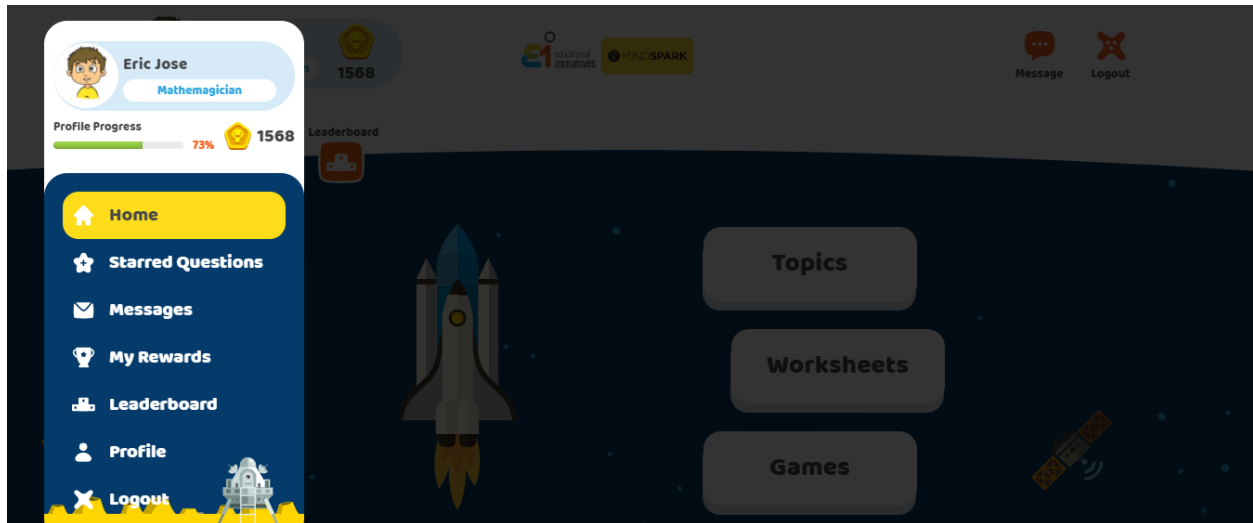
Retype New Password
Password321

Save Password

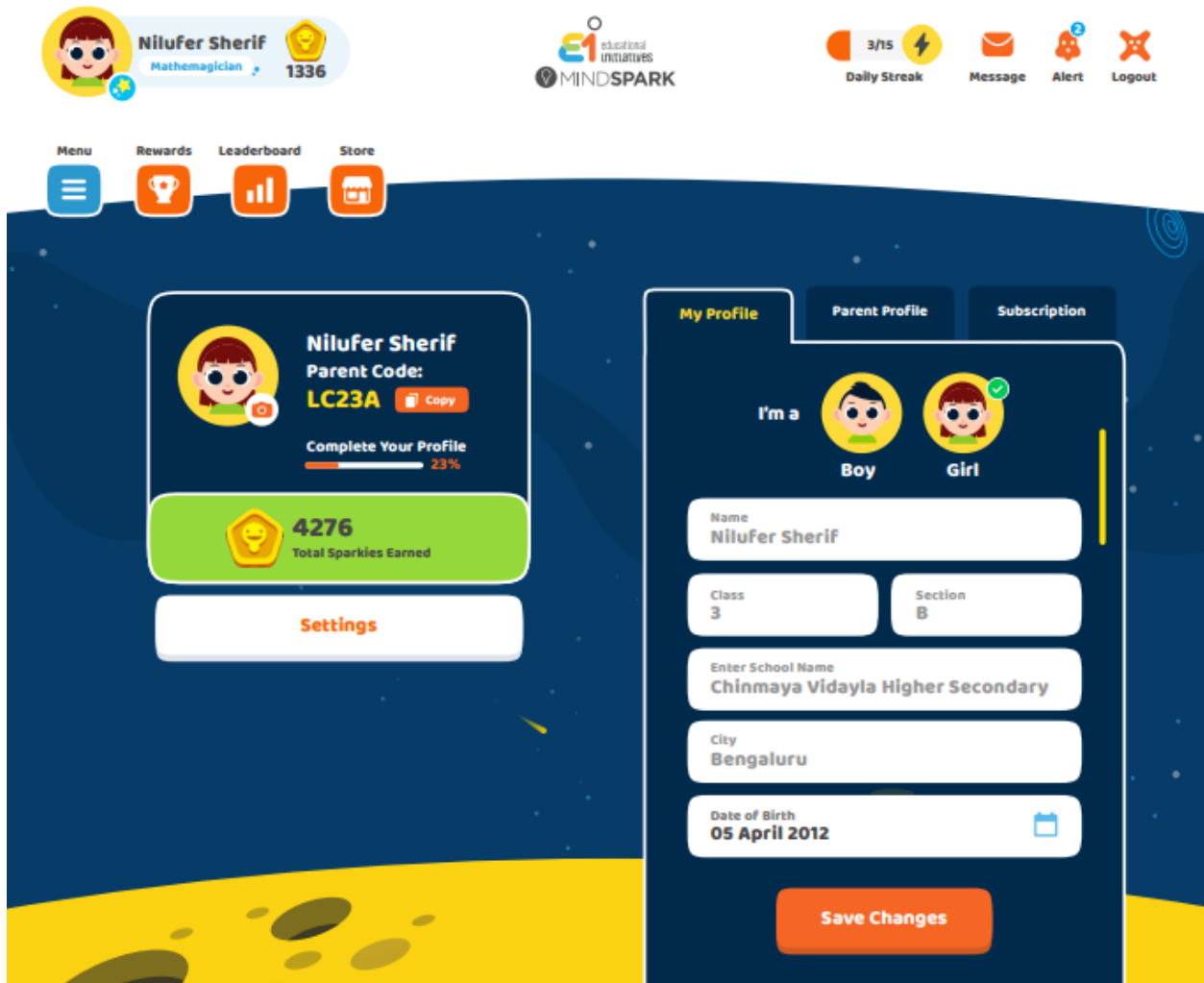


iv. Click on 'Save Password'.

5. Can I choose my password type?
 - a. No, Mindspark currently does not have this option.
6. How do I change my password?
 - a. Follow the steps below to change your password:
 - i. Select 'Profile' from the menu.



ii. Click on 'Settings' on your profile page.



iii. Enter your current password and new password.

The screenshot displays the MINDSPARK user interface. At the top, the user's profile is shown with the name "Nilufer Sherif", the role "Mathemagician", and a score of 1336. The MINDSPARK logo is visible, along with a daily streak of 3/15 and icons for messages, alerts, and logout. Below the header, there are navigation tabs for Menu, Rewards, Leaderboard, and Store. The main content area is divided into two panels. The left panel shows the user's profile with a parent code "LC23A", a progress bar for "Complete Your Profile" at 23%, and a total of 4276 "Sparkles Earned". A "Go To Profile" button is at the bottom. The right panel is titled "Password" and contains three sub-sections: "Current Password" with a text input field showing eight asterisks, "New Password" with a text input field showing eight asterisks, and "Retype New Password" with a text input field containing the text "Password321". A "Save Password" button is at the bottom of the right panel. The background features a dark blue space theme with a yellow planet surface at the bottom.

Nilufer Sherif
Mathemagician
1336

3/15
Daily Streak

Message
Alert
Logout

Menu
Rewards
Leaderboard
Store

Nilufer Sherif
Parent Code:
LC23A
Copy

Complete Your Profile
23%

4276
Total Sparkles Earned

Go To Profile

Password
Trusted Devices
Notification

Current Password

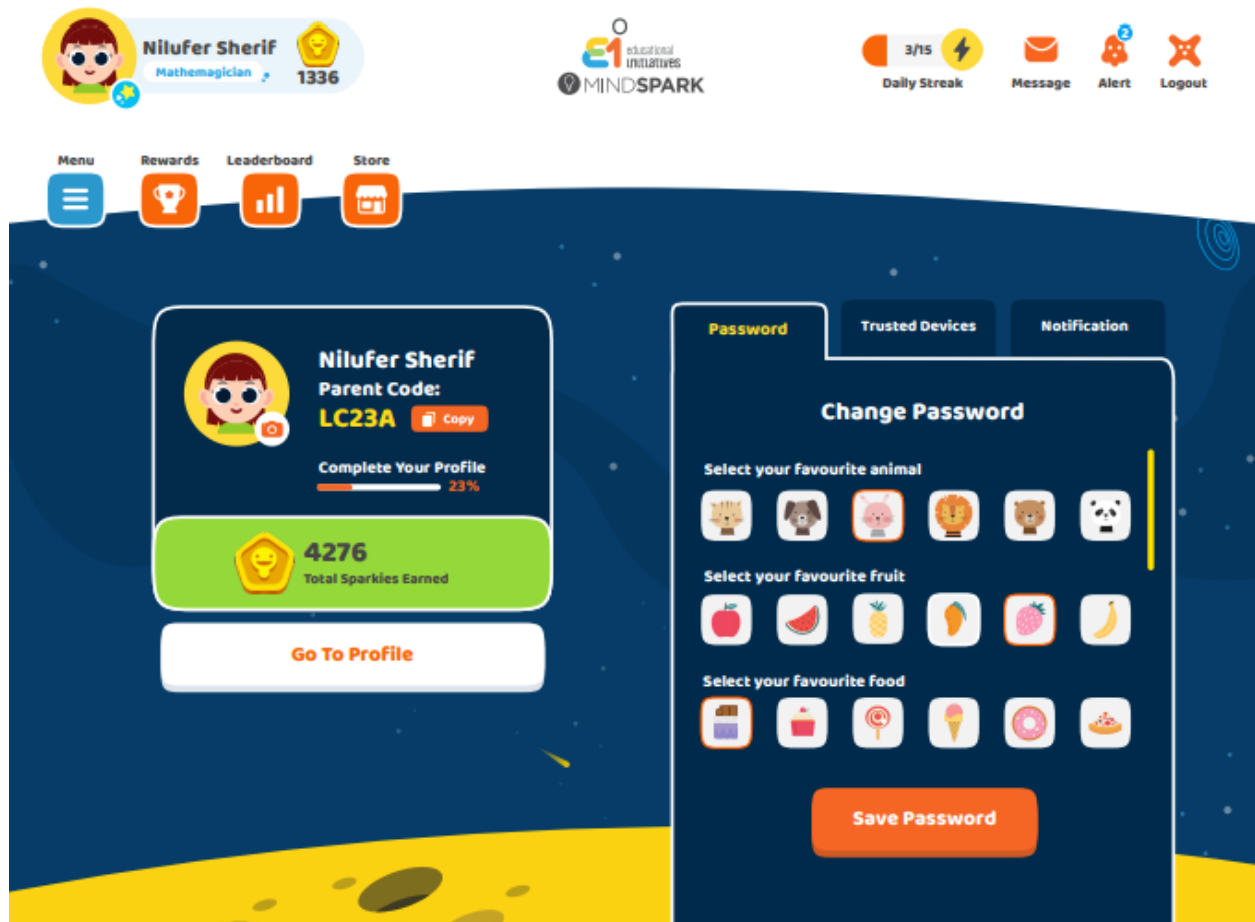
Current Password

New Password

New Password

Retype New Password
Password321

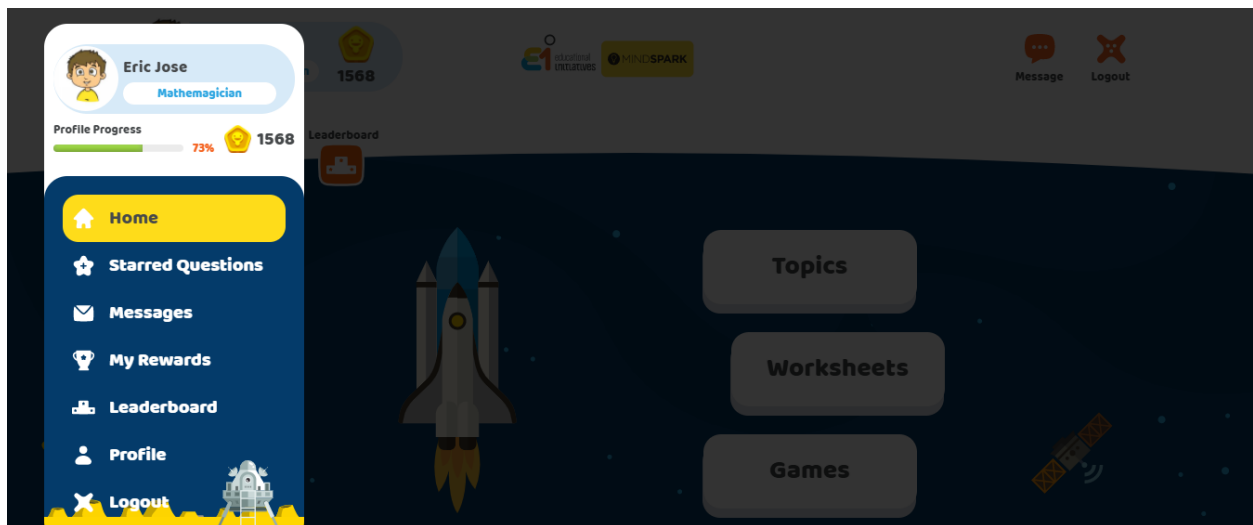
Save Password



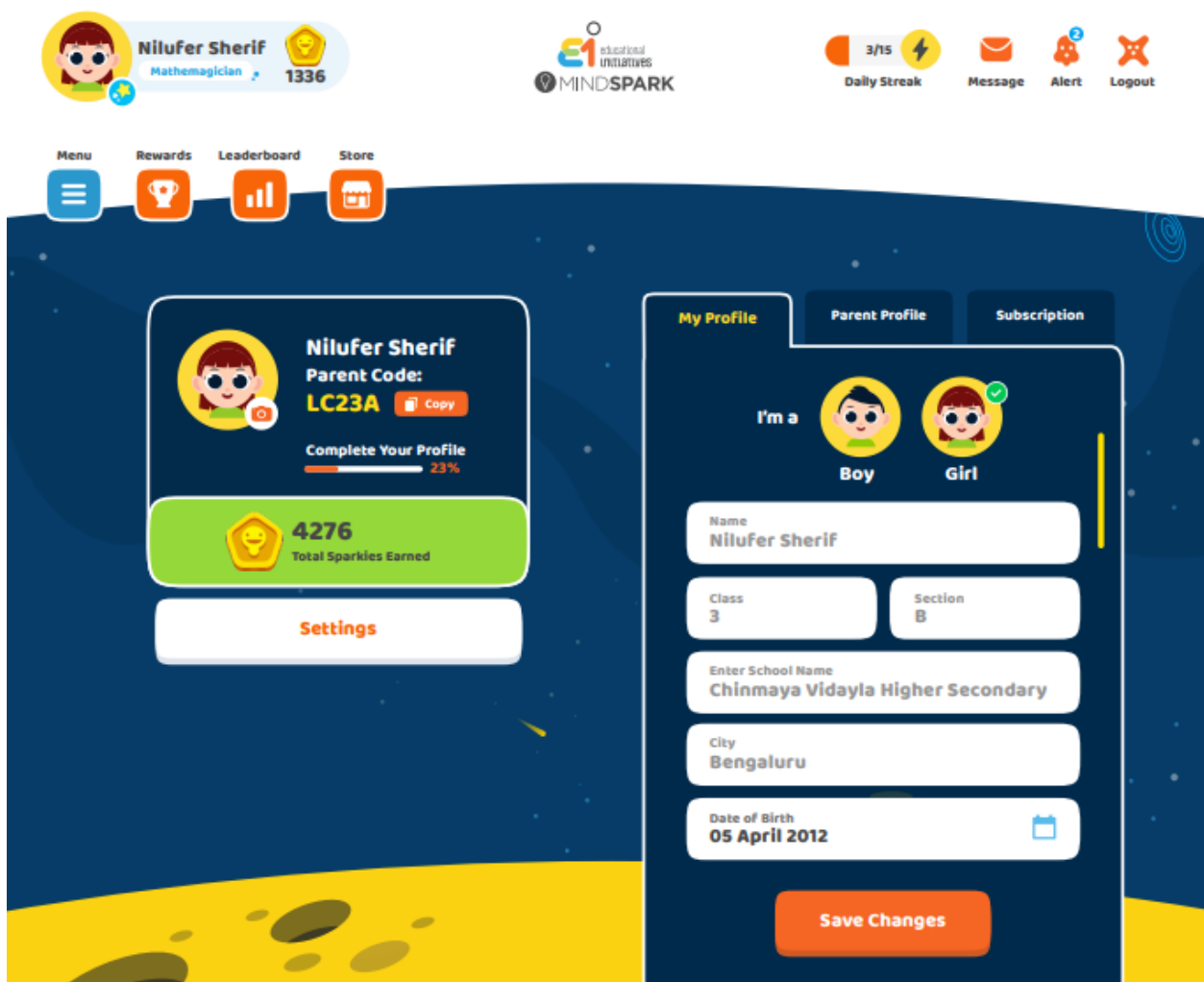
- iv. Click on 'Save Password'.

Profile

1. Which profile details can I update?
 - a. You can update the following profile details -
 - i. Your Gender
 - ii. Date of Birth
 - iii. Parent's Details
2. How do I change my profile picture?
 - a. To change your profile picture, follow the steps below:
 - i. Select 'Profile' from the menu.



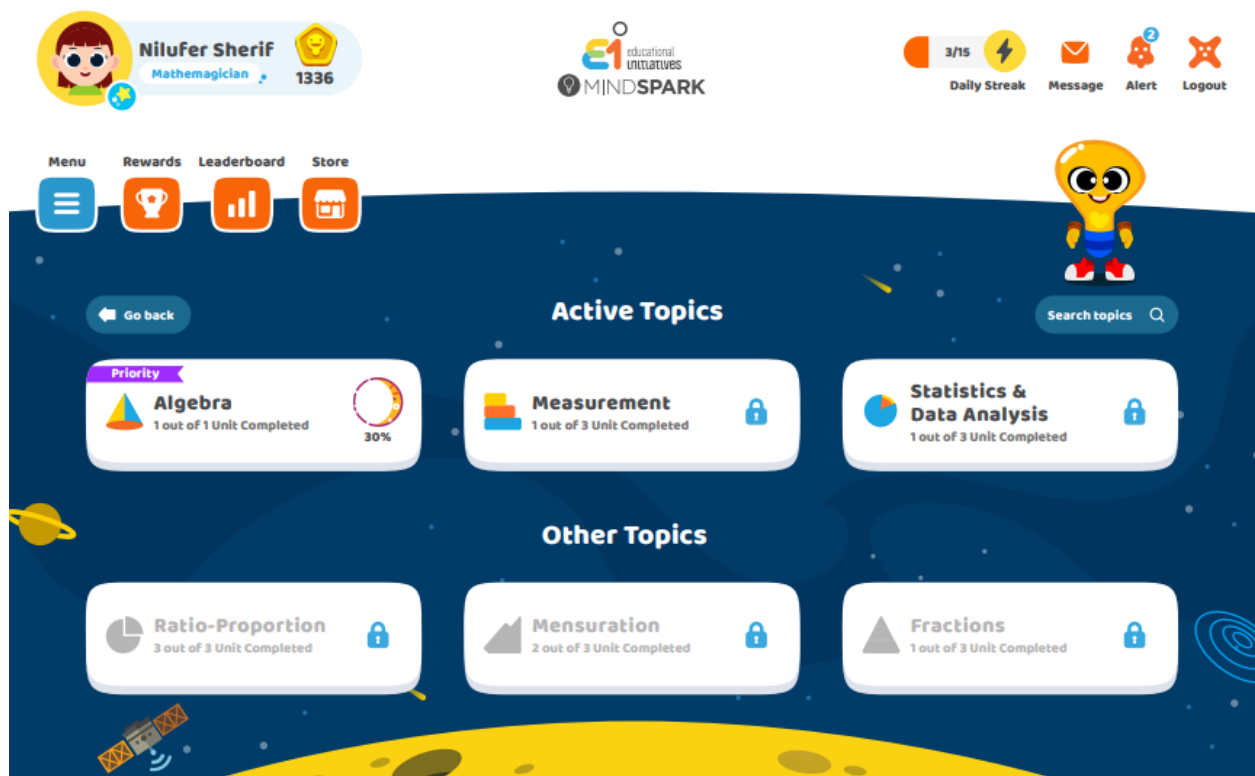
- ii. Click on the camera icon next to your profile picture on the profile page to change your profile picture.



3. What are the options that I have for my profile picture? {**profile, picture**}
- a. You can either upload an image from your device or set your Avatar as your profile picture.

Topics

1. Where can I see the list of topics?
- a. To see the list of topics, click on 'Topics' on the home page (the page that appears right after logging in).



2. What is the star icon on the question page?
- a. You can use the star/bookmark icon on the question page to save a question and look at it later. Questions that you have starred will be saved in the Starred/Bookmarked Questions page.
3. What is the maximum number of times I can attempt a topic?
- a. You can attempt a topic any number of times.
4. Why is my topic progress not moving?
- a. The progress of a topic will be updated each time you complete a unit.
5. How can I view my session report?

- a. You can view your session report in the following cases -
 - i. When you exit a topic before completing it by clicking on the 'Done' button on the question page.
 - ii. When you complete a topic
 - iii. When you submit homework
- 6. What do the 'Revise' buttons mean?
 - a. Topics that have the 'Revise' button are those topics that Mindspark wants you to revisit so that you refresh the concepts in those topics.
- 7. How many questions will I get in 'Revise' and 'Strengthen'?
 - a. It will depend on the number of concepts in the topic and the accuracy of the student in that topic attempt.
- 8. What is the 'Effort Mode'?
 - a. Mindspark takes you to 'Effort Mode' when you have not achieved the minimum accuracy percentage needed to pass a unit. In this mode, you will get to attempt concepts that need to be learned in order to pass the unit.
- 9. Why do I get the same questions again and again in the 'Effort Mode'?
 - a. Mindspark gives you the same questions again in the 'Effort Mode' so that you understand a concept thoroughly before proceeding to the next concept.
- 10. What can I do when I complete a topic?
 - a. On completing a topic, you can do any of the following
 - i. Attempt another topic
 - ii. Revise a topic
 - iii. Attempt a worksheet, if your teacher has assigned worksheets to you
 - iv. Play a Game

Games

- 1. Can I play any of the games on Mindspark at any time I want?
 - a. You can play any game that is unlocked for you at any time for 60 minutes in a week.
- 2. Why are some games locked?
 - a. Some games are locked because you have not completed the concept that needs to be finished to unlock this game.

3. Why do games come when I am trying to do questions?
 - a. Mindspark gives you games after you complete certain units. Games help you reinforce the concepts you learned in the unit in a fun and engaging way.

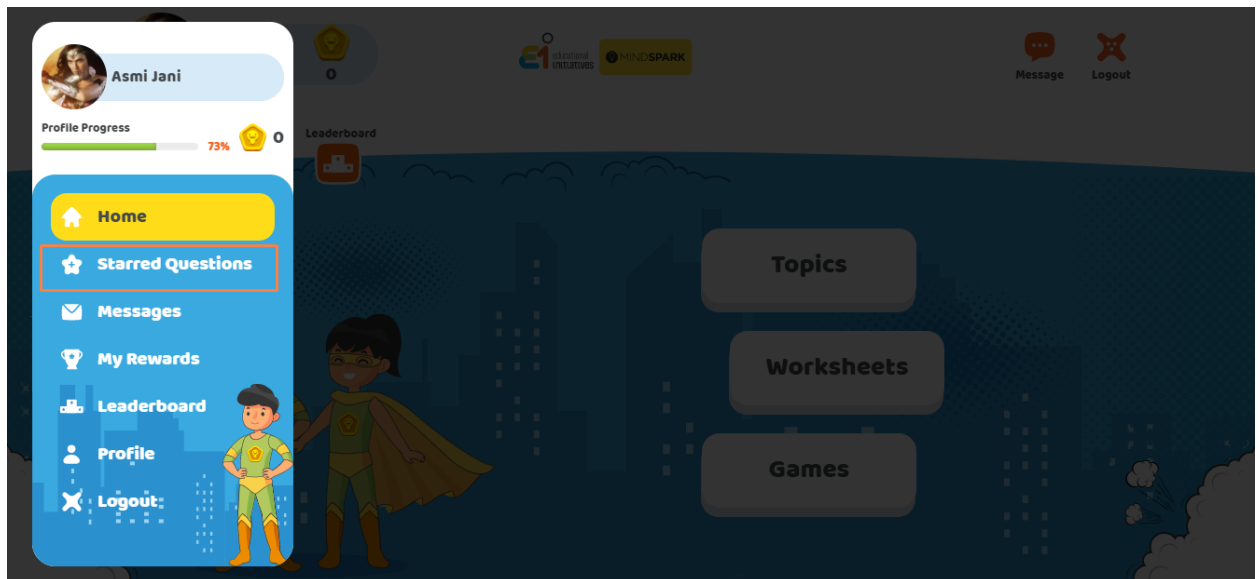
Rewards

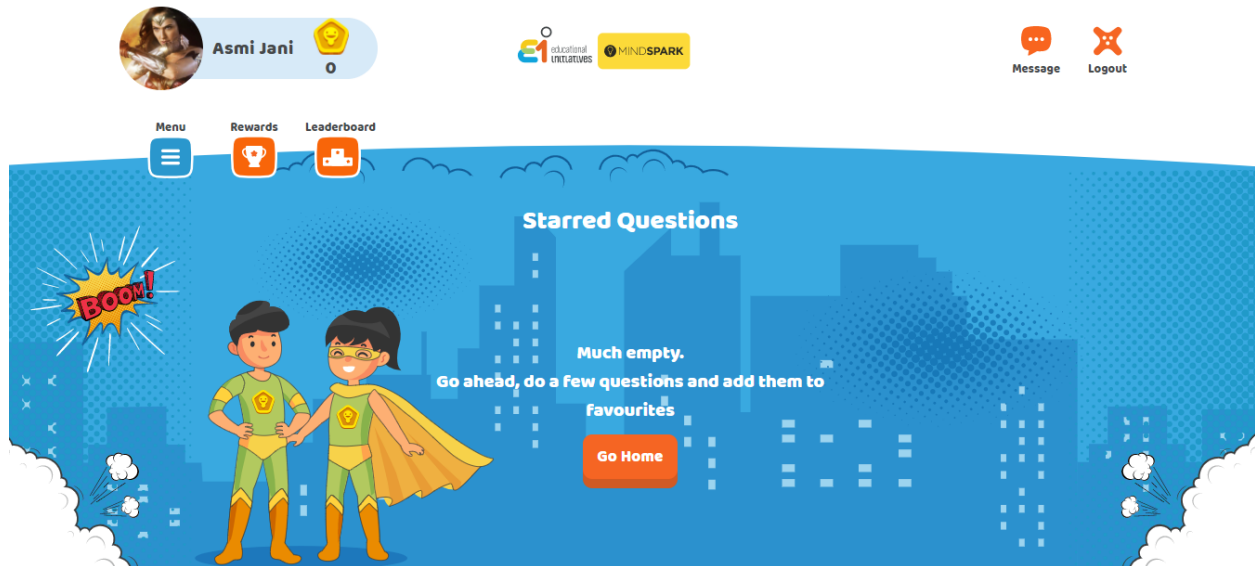
1. What are Sparkies?
 - a. Sparkies are the points that you get for your performance on Mindspark.
2. What are the different ways that I can earn Sparkies?
 - a. You can earn sparkies by attempting topics, worksheets and homework.
3. How many Sparkies do I earn on completing a topic?
 - a. You get 50 sparkies when you complete a topic.
4. How many Sparkies do I earn on completing games?
 - a. You will not get any sparkies for completing games.
5. What can I do with my Sparkies?
 - a. You can earn sparkies to improve your standing on the leaderboard.
6. Can I earn Sparkies in the 'Revise' mode?
 - a. Yes, you can earn sparkies till the 6th attempt of the 'Revise' mode.
7. I am not getting Sparkies even though I am getting questions correct. Why?
 - a. While attempting a topic, you will get 1 sparkie only when you get 3 questions correct in a row. While attempting a worksheet, you will get sparkies based on your accuracy percentage after the worksheet gets submitted.

● General

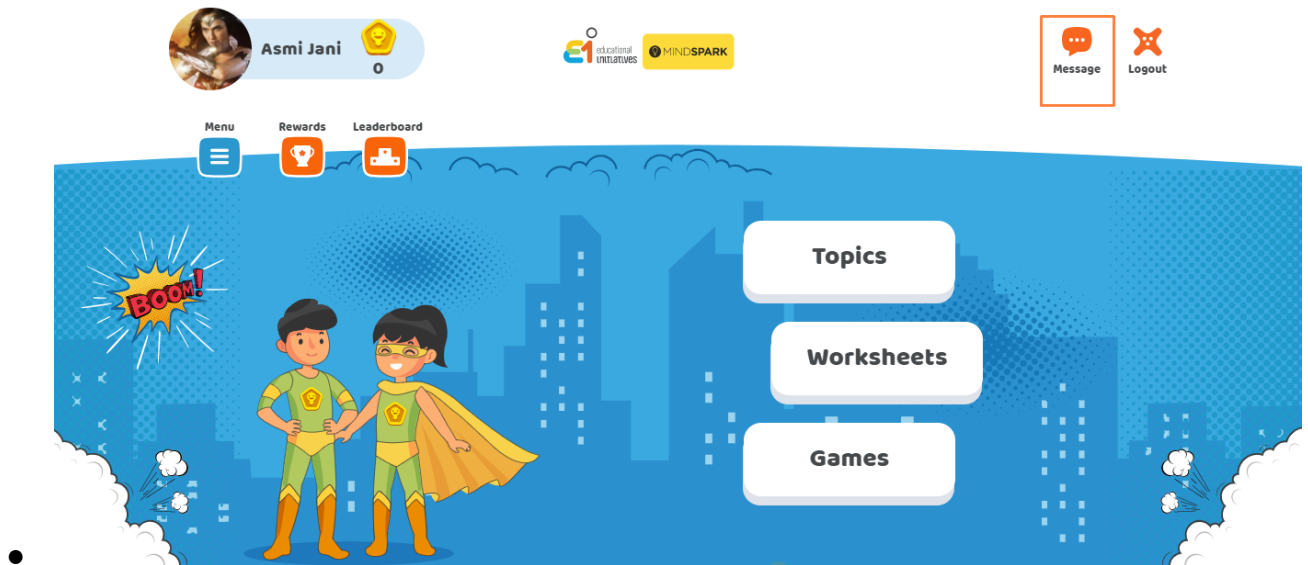
1. What are challenge questions? When do I get these?
 - a. Mindspark uses challenge questions to test you on multiple concepts in one go. You will get a challenge question when you get 5 regular questions correct in a row.
2. Why do I not see explanations for challenge questions?
 - a. You will get one more attempt for a challenge question if you do not answer it right the first time. You will not see the explanation of a challenge question if you skip it or answer it incorrectly in the first attempt.
3. Why am I not getting challenge questions?

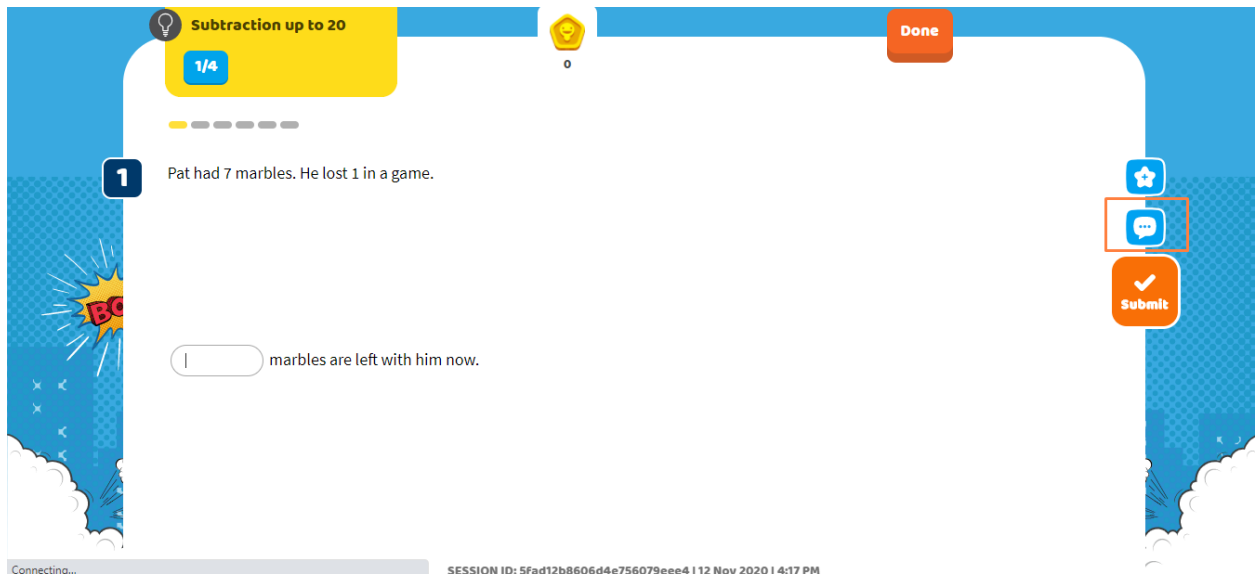
- a. You will get a challenge question when you get 5 regular questions correct in a row.
4. What is the recommended usage time per day?
 - a. The recommended usage per week is 3 hours. So we recommend you do Mindspark for roughly 30 minutes a day.
5. Why am I getting logged out after every question?
 - a. If you exceed the time limit of 90 minutes per day for Mindspark, you will get logged out.
6. What are starred questions?
 - a. If you find a question interesting and want to save it to look at it later, you can star that question by clicking the Star button on the question page. Starred questions can be found in the Starred Questions Page which can be accessed from the menu.



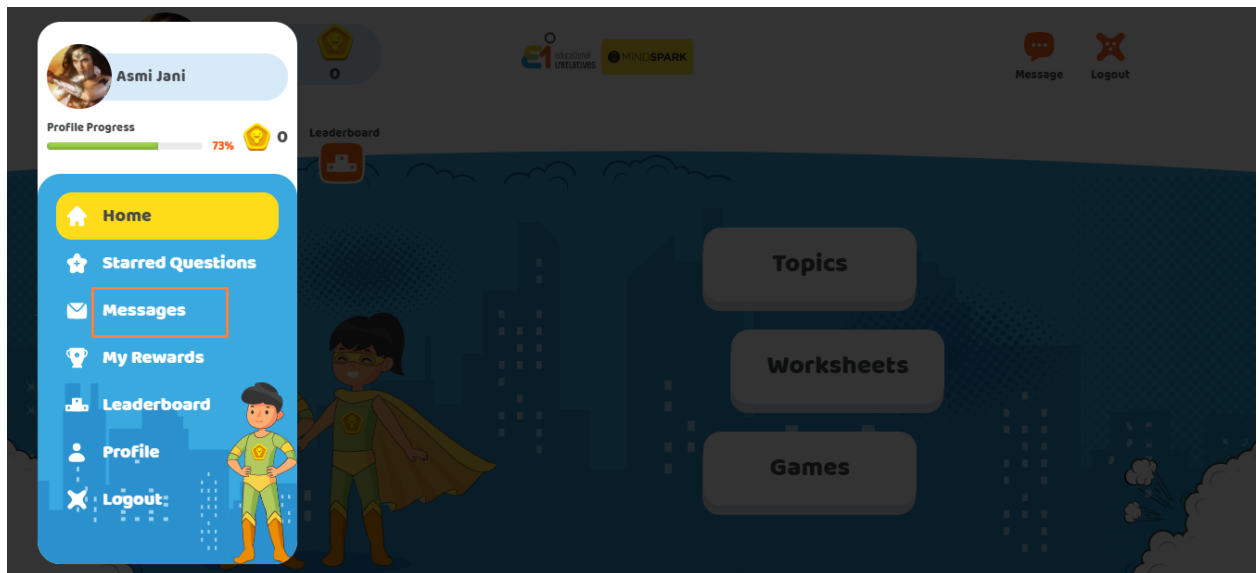


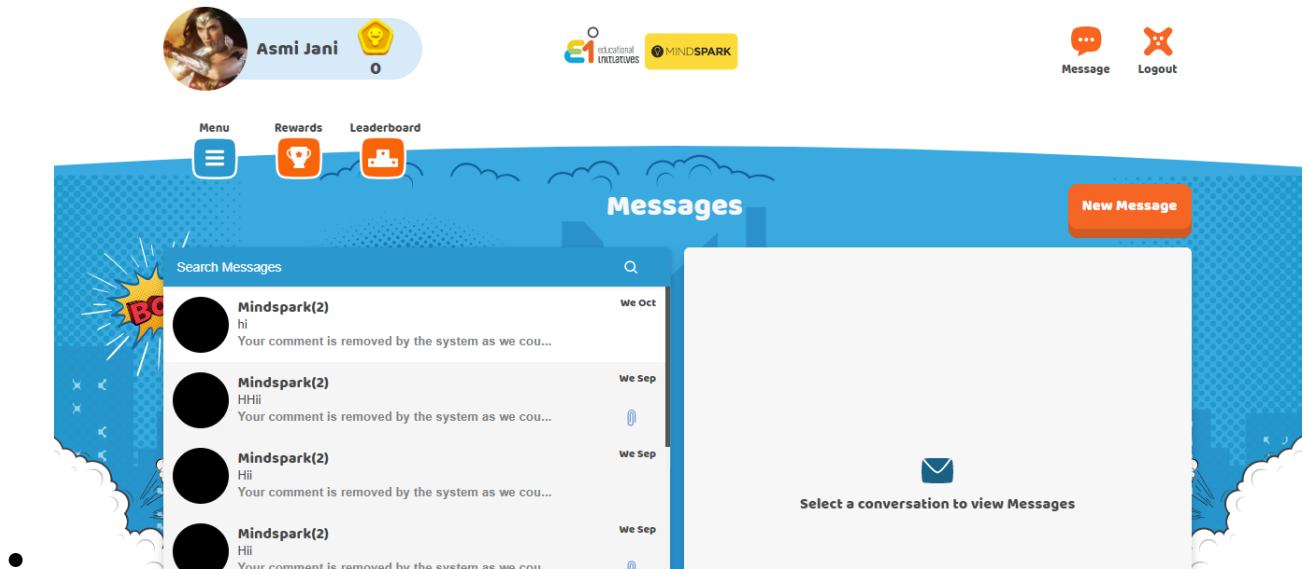
7. What should I do if an image takes time to load?
 - a. Try waiting for some time. If it does not load in a couple of minutes, click on Done and access the topic again.
8. How can I write comments or give feedback to the Mindspark team?
 - a. You can write to Mindspark by clicking on the chat icon that appears on the header and on the question page.





- Otherwise, you can write to Mindspark from the Messages page which can be accessed from the menu.





9. Why does Mindspark ask for my parent details?
- Mindspark wants to make your parent a part of your learning journey and to share your achievements with them.
10. I am not able to get the SMS on my mobile number for OTP verification. What should I do?
- Mindspark generally sends the OTP within 30 seconds. Please click on "Resend OTP" to re-generate the OTP. In case if you are still not able to get the OTP, please reach out to us at mindspark@ei-india.com.
11. How can I update my child's class on Mindspark?
- Mindspark allows you to update your child's class while renewing your subscription. If you would like to change the class at some other time during your ongoing subscription, you can reach out to us at mindspark@ei-india.com.
12. How can I change my child's curriculum on Mindspark?
- Mindspark allows you to update your child's curriculum while renewing your subscription. If you would like to change the curriculum at some other time during your ongoing subscription, you can reach out to us at mindspark@ei-india.com.