



Welcome Packet

2024-25

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Welcome

Founded in 1988, Wayside Publishing® has a proven history of delivering the highest quality instructional materials with personalized service. Our diverse, growing team is dedicated to creating innovative and engaging materials for future ready schools. Behind our programs are teams of professionals in tech support, customer service, instructional development and more – all committed to our mission and vision.

This Welcome Packet is intended to serve as your all-in-one resource guide to seamlessly navigate your school year with us, from ordering to curriculum implementation to Wayside Publishing® Community. We are here for you throughout the year to ensure you and your students can make the most of your materials and that you feel supported.

We are excited to partner with you.

From all of us here at Wayside Publishing®, we hope you and your students have a successful year!

Your Wayside Order

Order Placement

- **How to Submit your Order:** Contact your Account Manager or submit your purchase order (PO) to info@waysidepublishing.com
- **What to Include:**
 1. Wayside Publishing® quote number
 2. Accounts Payable contact information
 3. Phone number
 4. If receiving access codes: Teacher/Department Chair email address
 5. Sales Tax Exempt Certificate if not yet submitted
 6. Specific delivery requirements you may have
- **For your shipping estimate and best price guarantee:** Request a quote from your [Account Manager](#).

Order Fulfillment

- **Our Customer Service Team will confirm receipt of and the status of your order.**
- **Print:** Tracking information will be emailed from info@waysidepublishing.com as soon as your print items ship.
- **Digital Fulfillment:**
 - 1. Integration | Rostering | Single-Sign-On:**
 - In addition to the Learning Site®, our Learning Management System, Wayside Publishing® provides solutions that meet your needs, so teachers and students can easily access digital content.
 - Rostering allows a district or school to securely exchange student, course, and related enrollment data between a school platform (i.e. Student Information System) and Learning Site®. Rostering automates Learning Site® account creation, Explorer® class creation, and student enrollment.
 - In collaboration with your school's or district's IT contact, our Customer Integrations Specialists set up your integration, and/or rostering data exchange between Learning Site® and your SIS (Student Information System) and/or LMS (Learning Management System).
 - If there are no issues, our Customer Integration Specialists will notify your IT administrator or technical representative of a successful data transfer.
 - Your students will be automatically enrolled into an Explorer® class when using a rostering solution. Any changes to your Explorer® class roster by your district or school will automatically update on Learning Site®. You and your students log into Learning Site® using another application such as Clever, a Learning Management System, ClassLink, etc.
 - **Already set up or in the process of implementing Integration/Rostering?**
 - We are here to support your IT/Tech Team: rostering@waysidepublishing.com
 - Your IT contact will receive a [Support Center account](#) for easy access to create and monitor support cases.
 - **Not there yet?** Your [Account Manager](#) can provide guidance, help navigate your consideration process, and connect your IT team with our Customer Integrations Specialists.
 - 2. Self-registering Teachers and Students:** Your access codes and activation instructions will be emailed within 2-3 business days of order processing. Cannot find your access? Email: support@waysidepublishing.com
 - **Third-party Distributor Disclaimer:** If your school and students purchase with a third-party distributor, we remain available for product support. For rostering, integration, or single sign-on services, please complete your purchase through a Wayside Publishing Account Manager. Questions about orders and their fulfillment may be directed to the source of purchase.

Help With My Order

- **Question about your order?** Please call us: Customer Service 888-302-2519, Monday - Friday, 8:30 AM through 8:00 PM EST
- **Returns** require a prior Return Authorization: [Wayside Return Policy](#)
- Wayside stands by the quality of its products and services: [Quality Assurance Policy](#)
- **Tracking Your Order:** You received an email from info@waysidepublishing.com when your order was shipped. Please reference that email and use the link to track your order. Don't have your email? Please contact us via info@waysidepublishing.com

Onboarding

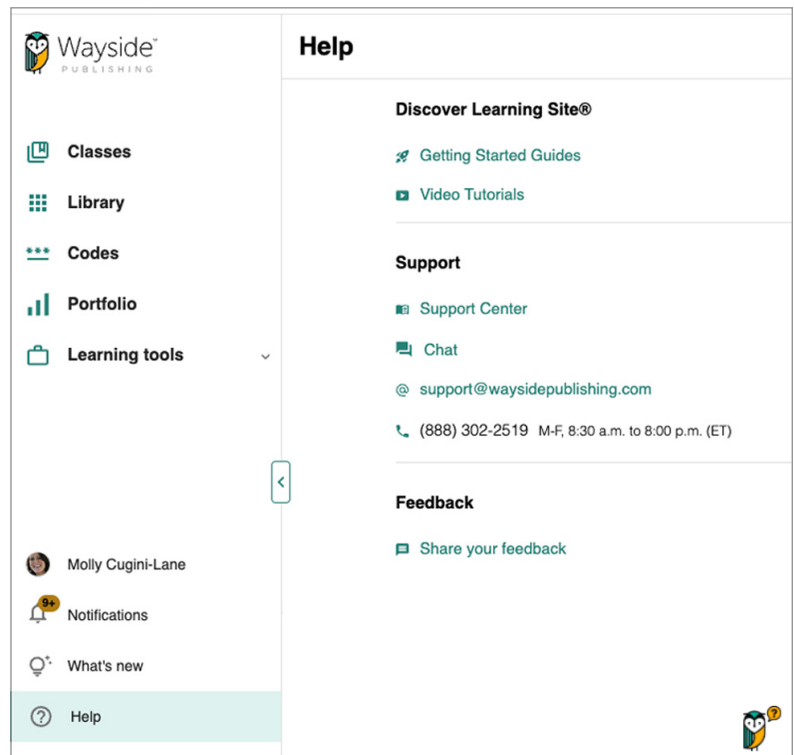
Getting Started

- Our Team of Instructional Strategists and Technologists will contact your team about your product and implementation training resources and access to your asynchronous eLearning course. Once you have your password, you may [Log into your account](#)
- [Learning Site® Guides to Get You Started](#) including custom Integration Guides
- [Learning Site® Video Tutorials on YouTube](#)

Technical Support

At Wayside, we want to make sure you are always able to find the help you need.

- **In-Platform Help:** In Learning Site®, access guides and resources by selecting *Candoo*, the owl icon. Click "Help" for links to tutorials and ways to contact us via chat, email, and phone.
- [Support Center Self-help Resources](#)
- **We are here for you!** Digital Support, 888-302-2519, Monday - Friday, 8:30 AM through 8:00 PM EST

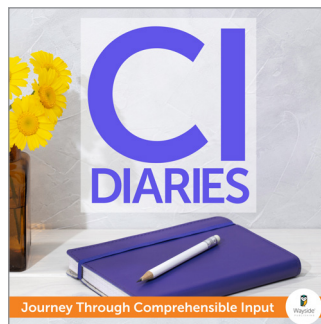
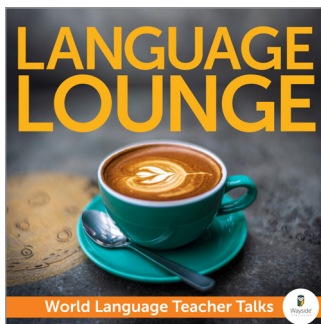


The screenshot shows the 'Help' section of the Wayside Publishing interface. On the left is a navigation sidebar with the Wayside Publishing logo at the top, followed by menu items: Classes, Library, Codes, Portfolio, Learning tools, Molly Cugini-Lane, Notifications, What's new, and Help (highlighted). The main content area is titled 'Help' and contains three sections: 'Discover Learning Site®' with links for 'Getting Started Guides' and 'Video Tutorials'; 'Support' with links for 'Support Center', 'Chat', and the email 'support@waysidepublishing.com', along with the phone number '(888) 302-2519 M-F, 8:30 a.m. to 8:00 p.m. (ET)'; and 'Feedback' with a link for 'Share your feedback'. A small owl icon with a question mark is in the bottom right corner of the main content area.

Professional Learning Services

Professional Learning and Wayside Community

- Expand Your Skills. Continuous education enhances skills, knowledge, and confidence, leading to improved performance and career advancement opportunities. **We are currently also offering four engaging paid, in-person workshops for your school or district.**
[Find out more](#)
- Tune into the fascinating world of language learning with [Wayside Podcasts](#). Stream **Language Lounge, CI Diaries, EdTEch World, and Fluency Matters podcasts** from our website or on your preferred podcast platform.



- Boost your content knowledge and join us for one of our [Webinars](#)
- Curated just for you: find inspiring reads from thought leaders in World Language teaching and learning in our [Wayside Reading Room](#).
- Wayside's Learning Site and Nualang have teamed up to create a safe and user-friendly space for learners to practice language skills. Nualang provides a variety of activities related to Wayside's EntreCulturas companion readers. [Learn More about Nualang](#).
- Wayside is presenting at a Conference near you! We would love to [meet you](#).

CONNECT WITH US!

 [instagram.com/waysidepublishing](https://www.instagram.com/waysidepublishing) twitter.com/WaysidePublish [facebook.com/WaysidePublishing](https://www.facebook.com/WaysidePublishing)

Wayside Publishing® Quick Links

Wayside Publishing®
waysidepublishing.com

Learning Site®
learningsite.waysidepublishing.com

Learning Site® iOS App
[Learning Site® iOS App](#)

Wayside Publishing® Support Center
support.waysidepublishing.com/s/

Customer Service
info@waysidepublishing.com

Digital Support
support@waysidepublishing.com

Live Phone Support
(888) 302-2519 | M-F, 8:30 a.m. to 8:00 p.m. (ET)

Portfolio Guidelines
learningsite.waysidepublishing.com/ls_portfolio_guide.pdf

Video Tutorials
[Wayside Publishing® YouTube Channel](#)

Professional Development
waysidepublishing.com/teaching-resources/professional-development

Flex Learning
waysidepublishing.com/digital-solutions/flex-learning

Wayside Publishing® Community
waysidepublishing.com/teaching-resources/community

Learning Site® Integrations
waysidepublishing.com/digital-solutions/integrations

Learning Site® Rostering
waysidepublishing.com/digital-solutions/rostering

Learning Site® Accessibility Statement
waysidepublishing.com/digital-solutions/accessibility

Learning Site® Privacy Policy
waysidepublishing.com/privacy-policy