



INDIANA LEARNS

FREQUENTLY ASKED QUESTIONS

FOR ENROLLED FAMILIES

I have an account, but my password is not working and I cannot sign in. Please help.

Please visit our website IndianaLearns.org and click on the blue login button at the top right hand corner. This will direct you to our sign in page. Click on “Help! I forgot my password” to receive instructions to reset a password. Then, click “Send me reset password instructions” and follow the instructions in the email.

You will be able to sign in with your email address as your username and your password. Once you are signed in, you can view our list of approved learning partners and begin the scheduling process.

My account is out of funds. How can I receive more?

Once the available balance reaches below \$200, Indiana Learns will replenish the account up to \$1,000 to continue scheduling sessions. Please allow 24-48 hours for the system to replenish the account once it drops below the \$200 threshold.

My account is frozen. Please advise.

Thank you for reaching out to Indiana Learns. If your student is a ninth grader this school year (2023-2024), your student is no longer eligible for the grant. Their account has been frozen and can no longer be accessed.



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I was charged for a session my student did not attend. How can I get the money refunded for the missed session?

Funds are only spent when a student actually attends tutoring and is marked present. If a student is marked absent, the funds will be moved back to available. "Absent" indicates that your student did not attend, and even though the cost of the session is listed, you are not charged for sessions that your student was absent for. "Attended" indicates that your student was present. For all statuses, funds are 'pending' and unavailable to schedule additional services, except for 'absent.' When the status is 'absent,' funds have been released to 'available' for future use.

There are no in-person options available near me. How can I use the grant?

Indiana Learns has approved multiple online learning partners that offer online tutoring sessions regardless of where the student lives. These online tutors are listed as "Statewide Learning Partners". Your student needs access to the internet and a device with a camera for the online tutoring sessions.

You can view our Statewide Learning Partners here: IndianaLearns.org/organizational-learning-partners

Can you recommend a Learning Partner?

We encourage you to visit our website and view the profiles of our approved learning partners here: IndianaLearns.org/organizational-learning-partners/