ABOUT THE QUEST! PLATFORM

The Quest Forward Learning Platform is a series of applications that power learning, mentoring, and content development. Quest! Web is a web application used by students and mentors to support personalized and engaging learning, and enables students to explore topics and develop skills through quests.

Students use Quest! to share artifacts, receive feedback, and reflect on their own progression and growth. Quest! contains assessments for academic learning and skills growth, and produces weekly and term reports and transcripts. Mentors provide instructions, access target dates and pacing data, and view dashboards detailing student performance and growth.

The Quest Forward Platform includes other apps as well, including QuestCommunity (for school leaders and counselors), and QuestMaker (for quest designers).

Opportunity Education
www.opportunityeducation.org

FAQ

Q: How do students and mentors access the Quest! app for use in the classroom?

A: Quest! is available at **https://quest.questforward.org** for mentors and students. We recommend bookmarking this page on your web browser.

Q: What browser and device should your student use to access Quest!?

A: Quest! is supported on **Google Chrome** or **Mozilla Firefox** on Chromebooks and laptops. Quest! will not function well on Apple Safari or Microsoft Internet Explorer/Edge or on mobile devices.

Q: What is my student's username and password?

A: Each person's username is their school email. Their password was emailed to them at the beginning of the school year. If they forgot their password, it can be reset from the **Quest! Login screen**.

Q: What should I do if my student can't access Quest!, has trouble with the app, or thinks they have found a software bug?

A: We have a support team that will help solve any issues you may have. Just send an email to **support@ opportunityeducation.org**, and we'll respond as quickly as possible! Include the browser that is being used, screenshots if possible, and as much information about the issue as possible.

Students and mentors can also check out the Help Center for a possible solution. The Help Center can be found at **https://questforward.zendesk.com/hc/en-us**. Use your Quest! App username and password to access the Help Center.

Q: Why do I sometimes see a green bar across the top of my screen that says "Some changes to Quest! are available. Please save your work and update ASAP."?

A: Periodically the Opportunity Education Platform Team releases updates to the Quest! app including new features, updates to features, or fixes. Sometimes these require users to refresh the app in their browser, and this message bar lets mentors and students know they need to do this. If you're in the middle of something, we recommend saving your work first. Then click the "Update Quest" button to log out of the app, and then log back in again. If the app doesn't seem to be working correctly after that, you may need to completely close your browser and reopen Quest!.