



## ReadyRosie FAQ!

### ● My child's preschool participates in the ReadyRosie program, but I'm not signed up.

If you would like to sign up, visit ReadyRosie at [www.readyrosie.com/register](http://www.readyrosie.com/register) and complete the short online application. Be sure to select your home zip code and your child's preschool from the drop down menus. If you don't see your zip code, select the zip code of your child's preschool. You will start receiving ReadyRosie within a day or two.

### ● I'm signed up for ReadyRosie, but I'm not receiving the daily communication.

There are three possible reasons.

- 1) Your e-mail program may be diverting your ReadyRosie e-mails to a "junk mail" folder. Look there, and if you find ReadyRosie e-mails, mark them as safe and designate ReadyRosie as a safe sender.
- 2) ReadyRosie is being sent to the e-mail address or mobile phone number you provided to your child's preschool. Be sure this is the e-mail address or mobile phone number you are still using. Look below for information on how to update your account information.
- 3) You're not registered for the program. See the FAQ above.

### ● How do I access ReadyRosie videos beyond the ones that I receive each day?

You can access the entire ReadyRosie video library at any point by logging on at [www.readyrosie.com](http://www.readyrosie.com) and clicking on the "Video Content" link.

### ● Does ReadyRosie have a mobile app?

Yes, you can download the free ReadyRosie mobile app for both [Android](#) and [iPhone](#). Once downloaded, you can log-in and have a searchable version of the entire ReadyRosie video library at your fingertips.

### ● I want to stop getting communications from ReadyRosie. How do I unsubscribe?

All ReadyRosie e-mails contain an "Unsubscribe" link at the bottom of the e-mail. Just click that link and follow the prompts. If you wish to stop receiving text messages from ReadyRosie, just reply to the text with a one-word message that says *Unsubscribe* or *Stop*.

● **I want to change the e-mail address or phone number at which I receive ReadyRosie.**

You can change all of your account preferences by visiting [www.readyrosie.com](http://www.readyrosie.com) and using the account “Log-In” feature. If you don’t know your user name or password, see the last FAQ in this document.

● **Can I get a text from ReadyRosie instead of an e-mail?**

Yes. If you currently are getting ReadyRosie via e-mail and would prefer to receive a text message, visit [www.readyrosie.com](http://www.readyrosie.com) and use the “Log-In” feature to update your account preferences. If you are unsure of your User Name and Password, see the last FAQ of this list.

● **Is there a charge for ReadyRosie?**

The program cost of ReadyRosie has been paid for by Cuyahoga County’s Universal Pre-Kindergarten Program. There are no costs for parents or preschool staff to receive ReadyRosie. However, normal data and text charges apply to a degree determined by your internet provider or mobile phone company. A parent who watched 20 ReadyRosie videos a month would consume approximately 160 MB of data, or a small amount of what is typically included in most monthly mobile data plans. Switching to home or public wifi before watching the video allows you to watch without incurring mobile data charges.

● **I know other parents who would like to get ReadyRosie, but their children are not at my child’s preschool, can they?**

At this time, ReadyRosie is only available to families who have a child enrolled at one of the 34 preschools in Invest in Children’s Universal Pre-Kindergarten program. If other options for getting ReadyRosie become available, a list will be made available here.

● **Are ReadyRosie video’s available in Spanish?**

Yes. If you are receiving ReadyRosie in English and would prefer to receive your daily messages in Spanish, visit [www.readyrosie.com](http://www.readyrosie.com) and use the “Login-In” feature to update your account preferences. If you are unsure of your User Name and Password, see the last FAQ of this list.

● **Where can I direct questions if my question is not answered here?**

Questions can be directed to John Ladd at [jladd@cuyahogacounty.us](mailto:jladd@cuyahogacounty.us). We will answer your question if we can, or suggest you contact ReadyRosie directly if we cannot.

● **I don't know my "Log In" User Name and/or Password?**

When your account was opened, your default user name was set as the e-mail address or mobile phone number you provided your child's preschool, and your password was set as "readyrosie". Unless you have changed them, you can Log-In with these. You were sent a confirmation email or text message providing your username and password. You may wish to print and save this for future reference. If you have changed your User Name or Password to something else and have forgotten it, e-mail ReadyRosie at [Info@readyrosie.com](mailto:Info@readyrosie.com)