

Getting Started with myOsmo Accounts & Profiles

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What Do I Need to Get Started?

To begin, you'll need:

- An email address.
- Your Osmo white base and red reflector.
- An internet-connected iPad, iPhone, or computer.

What is a myOsmo Account?

myOsmo accounts allow Osmo owners to manage their play experience and save their players' progress over time.

How to Create a myOsmo Account

Visit **playosmo.com/start** to create your account. You can do this on either your computer, iPhone, or iPad. Accounts are tied to an email and are limited to one per email.

It's recommended that you create one profile per player. If that's not possible for a school environment, then creating a profile for a student group, classroom, or grade will also work.

How to Connect to an Existing myOsmo Account

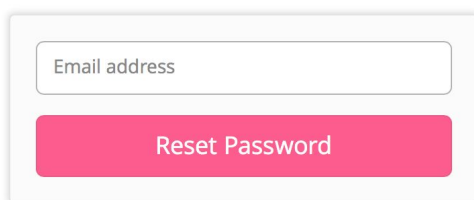
Visit **my.playosmo.com** and click on "Sign in" in the top right corner. Once you are signed in, you can click on 'Account' on the left of your myOsmo home page to manage your contact information, email preferences and other settings.

How to Reset Your Password


If you've forgotten your password, visit **my.playosmo.com/forgotpass** to send a reset password link to your email address.

Forgot Password

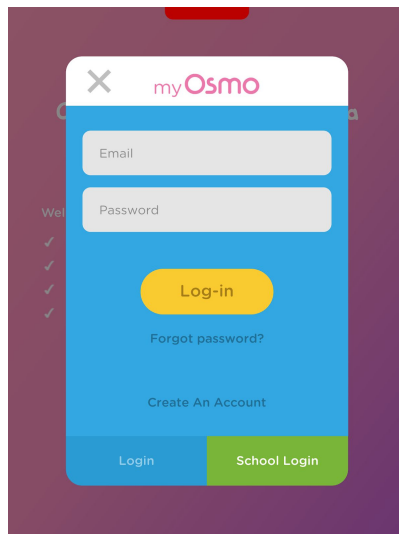
Lost your password? No problem, we can reset it for you.

A screenshot of a web form for resetting a password. It features a text input field with the placeholder text "Email address" and a pink button labeled "Reset Password" below it.

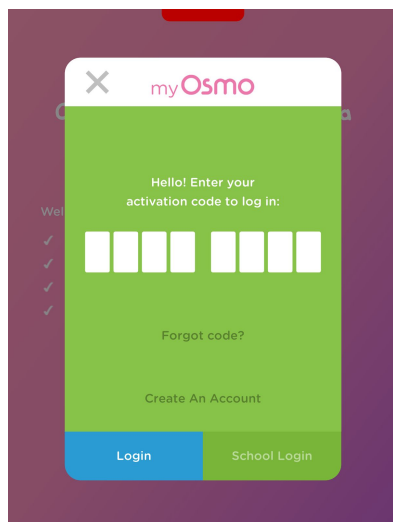
How to Connect an iPad or iPhone to a myOsmo Account

1. From within any Osmo game on your device, click the myOsmo button in the top right corner on the main menu 
2. From there you can select one of these two:
 - a. "Create a free account" (if you don't have one already)

- b. “Log-in”
3. For regular login:



- Type in your email and password and press “Login”.
4. For School Login:
- Tap “School Login”, type in your Activation Code and press “Done”.

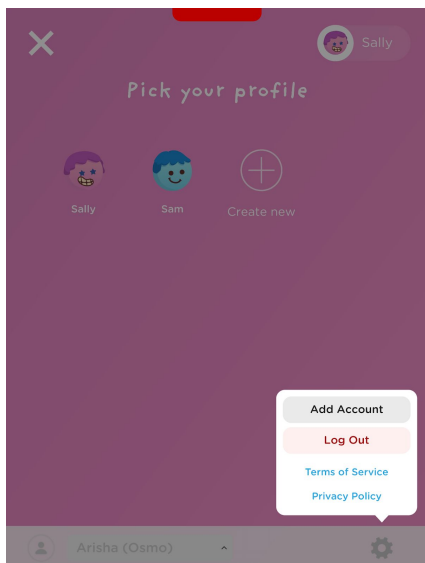


If you do not know your activation code, tap “Forgot code?”, and it will be emailed to you. You can also find it at my.playosmo.com after logging in. It should be in the left-hand column, and you may need to scroll.

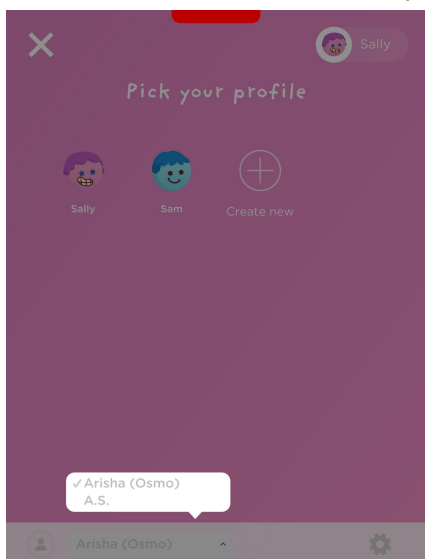
How to Connect to Multiple myOsmo Accounts

You can connect to any number of myOsmo accounts and switch between them during play.

1. To connect to an additional myOsmo account, first return to the main menu. This can be different across games, but typically is done by tapping the gear icon on the top left. (In Osmo Numbers, you have to swipe down until you get to the home screen.)
2. From the main menu, tap the current player's avatar button on the top right corner.
3. Tap the gear button in the bottom right corner. Then tap "Add Account".



4. You can switch between accounts by tapping your account name at the bottom of the screen.

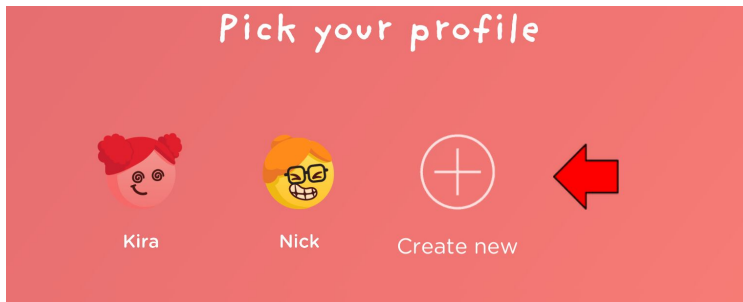


What is a Profile?

myOsmo accounts contain profiles, typically one per player or student. Profiles consist of an avatar portrait and username and allow multiple players to use the same Osmo while preserving their own progress, history and game settings.

How to Create a Profile inside an Osmo App

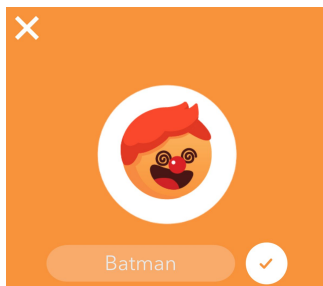
1. Once you've connected your iPad or iPhone to your myOsmo account, tap the "+Create New" button.



2. Explore different avatar portraits until you find one you like. Tap it again to continue.



3. Provide a username and press the checkmark button.



How to Create a Profile on your myOsmo Page

1. Log in to your account on my.playosmo.com.
2. Click 'myProfiles' on top of the page.



3. Add profiles one by one or upload a CSV file exported from your student spreadsheet.

Create profiles one-by-one

1

+ Add 1 more or press enter to keep adding

Create

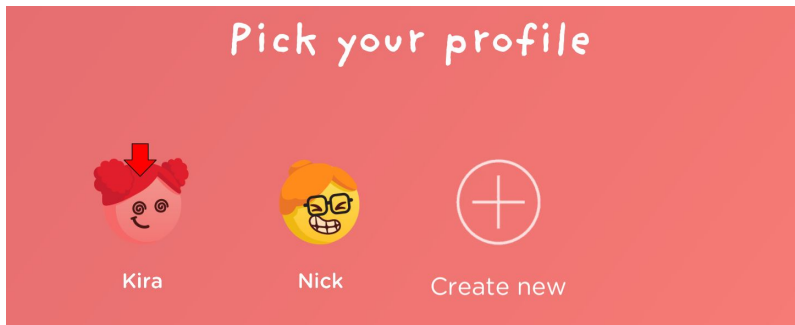
Or upload a .CSV file to create profiles

4. Please note that after you create a profile, you can't edit the grade level for it right now. However, the only thing that the grade level is used for is setting the initial difficulty in several of our apps, and you can always increase the difficulty manually. Please see this article in Help Center for more information:

<https://support.playosmo.com/hc/en-us/articles/115003454233-How-can-I-increase-the-difficulty-in-an-Osmo-app->

How to Switch between Profiles during Play

1. To switch profiles while playing, first return to the main menu. This can be different across games, but typically is done by tapping the gear icon on the top left. (In Osmo Numbers, you have to swipe down until you get to the home screen.)
2. From the main menu, tap the current player's avatar button in the top right corner.
3. From here, select the profile that you'd like to switch to.

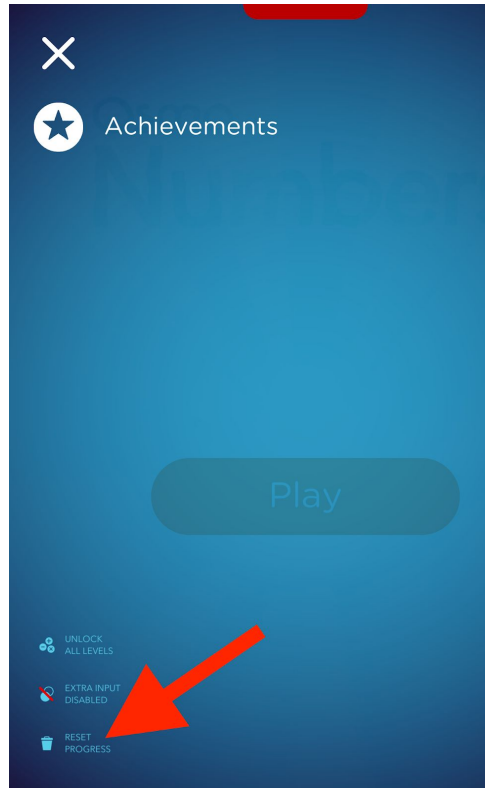


How to View Progress for a Profile

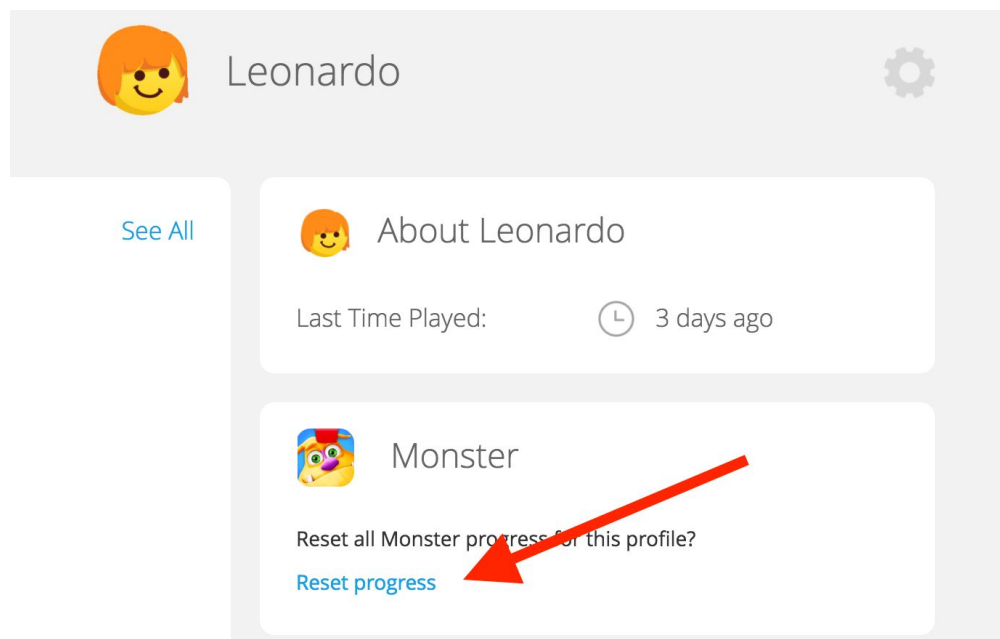
To view the game progress for any profile in myOsmo, please log in to myOsmo (<https://my.playosmo.com>), click 'myProfiles' on top of the page, then click any profile icon to go that profile's page and view the progress.

How to Reset Progress for a Profile

To reset progress in most of our apps (Coding Awbie, Coding Jam, Newton, Numbers, Pizza Co., Tangram, and Words), click on the settings icon (a gear) in the top left corner of the home screen and select "Reset progress".



To reset progress in Monster, please log in to myOsmo (<https://my.playosmo.com>), click 'myProfiles' on top of the page, then click any profile icon to go that profile's page and reset your progress.



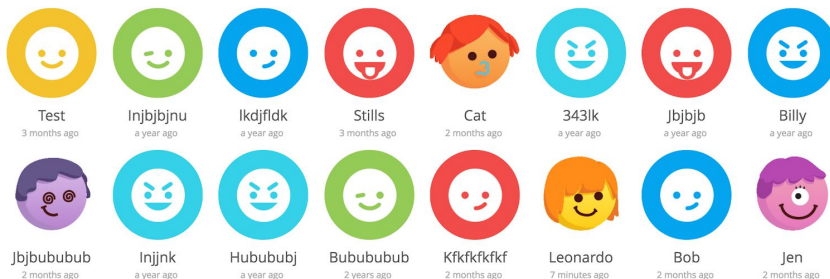
How to Edit a Profile Nickname

1. Log in to your account on **my.playosmo.com**.
2. “Click ‘myProfiles’ on top of the page.

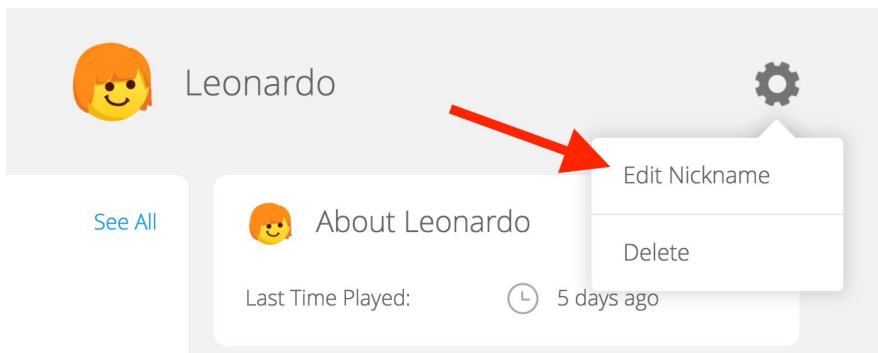


3. From here, find the profile whose nickname you want to edit and click it.

my Profiles



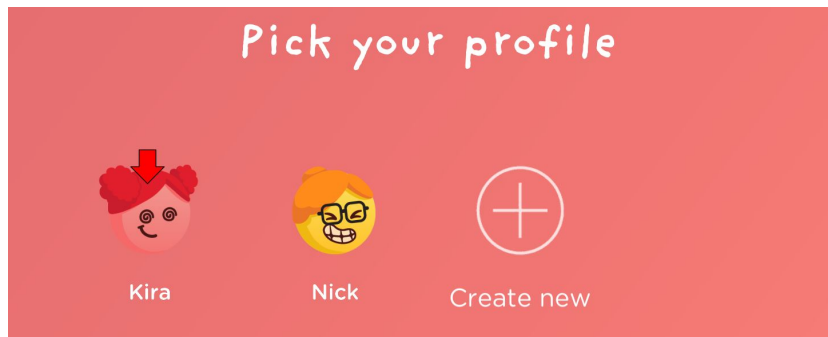
4. Hover over the gear on the right-hand side and click “Edit Nickname”.



How to Edit a Profile Avatar and Nickname

1. First return to the main menu. This can be different across games, but typically is done by tapping the gear icon on the top left. (In Osmo Numbers, you have to swipe down until you get to the home screen.)
2. From the main menu, tap the current player’s avatar button in the top right corner.

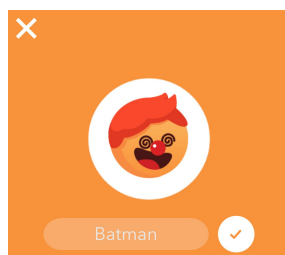
3. From here, select the avatar that you'd like to change and long-press it (tap and hold for a few seconds).



4. Explore different avatar portraits until you find one you like. Tap it again to continue.



5. Provide a new nickname (if you wish) and press the checkmark button.

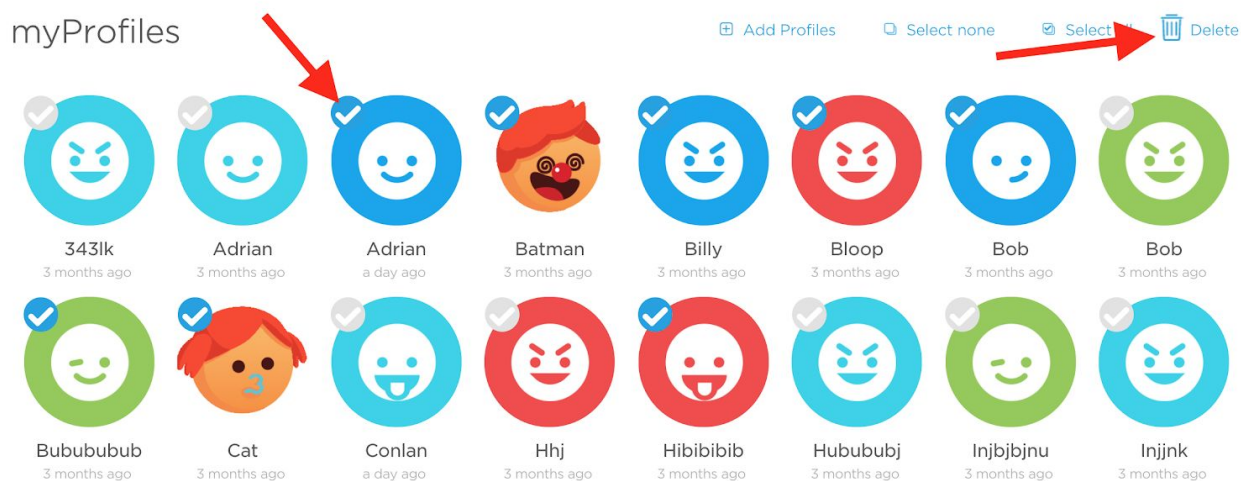


How to Delete Profiles

1. Log in to your account on **my.playosmo.com**.
2. Click 'myProfiles' on top of the page.



3. From here, find the profiles you wish to delete, select them and click 'Delete'.



How to Transfer a Profile Between Accounts

If you have some profiles that need to be transferred between accounts, please send us the information at support@playosmo.com, and we'll help transfer the profiles.

Profile Best Practices

Be sure to be connected to the internet when possible, as this allows the game to save your progress in the cloud and be accessed / resumed from your other devices.