

Individual Users – Frequently Asked Questions

FAQ: If I have an individual account, whom can I invite to my observation team?

Answer: Any other user with an SMT-registered account can accept an invitation to join an observation. You need to know the email address they use for their SMT account. A member of a group account (such as Teacher Education or a K-12 School) cannot join your account if they are already part of another group account. To join your observation team, they would need a separate individual SMT account using an email different from their group account. This prevents crossover observations from individual to group accounts and is in place for security and confidentiality reasons.

FAQ: Since four is the maximum number of observers per observation, does that mean I am limited to only four colleagues to select from and add to a specific observation?

Answer: No. While you can only have three other colleagues joining an observation (with you making a total of four on the team), your list of potential colleagues to choose from is limited only by how many people you know who have a registered SMT account. From that list, you can choose any three to join an observation. You can choose a different three for the following observation. When choosing observation partners, if using video, consider the confidentiality and protection of minors when deciding who can view the video.

FAQ: I have an individual account, but my school will now use SMT for observation. Can I keep my individual account and still participate in the school's group account?

Answer: Yes, you can keep the individual account, but for the group account, you will need to use a different email than the one used for the individual account. Most individual account users registered for SMT with their personal email addresses rather than their school email addresses.

FAQ: Does the registration cost cover me for how much time?

Answer: Each registration is good for one year from the registration date. For the user's convenience, registration will automatically roll over unless the user cancels it. SMT provides ample notice before the new registration period begins. The user will receive an email 30 days before the rollover, giving them enough time to cancel before renewal.

FAQ: Can I cancel my initial registration, or cancel it after the renewal has taken place?

Answer: Once registration or renewal is finalized, the user can cancel at any time by going to SMT, logging in, and clicking the "Cancel Account" button under Billing. If the registration or renewal has already occurred, no refunds will be given. However, since the user paid for registration, they can still access and use the account until the initial registration or renewal period ends. Because the user canceled the account, the next renewal will not occur. Registration renewal emails are automatically sent to the SMT user's account email.