# **Attainment's**



iPad App User Guide

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#### **MatchTime**

**MatchTime** provides a simple, accessible, and colorful context for practicing telling time. It features both dial clocks and digital clocks and provides activities at four levels of complexity. Within the four activities, matching tasks increase in difficulty, requiring a minimum number of correct answers of each goal before progressing to harder matches. MatchTime smartly advances the student through the program.

The list of goals for each activity is available at the end of this user guide.

There are four activities by levels of complexity.



## Activity 1: MatchTime to the Hour

Focuses on recognition of the 12 hours on a clock.



## **Activity 2: MatchTime to the Quarter Hour**

Focuses on half hours and moves to quarter hours.



## Activity 3: MatchTime to the Minute

Begins with 20 minute divisions and progresses to single minutes.



## Activity 4: MatchTime Earlier and Later

Adds the challenge of finding times earlier or later than the target time. Wraps up with combining hours and minutes in problems.

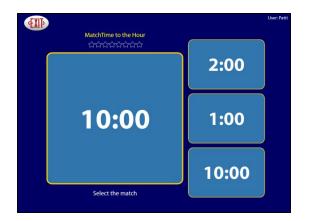
At the completion of each activity, a certificate of achievement is given.



#### MatchTime to the Hour

**MatchTime to the Hour** focuses on recognition of the 12 hours on the dial clock and their equivalent digital representation.

Time is given on the large clock. The student is asked to select the matching time from one of three smaller clocks. A row of stars above the big clock indicates progression through the activity. Each star represents a goal. There are eight progressing goals in MatchTime to the Hour.





- **Goal 1** Requires 2 consecutive correct answers matching from numerical time to numerical times showing any hour.
- **Goal 2** Requires 2 consecutive correct answers matching from numerical time to digital clocks showing any hour.
- **Goal 3** Requires 2 consecutive correct answers matching from a digital clock to numerical times showing any hour.
- **Goal 4** Requires 4 consecutive correct answers matching from a dial clock to dial clocks showing 3, 6, 9, and 12 o'clock.
- **Goal 5** Requires 4 consecutive correct answers matching from a dial clock to dial clocks showing 3, 6, 9, and 12 o'clock.
- **Goal 6** Requires 4 consecutive correct answers matching from a dial clock to digital clocks or numerical times showing any hour.
- **Goal 7** Requires 4 consecutive correct answers matching from a dial clock or numerical time to dial clocks or digital clocks showing any hour.
- **Goal 8** Requires 4 consecutive correct answers matching from a dial clock or a digital clock to dial clocks or numerical times showing any hour.

#### MatchTime to the Quarter Hour

**MatchTime to the Quarter Hour** adds divisions of the hour to the matching goals, beginning with half hours and moving on to quarter hours.

Time is given on a large clock. The student is asked to select the matching time from one of the three smaller clocks. A row of stars above the big clock indicates progression through the activity. Each star represents a goal. There are eight progressing goals in MatchTime to the Quarter Hour.





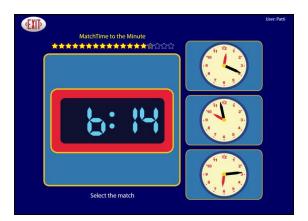
- **Goal 1** Requires 4 consecutive correct answers matching from a dial clock to dial clocks showing any hour and minutes divisible by thirty.
- **Goal 2** Requires 4 consecutive correct answers matching from a dial clock to dial clocks showing any hour and minutes divisible by fifteen.
- **Goal 3** Requires 6 consecutive correct answers matching from a dial clock to dial clocks showing 3, 6, 9, and 12 o'clock and minutes divisible by thirty.
- **Goal 4** Requires 6 consecutive correct answers matching from a dial clock to dial clocks showing 12 o'clock and minutes divisible by fifteen.
- **Goal 5** Requires 4 consecutive correct answers matching from a dial clock to dial clocks showing 3, 6, 9, and 12 o'clock and minutes divisible by thirty.
- **Goal 6** Requires 4 consecutive correct answers matching from a dial clock to digital clocks or numerical times showing any hour and minutes divisible by thirty.
- **Goal 7** Requires 4 consecutive correct answers matching from a dial clock or numerical time to dial clocks or digital clocks showing any hour and minutes divisible by fifteen.
- **Goal 8** Requires 4 consecutive correct answers matching from a digital clock or numerical time to dial clocks showing any hour and minutes divisible by fifteen.

#### MatchTime to the Minute

**MatchTime to the Minute** begins with 20 minute divisions of the hour, then the focus gradually narrows through 10 and 5 minute intervals down to single minutes.

Time is given on a large clock. The student is asked to select the matching time from one of the three smaller clocks. A row of stars above the big clock indicates progression through the activity. Each star represents a goal. There are eighteen progressing goals in MatchTime to the Minute.





**Goal 1** Requires 2 consecutive correct answers matching from a dial clock to digital clocks or numerical times showing 12 o'clock and minutes divisible by twenty.

**Goal 2** Requires 2 consecutive correct answers matching from a digital clock or numerical time to dial clocks showing 12 o'clock and minutes divisible by twenty.

**Goal 3** Requires 2 consecutive correct answers matching from a dial clock or a digital clock to dial locks or digital clocks showing any hour and minutes divisible by twenty.

**Goal 4** Requires 2 consecutive correct answers matching from a dial clock or a digital clock to dial clocks or digital clocks showing any hour and minutes divisible by twenty.

**Goal 5** Requires 3 consecutive correct answers matching from a dial clock to dial clocks, digital clocks, or numerical times showing 3, 6, 9, and 12 o'clock and minutes divisible by ten.

**Goal 6** Requires 3 consecutive correct answers matching from a digital clock or numerical time to dial clocks showing 3, 6, 9, and 12 o'clock and minutes divisible by ten.

#### continued MatchTime to the Minute Goals

- **Goal 7** Requires 3 consecutive correct answers matching from a dial clock or a digital clock to dial clocks or numerical times showing any hour and minutes divisible by ten.
- **Goal 8** Requires 3 consecutive correct answers matching from a dial clock or a digital clock to dial clocks or numerical times showing any hour and minutes divisible by ten.
- **Goal 9** Requires 2 consecutive correct answers matching from a dial clock to dial clocks showing 12 o'clock and minutes divisible by five.
- **Goal 10** Requires 3 consecutive correct answers matching from a dial clock to dial clocks, digital clocks, or numerical times showing 3, 6, 9, and 12 o'clock and minutes divisible by five.
- **Goal 11** Requires 3 consecutive correct answers matching from a dial clock, a digital clock, or numerical time to dial clocks showing 3, 6, 9, and 12 o'clock and minutes divisible by five.
- **Goal 12** Requires 4 consecutive correct answers matching from a dial clock, a digital clock, or numerical time to dial clocks, digital clocks, or numerical times showing any hour and minutes divisible by five.
- **Goal 13** Requires 2 consecutive correct answers matching from a dial clock to dial clocks showing 12 o'clock and all minutes of the hour.
- **Goal 14** Requires 4 consecutive correct answers matching from a dial clock to dial clocks, digital clocks, or numerical times showing 3, 6, 9, and 12 o'clock and all minutes of the hour.
- **Goal 15** Requires 4 consecutive correct answers matching from a dial clock, a digital clock, or numerical time to dial clocks showing 3, 6, 9, and 12 o'clock and all minutes of the hour.
- **Goal 16** Requires 4 consecutive correct answers matching from a digital clock or numerical time to dial clocks showing any hour and all minutes of the hour.
- **Goal 17** Requires 4 consecutive correct answers matching from a dial clock to digital clocks or numerical times showing any hour and all minutes of the hour.
- **Goal 18** Requires 6 consecutive correct answers matching from a dial clock or a digital clock to dial clocks or digital clocks showing any hour and all minutes of the hour.

#### MatchTime Earlier and Later

**MatchTime Earlier and Later** presents the added challenge of finding times earlier or later than the target time. It begins with one hour, on the hour spans, that progress to whole-hour intervals. The emphasis then shifts to shorter and longer durations in minutes. There are 20 goals for finding earlier and later times in increments from one minute up to four hours.





**Goal 1** Requires 4 consecutive correct answers seeking times 1 hour earlier at 1-hour marks, comparing numerical time to numerical times.

**Goal 2** Requires 4 consecutive correct answers seeking times 1 hour later at 1-hour marks, comparing numerical time to numerical times.

**Goal 3** Requires 2 consecutive correct answers seeking times 1 hour earlier and later at 1-hour marks, comparing a dial clock to dial clocks.

**Goal 4** Requires 4 consecutive correct answers seeking times 1 hour earlier and later (sometimes passing over 12 o'clock) at 1-hour marks, comparing a dial clock to dial clocks.

**Goal 5** Requires 2 consecutive correct answers seeking times 1 hour earlier and later (sometimes passing over 12 o'clock) at 1-hour marks, comparing a dial clock or a digital clock to dial clocks or digital clocks.

**Goal 6** Requires 4 consecutive correct answers seeking times 2 hours earlier and later at 1-hour marks, comparing a dial clock or a digital clock to dial clocks or digital clocks.

**Goal 7** Requires 4 consecutive correct answers seeking times 4 hours earlier and later (always passing over 12 o'clock) at 1-hour marks, comparing a dial clock or a digital clock to dial clocks or digital clocks.

**Goal 8** Requires 3 consecutive correct answers seeking times 1 hour earlier (sometimes passing over 12 o'clock) at 30-minute marks, comparing a dial clock or a digital clock to dial clocks or digital clocks.

continued MatchTime Elapsed time goals:

**Goal 9** Requires 3 consecutive correct answers seeking times 1 hour later (sometimes passing over 12 o'clock) at 30-minute marks, comparing a dial clock or a digital clock to dial clocks or digital clocks.

**Goal 10** Requires 3 consecutive correct answers seeking times 1 hour earlier and later (sometimes passing over 12 o'clock) at 15-minute marks, comparing a dial clock or a digital clock to dial clocks or digital clocks.

**Goal 11** Requires 3 consecutive correct answers seeking times 1 hour earlier and later (sometimes passing over 12 o'clock) at 5-minute marks, comparing a dial clock or a digital clock to dial clocks or digital clocks.

**Goal 12** Requires 3 consecutive correct answers seeking times 1 hour earlier and later (sometimes passing over 12 o'clock) at 1-minute marks, comparing a dial clock or a digital clock to dial clocks or digital clocks.

**Goal 13** Requires 2 consecutive correct answers seeking times 30 minutes earlier and later at 15-minute marks, comparing a dial clock or a digital clock to dial clocks or digital clocks.

**Goal 14** Requires 2 consecutive correct answers seeking times 15 minutes earlier and later (sometimes passing over 12 o'clock) at 15-minute marks, comparing a dial clock or a digital clock to dial clocks or digital clocks.

**Goal 15** Requires 3 consecutive correct answers seeking times 30 minutes earlier and later (sometimes passing over 12 o'clock) at 10-minute marks, comparing a dial clock to dial clocks or digital clocks.

**Goal 16** Requires 2 consecutive correct answers seeking times 15 minutes earlier and later (sometimes passing over 12 o'clock) at 10-minute marks, comparing a dial clock to dial clocks or digital clocks.

**Goal 17** Requires 2 consecutive correct answers seeking times 10 minutes earlier and later at 5-minute marks, comparing a dial clock to dial clocks or digital clocks.

**Goal 18** Requires 2 consecutive correct answers seeking times 5 minutes earlier and later at 5-minute marks, comparing a dial clock to dial clocks or digital clocks.

**Goal 19** Requires 2 consecutive correct answers seeking times 15 minutes earlier and later (sometimes passing over 12 o'clock) at 1-minute marks, comparing a dial clock to dial clocks or digital clocks.

**Goal 20** Requires 2 consecutive correct answers seeking times 1 hour earlier and later (sometimes passing over 12 o'clock) at 1-minute marks, comparing a dial clock to dial clocks or digital clocks.

## Quiz

Quiz mode functions like the instructional activity mode, except it does not give student feedback about their answer choice. Quizzes accept the answer given then proceeds to the next question. Quizzes contain one question from each goal in the activity. So, quizzes in MatchTime to the Hour and MatchTime to the Quarter Hour have only eight questions. You can choose to double the number of questions (for both Quiz and instructional mode) in Settings->Extra Challenge, accessed through Options.



To implement a quiz, check the box on the opening title page.



## **Progress Report**

Progress Report shows how much of each activity the student has completed and the current score.



## **Options**

Open Options to add or delete student login accounts, access settings, view results, and monitor usage. To open Options, tap the gear icon in the upper-right corner of the login window or upper-right corner of the title screen before the student begins a lesson. If the program asks for a password, enter it. If you have forgotten your password, Attainment will always work as a password. Having a password to enter Options is optional.

First, Options opens to the general Options screen.



#### **Add Student Account**

To add a student account, click the Add icon, type the student's name, and tap Next. If your computer has a camera, the Add User - Icon window appears which allows you to include a photo next to the student's name on the login menu. Select Cancel to skip this step. To take a photo, press Snapshot to take the photo. When you're satisfied with the photo, tap Finish.

#### **Delete Student Account**

Delete a student account by selecting the user name from the drop-down list of names and then press Delete.



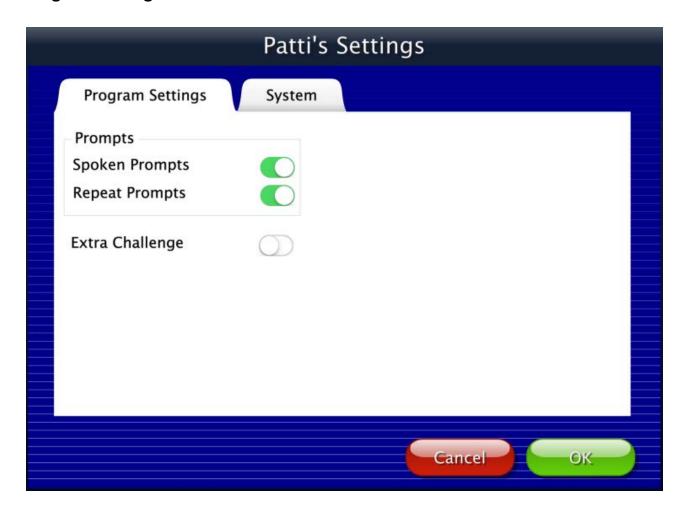
## **General Options**

- **Teacher Password** allows you to create an optional password that needs to be typed to open Options. As a backup, Attainment will always work as a password. Password is not case sensitive: upper or lower case does not matter.
- **Required to Switch Users:** Turned On, extends the password requirement to include switching users.
- **Users Must Type Name:** Turned On, requires all students to type their login name.
- Allow Guest Logins: Turned On, Guest is allowed as a login option. When a student is logged in as Guest, results are not saved. Guest can be removed as a login choice only after one or more login names have been added.
- **Track Usage:** Turned On, the number of minutes spent on this program by all users will be tracked.

## **Settings**

To adjust a student's settings, go to Options, select their name from the drop-down menu, then tap on Settings button.

There are two tabs of adjustable settings: Program Settings tab and System tab. **Program Settings Tab** 



## **Prompts**

**Spoken Prompt:** On, verbal prompts are given to instruct the student on each question.

**Repeat Prompts:** On, verbal prompts are repeated when there is no reply to the question.

**Extra Challenge:** On, the number of problems needed to advance to the next goal is doubled. This applies to daily work and Quiz mode.



## **System Tab**

**Scanning choices**, Single Switch and Double Switch are disabled by default. **Autoscan Delay** is the amount of time the scan highlight stays on a selectable button in single switch scanning.

**Scan Next** is the keystroke, when Double Switch is turned on, that the second switch is assigned when plugged into the switch interface.

**Scan Select** is the keystroke a single switch or the "move" switch when two switches are used, is assigned when plugged into the switch interface.

**Debounce** is the amount of time the program will ignore repeated switch input. **Highlight** size and color are adjustable.

**Auditory Scanning** is the addition of auditory cues to each cursor movement.

Auditory Rollover is auditory cues after a 1.5 second button rollover.

**Show Touches** gives a white circle outline to appear at the point of contact between a finger and the iPad glass.

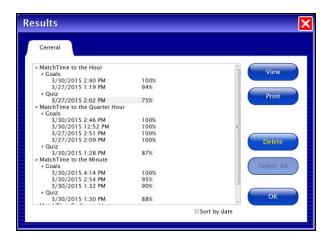
**Sound** is Music, Speech, and Sound Effects that can be turned off.

**Icon/Set** can be used to attach a photo of the student or any other graphic that will show by their name on the login menu.

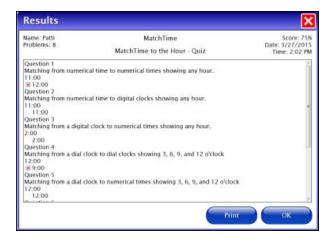
When all options for this student are set, press OK to return to the opening options screen.

#### Results

Students must be logged into their account for their work to be saved. Details of daily work and quizzes are saved. To view saved Results, select the student's name from the drop-down menu in general Options and press Results button.



Results are listed by activity, then divided by quiz and daily work (goals), then by date, time, and percentage correct. You can change the layout to sort **by date** with box toward the bottom of the Results page.



To view details, highlight an individual entry and press View.

To delete a session, highlight the session and press Delete. The Delete All button is used to delete all entries in a subcategory, such as activity, quiz, daily work, or date. Highlight a subcategory and then press Delete All.

## **Activity Goals**

#### **LEVEL 1 MatchTime to the Hour**

8 goals for telling time to the hour:

- Goal 1 Requires 2 consecutive correct answers, matching from numerical time to numerical times, showing any hour.
- Goal 2 Requires 2 consecutive correct answers, matching from numerical time to digital clocks, showing any hour.
- Goal 3 Requires 2 consecutive correct answers, matching from a digital clock to numerical times, showing any hour.
- Goal 4 Requires 4 consecutive correct answers; matching from a dial clock to dial clocks; showing 3, 6, 9, and 12 o'clock.
- Goal 5 Requires 4 consecutive correct answers; matching from a dial clock to dial clocks; showing 3, 6, 9, and 12 o'clock.
- Goal 6 Requires 4 consecutive correct answers, matching from a dial clock to digital clocks or numerical times, showing any hour.
- Goal 7 Requires 4 consecutive correct answers, matching from a dial clock or numerical time to dial clocks or digital clocks, showing any hour.
- Goal 8 Requires 4 consecutive correct answers, matching from a dial clock or a digital clock to dial clocks or numerical times, showing any hour.

#### **LEVEL 2 MatchTime to the Quarter Hour**

8 goals for telling time by half-hours and quarter-hours:

- Goal 1 Requires 4 consecutive correct answers matching from a dial clock to dial clocks showing any hour and minutes divisible by thirty.
- Goal 2 Requires 4 consecutive correct answers matching from a dial clock to dial clocks showing any hour and minutes divisible by fifteen.
- Goal 3 Requires 6 consecutive correct answers matching from a dial clock to dial clocks showing 3, 6, 9, and 12 o'clock and minutes divisible by thirty.
- Goal 4 Requires 6 consecutive correct answers matching from a dial clock to dial clocks showing 12 o'clock and minutes divisible by fifteen.
- Goal 5 Requires 4 consecutive correct answers; matching from a dial clock to dial clocks; showing 3, 6, 9, and 12 o'clock and minutes divisible by thirty.
- Goal 6 Requires 4 consecutive correct answers, matching from a dial clock to digital clocks or numerical times, showing any hour and minutes divisible by thirty.

- Goal 7 Requires 4 consecutive correct answers, matching from a dial clock or numerical time to dial clocks or digital clocks, showing any hour and minutes divisible by fifteen.
- Goal 8 Requires 4 consecutive correct answers, matching from a digital clock or numerical time to dial clocks, showing any hour and minutes divisible by fifteen.

#### **LEVEL 3 MatchTime to the Minute**

18 goals for telling time in increments from one to twenty minutes:

- Goal 1 Requires 2 consecutive correct answers, matching from a dial clock to digital clocks or numerical times, showing 12 o'clock and minutes divisible by twenty.
- Goal 2 Requires 2 consecutive correct answers, matching from a digital clock or numerical time to dial clocks, showing 12 o'clock and minutes divisible by twenty.
- Goal 3 Requires 2 consecutive correct answers, matching from a dial clock or a digital clock to dial clocks or digital clocks, showing any hour and minutes divisible by twenty.
- Goal 4 Requires 2 consecutive correct answers, matching from a dial clock or a digital clock to dial clocks or digital clocks, showing any hour and minutes divisible by twenty.
- Goal 5 Requires 3 consecutive correct answers; matching from a dial clock to dial clocks, digital clocks, or numerical times; showing 3, 6, 9, and 12 o'clock and minutes divisible by ten.
- Goal 6 Requires 3 consecutive correct answers; matching from a digital clock or numerical time to dial clocks; showing 3, 6, 9, and 12 o'clock and minutes divisible by ten.
- Goal 7 Requires 3 consecutive correct answers, matching from a dial clock or a digital clock to dial clocks or numerical times, showing any hour and minutes divisible by ten.
- Goal 8 Requires 3 consecutive correct answers, matching from a dial clock or a digital clock to dial clocks or numerical times, showing any hour and minutes divisible by ten.
- Goal 9 Requires 2 consecutive correct answers, matching from a dial clock to dial clocks, showing 12 o'clock and minutes divisible by five.

- Goal 10 Requires 3 consecutive correct answers; matching from a dial clock to dial clocks, digital clocks, or numerical times; showing 3, 6, 9, and 12 o'clock and minutes divisible by five.
- Goal 11 Requires 3 consecutive correct answers; matching from a dial clock, a digital clock, or numerical time to dial clocks; showing 3, 6, 9, and 12 o'clock and minutes divisible by five.
- Goal 12 Requires 4 consecutive correct answers; matching from a dial clock, a digital clock, or numerical time to dial clocks, digital clocks, or numerical times; showing any hour and minutes divisible by five.
- Goal 13 Requires 2 consecutive correct answers, matching from a dial clock to dial clocks, showing 12 o'clock and all minutes of the hour.
- Goal 14 Requires 4 consecutive correct answers; matching from a dial clock to dial clocks, digital clocks, or numerical times; showing 3, 6, 9, and 12 o'clock and all minutes of the hour.
- Goal 15 Requires 4 consecutive correct answers; matching from a dial clock, a digital clock, or numerical time to dial clocks; showing 3, 6, 9, and 12 o'clock and all minutes of the hour.
- Goal 16 Requires 4 consecutive correct answers, matching from a digital clock or numerical time to dial clocks, showing any hour and all minutes of the hour.
- Goal 17 Requires 4 consecutive correct answers, matching from a dial clock to digital clocks or numerical times, showing any hour and all minutes of the hour.
- Goal 18 Requires 6 consecutive correct answers, matching from a dial clock or a digital clock to dial clocks or digital clocks, showing any hour and all minutes of the hour.

## **LEVEL 4 MatchTime Earlier and Later**

20 goals for finding earlier and later times in increments from one minute up to four hours:

- Goal 1 Requires 4 consecutive correct answers, seeking times 1 hour earlier at 1-hour marks, comparing numerical time to numerical times.
- Goal 2 Requires 4 consecutive correct answers, seeking times 1 hour later at 1-hour marks, comparing numerical time to numerical times.
- Goal 3 Requires 2 consecutive correct answers, seeking times 1 hour earlier and later at 1-hour marks, comparing a dial clock to dial clocks.

- Goal 4 Requires 4 consecutive correct answers, seeking times 1 hour earlier and later (sometimes passing over 12 o'clock) at 1-hour marks, comparing a dial clock to dial clocks.
- Goal 5 Requires 2 consecutive correct answers, seeking times 1 hour earlier and later (sometimes passing over 12 o'clock) at 1-hour marks, comparing a dial clock or a digital clock to dial clocks or digital clocks.
- Goal 6 Requires 4 consecutive correct answers, seeking times 2 hours earlier and later at 1-hour marks, comparing a dial clock or a digital clock to dial clocks or digital clocks.
- Goal 7 Requires 4 consecutive correct answers, seeking times 4 hours earlier and later (always passing over 12 o'clock) at 1-hour marks, comparing a dial clock or a digital clock to dial clocks or digital clocks.
- Goal 8 Requires 3 consecutive correct answers, seeking times 1 hour earlier (sometimes passing over 12 o'clock) at 30-minute marks, comparing a dial clock or a digital clock to dial clocks or digital clocks.
- Goal 9 Requires 3 consecutive correct answers, seeking times 1 hour later (sometimes passing over 12 o'clock) at 30-minute marks, comparing a dial clock or a digital clock to dial clocks or digital clocks.
- Goal 10 Requires 3 consecutive correct answers, seeking times 1 hour earlier and later (sometimes passing over 12 o'clock) at 15-minute marks, comparing a dial clock or a digital clock to dial clocks or digital clocks.
- Goal 11 Requires 3 consecutive correct answers, seeking times 1 hour earlier and later (sometimes passing over 12 o'clock) at 5-minute marks, comparing a dial clock or a digital clock to dial clocks or digital clocks.
- Goal 12 Requires 3 consecutive correct answers, seeking times 1 hour earlier and later (sometimes passing over 12 o'clock) at 1-minute marks, comparing a dial clock or a digital clock to dial clocks or digital clocks.
- Goal 13 Requires 2 consecutive correct answers, seeking times 30 minutes earlier and later at 15-minute marks, comparing a dial clock or a digital clock to dial clocks or digital clocks.
- Goal 14 Requires 2 consecutive correct answers, seeking times 15 minutes earlier and later (sometimes passing over 12 o'clock) at 15-minute marks, comparing a dial clock or a digital clock to dial clocks or digital clocks.
- Goal 15 Requires 3 consecutive correct answers, seeking times 30 minutes earlier and later (sometimes passing over 12 o'clock) at 10-minute marks, comparing a dial clock to dial clocks or digital clocks.

- Goal 16 Requires 2 consecutive correct answers, seeking times 15 minutes earlier and later (sometimes passing over 12 o'clock) at 10-minute marks, comparing a dial clock to dial clocks or digital clocks.
- Goal 17 Requires 2 consecutive correct answers, seeking times 10 minutes earlier and later at 5-minute marks, comparing a dial clock to dial clocks or digital clocks.
- Goal 18 Requires 2 consecutive correct answers, seeking times 5 minutes earlier and later at 5-minute marks, comparing a dial clock to dial clocks or digital clocks.
- Goal 19 Requires 2 consecutive correct answers, seeking times 15 minutes earlier and later (sometimes passing over 12 o'clock) at 1-minute marks, comparing a dial clock to dial clocks or digital clocks.
- Goal 20 Requires 2 consecutive correct answers, seeking times 1 hour earlier and later (sometimes passing over 12 o'clock) at 1-minute marks, comparing a dial clock to dial clocks or digital clocks.

#### **Contact Us**

If you have a problem running **MatchTime** app, please call or email Attainment Technical Support. If possible, have your iPad nearby while we discuss solutions.

You can speed the process if you collect some basic information ahead of time:

- What was the error and type of error message, if any?
- What triggered the problem?
- Can you duplicate the problem?
- What iPad, iOS, and app versions are you running?

Tech Support is available weekdays from 9 am - 5 pm (CST)

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