Tips & Tricks for Lesson Connect Success

Hi Ski & Ride School Pros,

Lesson Connect is here—and we want you to feel confident as you begin to use this technology in your lessons! Knowing what to expect and safely practicing the app are great ways to get familiar with navigation, features, and workflows. Read on for tips to help you prepare.

What to Expect with Lesson Connect

Like any new technology, starting with Lesson Connect can feel exciting but also a little overwhelming. Here's how to get started:

1. Download Lesson Connect before your first day – [Click here for instructions]
If you need to reset your Vail Resorts email password, do not attempt to do it while using the Lesson Connect app. Exit Lesson Connect and complete the password reset through Epic Employee. Once your new password is set, you can log back into Lesson Connect.

2. Adding Students to Your Class
Try adding a student to your class first by using the "scan student media" option. This is the fastest and most precise way to identify the correct student to add to your class. If you cannot find the correct student by scanning their media, select the "search for student" option. Try searching for your student by their full name with no additional filters applied. Find their profile with the lesson product showing. Add that student to your class by completing the check in flow prompts in Lesson Connect.

3. Complete Student Descriptions
Before starting your lesson, fill out the student description section. This step is essential for accurate records and compliance. Include key details including helmet, jacket, and pants color(s) because student ID photos currently do not transfer when a student changes classes—a fix is scheduled for January. Until then, adding a clear description ensures proper identification. Tip: Use talk-to-text for faster updates.

4. Start Your Lesson

When you are leaving the group-forming area with your class, tap "**Start Lesson**." Please ensure all your students' information has been entered correctly and validate that your lesson is active by checking that your lesson is in the "active lesson" tab along the bottom of the Lesson Connect application. This officially starts the session in the system for you and your guests, ensures accurate payroll and reporting, and maintains a clear record of student progress and safety.

5. Tips During the Lesson Experience

• **Saving skills** – if you are selecting student skills during the active lesson, make sure to click the save button on the bottom of the lesson connect screen to save your progress.

• **Transferring students** – Transfer students using the "move student(s) to another lesson" button on the active lesson view page. Students can only be transferred between same state lessons. This means you can only transfer students from a lesson in the "building" state to another lesson in the "building" state or from a lesson in the "active" state to another lesson in the "active" state. To do this, make sure both you and your peer are in the same state lesson before transferring. Alternatively, if you are in the building state only, remove the student from your lesson by swiping left on the student profile and clicking the red remove button. The instructor with the active lesson can then add this student to the active lesson using the "add student to lesson" button.

• **Fully charge your device** before heading out for the day.

• **Ask for help,** especially if something isn't working as expected. It's always better to resolve issues early than struggle during a lesson.

• **Complete your lesson and skill review** at the end of the day to provide a timely, accurate, and exciting lesson summary experience for your guests!

How to Practice in Lesson Connect

• Explore the Application Flow: Log in using SSO and review the tabs – Lesson Builder, Active Lesson, and Lesson Review. Each tab will display default messages such as "No Lessons", "No Active Lesson", and "No Lessons to Review". These are the standard views when no lessons have been created, so take time to understand this starting point before moving on.

• Walk Through Lesson Creation: Tap Create Lesson and select sport, age range, ability level, and duration. This helps you understand the flow without impacting real data. Once you have clicked "create lesson," click on Lesson Details. Input and save your Lunch Details by clicking the "edit lunch details" button.

• Start your lesson: Once you have built your lesson with no students in the lesson builder tab, click start lesson. Note that this will change the view of your lesson from "Lesson Builder" to "Active Lesson." Note that

active lesson functionalities (photos, skill review) will not be available to you in the practice lesson.

• Photo Workflow: Practice taking a photo and adding a caption—but do not attach it to a real student profile.

• Complete your practice lesson: click "complete lesson" at the bottom of the Lesson Connect screen. Click "continue" to proceed with completing the lesson. Take note that the lesson moves from the "active lesson" state to the "lesson review" state. Click on "review lesson" to review lesson review functions. Note that the functions will not be available to you in the practice lesson.

Top 3 Practice Scenarios

• Create a test lesson with generic details (sport, age range, ability level) to understand the setup flow.

• Navigate through the Active Lesson tab and explore options like adding notes or taking photos—without linking to real students.

• Practice taking and captioning a photo, then review how to attach it to a test lesson (never to a real student).

Important Reminder
Do NOT use live data when practicing.

• Never add real students to a lesson.

• Do not scan passes or search for actual student names.

• Do not make changes to any real lessons for the day.

Using real data incorrectly can disrupt operations and guest experiences. Keep your practice limited to test lessons only.

Need Help?
In-resort office hours will be available for anyone experiencing access or download challenges.

Quick Links

Start LIFT Training → The LIFT
View BYOD KBA → BYOD KBA and Access Instructions
View Mobile Device Policy → Mobile Device Policy Overview and Privacy Details

This is your chance to get comfortable before using Lesson Connect with Guests—thank you for taking the time to engage with this exciting new technology!

Happy Holidays!

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