Getting Started
with myOsmo Accounts & Profiles
Updated 05.24.2019

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 Osmo-compatible device (such as an iPad, Fire tablet or iPhone, see this Help Center article for a complete list).

Why Do I Need a myOsmo Account?

MyOsmo accounts have many benefits, such as the ability to:

1. support more than one player with profiles where game progress is stored;
2. share progress across devices;
3. track progress with the parent/teacher dashboard.

Osmo

Can I Play Without a myOsmo Account?

You don't need to create a myOsmo account in order to play.

You can skip the registration process. In order to do that, tap 'Skip' in the top right (or bottom right) corner of the registration screen in any Osmo app. However, we recommend that you create a myOsmo account for all of the reasons listed above.
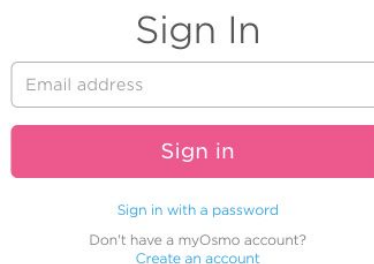
How to Create a myOsmo Account

Visit playosmo.com/start to create your myOsmo account. You can do this on either your computer, phone, or tablet. Accounts are tied to an email and are limited to one per email. Note that myOsmo passwords need to contain at least 8 characters and no more than 40 characters.

Once you have a myOsmo account, you can add player profiles under that account. It's recommended that you create one profile per player. If that's not possible for a school environment, then creating one profile for each student group, classroom, or grade will also work.

You can create more than one myOsmo account using multiple email addresses.

How to Sign in to Your myOsmo Account in Any Browser

Visit my.playosmo.com and click on "Sign in" in the top right corner. You can enter your email address and have a sign-in link emailed to you, or you can click on the "Sign in with a password" link (under the "Sign In" button) to sign in with your password.
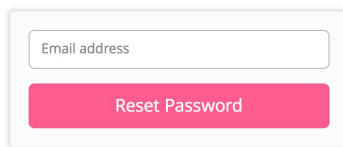
Sign In

Email address

Sign in

Sign in with a password

Don't have a myOsmo account?
Create an account

How to Reset Your Password

If you've forgotten your password, visit https://my.playosmo.com/forgotpass to send a reset password link to your email address. Note that myOsmo passwords need to contain at least 8 characters and no more than 40 characters.

Forgot Password

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

Email address

Reset Password

How to Change Your Activation Code (for Schools)

Visit my.playosmo.com and click on "Sign in" in the top right corner. Once you are signed in, click on the blue circular arrow to the right of the "Activation Code" header until you get an activation code that looks good to you. (This option is only available if your myOsmo account is for school use. You may need to update your account information.)

How to Connect an iPad, iPhone, or Amazon Fire tablet 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 myOsmo

2. From there you can select one of these two:
    a. "Create a free account" (if you don't have one already)
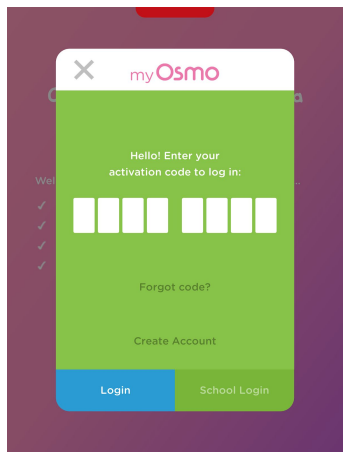   b. "Log in"

3. For regular login:

Type in your email and password and press "Log in".
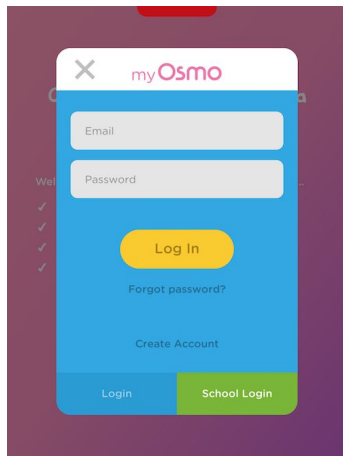
4. For School Login:

Tap "School Login", type in your activation code and press "Done".

If you do not know your school login code (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 will be in the left-hand column of your account home page, and you may need to scroll. It will only be displayed if you have a school account, so if you don't see it, you may need to update your account information.

## 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 by tapping the settings icon (a gear) on the top left. If you don't see the gear, tap the screen once.
2. From the main menu, tap the current player's avatar button in the top right corner.

3. Tap the gear button in the bottom right corner. Then tap "Add Account".
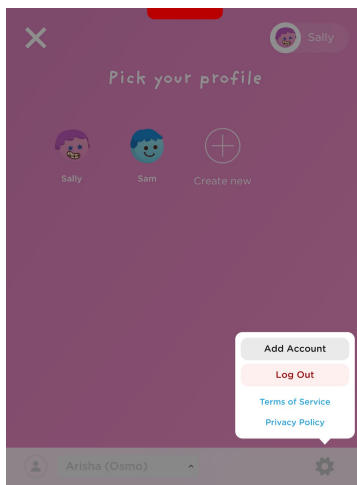
4. You can switch between accounts by tapping your account name at the bottom of the screen.
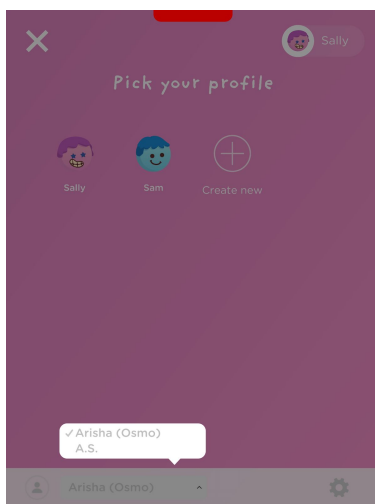
How to Log Out of Your myOsmo Account on Your Device

1. To log out of your myOsmo account, first return to the main menu by tapping the settings icon (a gear) on the top left. If you don't see the gear, tap the screen once.
2. From the main menu, tap the current player's avatar button in the top right corner.

3. Tap the gear button in the bottom right corner. Then tap "Log Out".
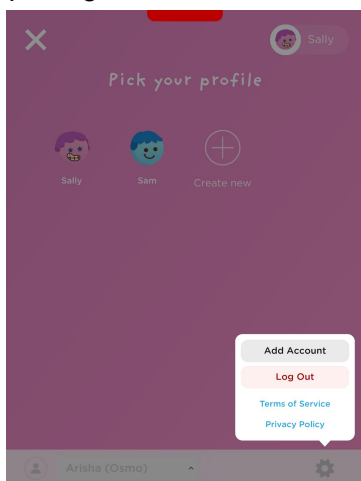
How to Update Your myOsmo Account Information

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. Note that if you select 'At School' as the location where you use your Osmo, your activation (school login) code will appear on top of the account page.

How to Delete Your 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, scroll to the bottom of the page and click "Delete Account". Then confirm the account deletion from the email that we will send you.

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.
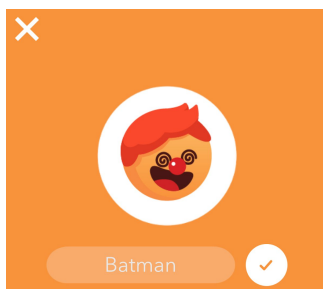
How to Create a Profile inside an Osmo App

1. Once you've connected your phone or tablet to your myOsmo account, tap the "+Create New" button.
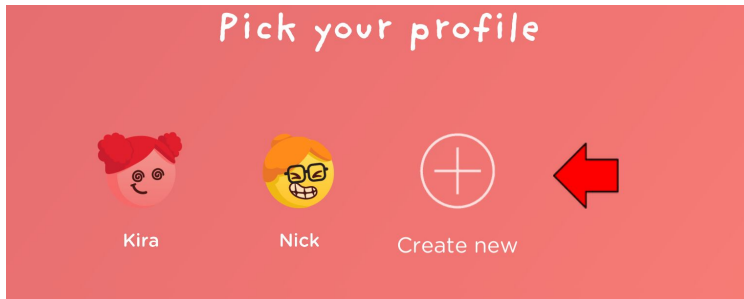
2. Explore different avatar portraits until you find one you like. Tap it again to continue.

3. Provide a username and press the checkmark button.

How to Create a Profile on Your myOsmo Page

(for school accounts, creating many profiles at once)

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.

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 by tapping the settings icon (a gear) on the top left. If you don't see the gear, tap the screen once.
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.
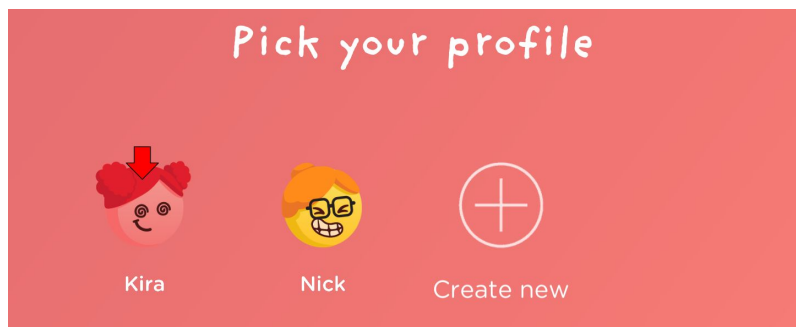
Please note that you cannot use more than one profile at the same time in any Osmo app.

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. We also recommend that you try out our new Osmo Parent app.

How to Reset Progress for a Profile

To reset progress in any of our apps (except Monster), click on the settings icon (a gear) in the top left corner of the home screen and select "Reset progress".
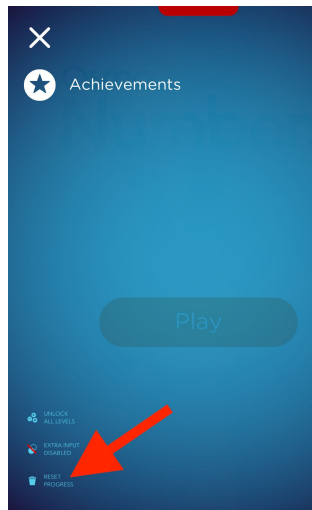
As for Monster, the developers are working on a reset feature, which should come in a future version.
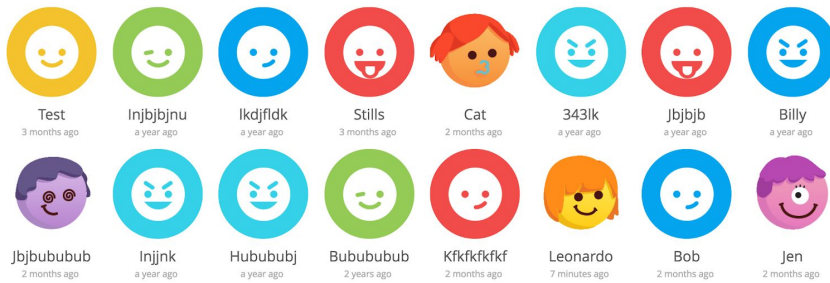
How to Edit a Profile Nickname

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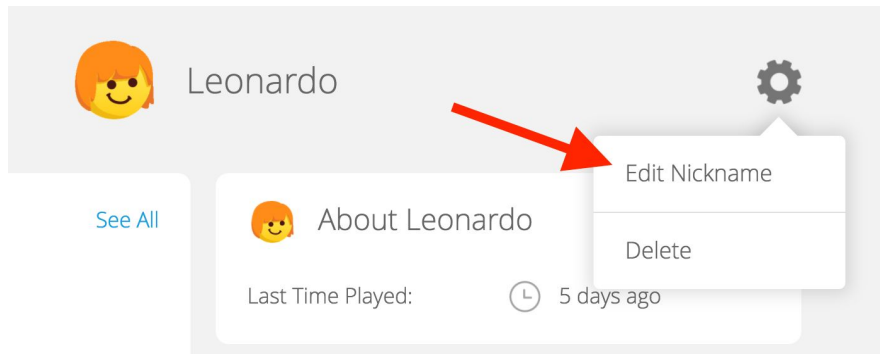
2. "Click 'myProfiles' on top of the page.

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

my Profiles

Test	Injbjbjnu	lkdjfldk	Stills	Cat	343lk	Jbjbjb	Billy
3 months ago	a year ago	a year ago	3 months ago	2 months ago	a year ago	a year ago	a year ago
Jbjbububub	Injjnk	Hubububj	Bubububub	Kfkfkfkfkf	Leonardo	Bob	Jen
2 months ago	a year ago	a year ago	2 years ago	2 months ago	7 minutes ago	2 months ago	2 months ago

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

Leonardo

⚙

See All

About Leonardo

Edit Nickname

Delete

Last Time Played: 🕒 5 days ago

How to Edit a Profile Avatar

Here are the steps (please make sure you have the most up-to-date version of the Osmo apps):
1. First return to the main menu by tapping the gear icon on the top left. (You may need to tap the screen once for the gear icon to appear.)
2. From any screen in any Osmo app, tap the current player's avatar button in the top right corner.
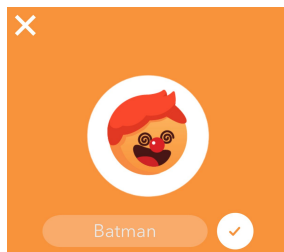
3. From here, select the avatar that you'd like to change and long-press it (tap and hold for a few seconds).
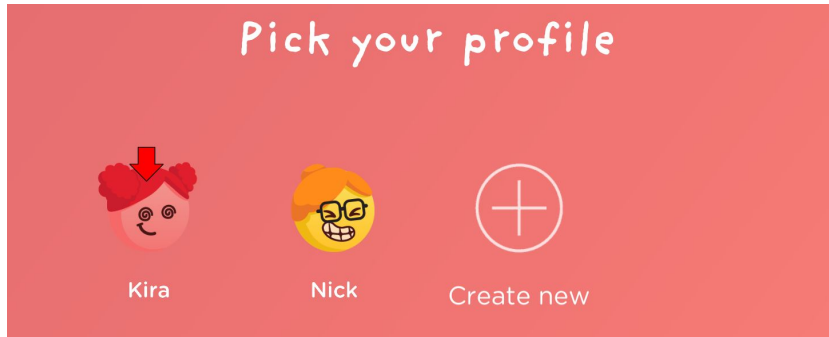
4. Explore different avatar portraits until you find one you like. Tap it again to continue.

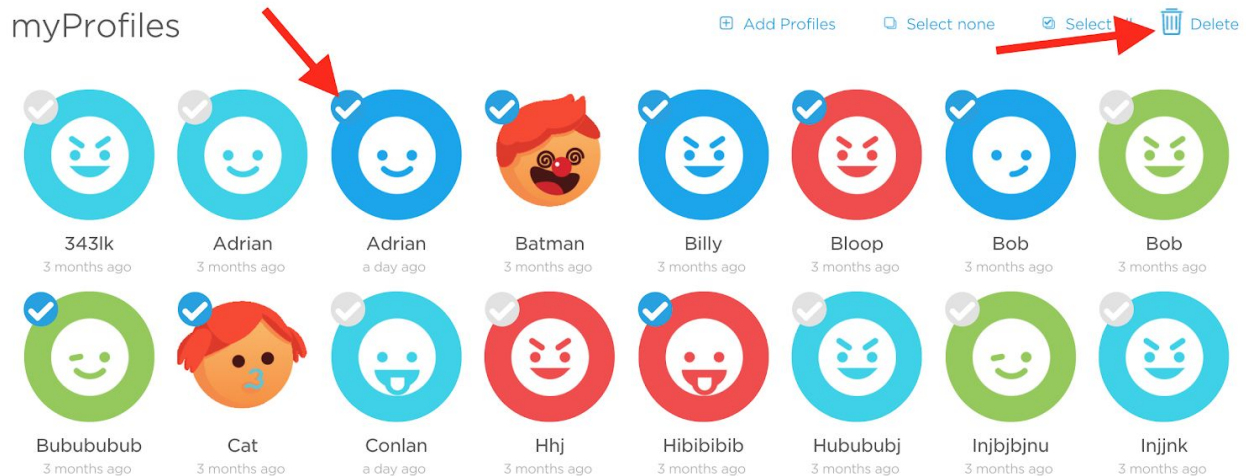5. Provide a new nickname (if you wish) and press the checkmark button.

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 need to transfer all of the player profiles from one myOsmo account to another, the easiest way to do it may be to change the email address on the account (see the instructions above). If that doesn't work for you, please send your old and new account information to support@playosmo.com, and we'll help transfer the profiles.

What Are the Best Practices for Using Profiles?

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.

How to Prevent Firewall Issues in School Settings

If your school is using a firewall, please allow all the playosmo.com subdomains ("*.playosmo.com"). If you cannot do that, please add the following domains to the whitelist:

- playosmo.com
- my.playosmo.com
- words-assets.playosmo.com
- *.pstmrk.it
- click.pstmrk.it

You also have to unlock the network ports 80 and 443.

You may also encounter issues if you are using any MDM (Mobile Device Management) to manage the apps at school. Please note that Osmo does not yet work with MDM.

How to Transfer Your Osmo to a New Teacher

Here are the steps for transferring the Osmos to a new teacher.

1. The new teacher will first need to create a new myOsmo account for their email address.
2. You will need to log out of your myOsmo account (if the new teacher will be using devices that are now connected to your account).
3. The new teacher can then connect the devices they are using to their own myOsmo account using their activation code.
4. If you need to transfer the student profiles from your myOsmo account to the new teacher's account, please email us at support@playosmo.com, and we'll do it for you.
5. You can then delete your myOsmo account if you wish.

How to Add Osmo Apps with Amazon FreeTime

Here are the steps needed to add an Osmo app (or any other app) to your child's existing profile on Amazon Fire Tablets. This assumes that your child has a separate Fire tablet profile from yours.

1. Make sure you are logged into your (adult) account on the Tablet:
    a. Swipe down from the top of the tablet.
    b. Tap on the profile icon in the top right.
    c. Select your profile.
2. Make sure you download all the Osmo apps you need.
3. Go to settings.
4. Tap on "Profiles and Family Library" under "Personal".
5. Tap on your child's profile name.
6. Tap on "Add Content" and choose "Share Content".
7. Select "GAMES & APPS" in the top right corner.
8. Select the Osmo apps that you'd like to add to your child's profile.

Osmo

9. Tap "Done".
10. Now switch to your child's profile. (See step 1 for details.)
11. In the "Added for you" section, tap on "See All" on the right.
12. The displayed list should have all the Osmo apps you added to your child's profile.
13. Tap on any app to install.
14. Once installed, tap on any app to play.

What Is Osmo Parent?

With our free new Osmo Parent app, parents and teachers can:

1. Track time played in each game and view what skills a player learned;
2. See daily reports on words spelled, lines of code written, drawings created, and more;
3. Get tips and tricks for each game and learn about new games in the Osmo system;
4. See drawings a player created in Monster and Masterpiece.

The Osmo Parent app can be downloaded here for iOS devices (not currently available for Amazon Fire devices).