



The Fun Way to Learn Social Skills!

District User FAQs

Why do I have to create a student login?

If you would like your child to have access to our private social network, 'The Clubhouse', they will have to login to the www.thesocialexpresscentralstation.com, using their own username and password. They will also be able to access all of the webisodes, our game room and e-books on their own as well.

Is there a curriculum outline to follow?

Yes there is! Our comprehensive yearly/weekly unit plans and offline activities can be found in your Central Station by going to the curriculum ticket. You may also print out the entire teaching guide by going to the resource ticket.

Can I cancel my membership?

Yes! You can cancel your membership at any time. Please send us an email with your full name at socialexpress@mayer-johnson.com and request to cancel your subscription. An email confirming cancellation will be sent to you.

Can I pay over the phone?

Yes! We will be happy to take a credit card over the phone. Give us a call at 800-588-4548 and select the extension for Customer Service to speak to a representative

Why does my credit card bill say 'The Language Express, Inc.'?

'The Language Express, Inc.' is the parent company.

When is my credit billed?

Your yearly payment will be processed immediately.

How do I renew my subscription?

Your subscription will be automatically renewed unless you cancel.

If I cancel, what happens to my student/child(s) information?

Once your account is disabled, your information will be deleted from our database within 10 business days.

What do I do if I cannot remember my username or password?

Please keep your username in a safe place, as only you can only reset your password. To reset your password, please click the 'Forgot Password' link.

How many users can I set up?

The Social Express provides access to one user per account however, districts can subscribe to as many accounts as they like.



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I purchased the original Social Express and then purchased a new iPad. How do I download it again?

Using your iPad, go to the app store. On the bottom right there is a button that says Purchased, select this. The next screen there is a button that says Not on this iPad, select this. The next screen(s) will have all the apps that you have purchased. When you see The Social Express, download it. Make sure you reboot your iPad after you download.

I downloaded The Social Express II and I am an original owner, why doesn't my Apple id work?

The Social Express II is not an update. This is our paid membership for all new content.

I have paid for an account but my username isn't working.

Your account is in a pending status until you receive an email from info@thesocialexpress.com containing an activation link. You will not have access until you activate your account.

Can multiple teachers access the program for a single student license?

No, the single student license is for a 1 teacher login.

Do you offer discounts?

Discounts for school districts are available depending on the amount of licenses purchased. For more information on multi-user district accounts contact socialexpress@mayer-johnson.com

What is "video modeling"?

Video modeling is a method of teaching that uses videos to provide a visual model of targeted behaviors or skills. Evidence-based research suggests that video modeling can be effectively implemented with children from early childhood through middle school. This practice may prove useful with high school-aged learners as well, although no studies have been identified that support the use of video modeling at this age level.

Why does 'The Social Express' model positive and negative social interactions?

Becoming socially competent requires individuals to know how to read a situation and figure out what to say or do. It is difficult in school or home settings to replicate the same situation with two different outcomes for the child to observe. However, 'The Social Express' provides the user with an opportunity to view both positive and negative outcomes and to learn how these outcomes impact others.

What skills will the new webisodes address?

The add-ons will continue to focus upon the same skills, while introducing additional skills needed to improve social learning.

Do I really need to print out the printables?

Yes! We recommend that the printables be used before, during, and after 'The Social Express' is used. This will help to reinforce the content that is featured in the software.



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Can I monitor my child's activity in 'The Clubhouse'?

Yes! Upon registration, a parent chooses a unique username and password, which they can use to log in and see all of the activity for their child's account.

Can a child work with the software alone?

Yes! Each student is given their own username and password. The student may work independently to play the webisodes and complete corresponding quizzes that a teacher has assigned to him/her.

Can the user complete the software more than once?

Yes! A unique benefit of 'The Social Express' is that the user can go through the software multiple times. The design of the software allows the user to select different responses each time, thus allowing them to view different outcomes.

Does The Social Express track progress?

Yes! In your Central Station Dashboard, you will see your reports tab with detailed descriptions of each report as well as a sample report.

Do you share my information with 3rd parties?

Please see The Social Express, Inc. Privacy Policy