

## TROUBLE-SHOOTING FOR ACCESS TO HOME LEARNING LINKS

Please try the following if you are having trouble accessing the home learning links

### Opening PowerPoints

When opening the PowerPoint please ensure you are right clicking on the links that are included and selecting 'open link' Alternatively, you can open the PowerPoint and select 'slide show' from the top menu and then 'from beginning' to go through the PowerPoint and select the links to automatically open as and when you click on them.

### On opening the link

If you click on the link and it takes you through to the lesson page on Oak Academy and only has the 'next' button in the bottom right hand side of the screen and NOT the green button saying 'Start lesson', try double clicking on the 'next' button which should bring up a mini menu asking you to accept cookie - please accept all. This should then allow the 'start lesson' button to appear and you to access the lesson.

### Settings

Check that you are allowing cookies and pop ups as this website uses this to function.

Ensure you are not filtering the website through your internet security.

## System Requirements

### All platforms:

Adobe Flash Player required for:

Phonics Bug Prepare and Assess

Phonics Bug Whole Class Teaching

'The Games Zone' reward scheme within the pupil world

### Browsers

We recommend the latest version of all browsers based on the operating systems below

### Windows

Windows 8 or newer

Google Chrome

Microsoft Edge

Internet Explorer 11 (Not Maths Flex)

Firefox (Not Maths Flex)

### Mac

Mac OS X 10.13 "High Sierra" or newer

Google Chrome

Firefox (Not Maths Flex)

Safari

### Linux

Linux 3.1 or newer

Firefox

### iPad

iOS 12.4 or newer

Google Chrome

Safari

Note: Resources listed above as requiring Adobe Flash Player are not available on iPad. Resources that can be used on the iPad are shown with a tablet icon.

### Android

Android 8.0 Oreo or newer

Google Chrome

Android devices from major manufacturers (Samsung, Sony, Google)

Note: Resources listed above as requiring Adobe Flash Player are not available on Android. Resources that can be used on the Android are shown with a tablet icon.