# Bug Club
Troubleshooting Guide

Accessing your child's Bug Club online reading world

Logging in

Your teacher will give you a username and password, and a 4-letter school code. Type these into the boxes underneath the "Log in" heading. Then press enter on your keyboard or click the "Log in" button.

Go to www.activelearnprimary.co.uk > Enter the login details > Your child's homepage will appear.
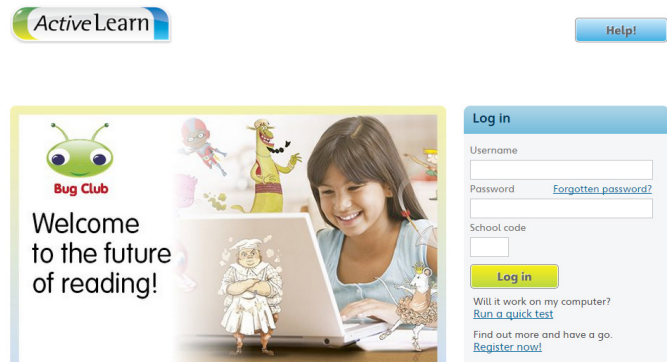
What to do if your child forgets their login?

Ask your teacher to reset your child's password. If your child forgets their username or school code your teacher should be able to provide this. The school code will be the same for everyone at the school.

Issues when using Internet Explorer?

If you are having issues with ActiveLearn Primary and you are using Internet Explorer, Pearson recommends firstly trying Google Chrome (www.google.co.uk/chrome) or Mozilla Firefox www.mozilla.org/firefox#desktop) web browsers, as these often require less initial set up.

To check compatibility we recommend running "will it work on my computer?" by clicking on "run a quick test" on the login page **www.activelearnprimary.co.uk**

If you are using any other web browser on your machine, the command is **Shift+Command+Delete** (to bring up the "Delete Browser History" option) where you can then delete the appropriate history files.

For more information click on the **Help>Information>Pop-up Blocker Settings** in **www.activelearnprimary.co.uk**

For more help

To view our complete range of help topics, go to the ActiveLearn login page at **www.activelearnprimary.co.uk**, select '**Help**' in the top-right hand corner and then select '**Pupil View**'. Here you can find the answers to any questions you might have on using ActiveLearn Primary.

PEARSON

Books aren't opening on your device?

We recommend you change your pop-up blockers settings:

Allowing Pop-Ups on an iPad

Settings

- To enable pop-ups on an iPad, select "Settings" on the main screen
- Scroll down the left-hand menu to "Safari" and then tap to select
- Beside "Block pop-ups" on the right-hand part of the screen, there will be a switch. Drag this switch to the right. It should turn from green to white
- Finally, scroll down further to "Clear cookies and data". Click "Clear" in the pop-up that appears
- Even after you have enabled pop-ups in Safari, a prompt will appear when you try to open resources on an iPad
- Click "Allow" to allow the resource to open in a new window. If you click "Block", you will not be able to view the resource

If you continue to have problems after following these instructions, try restarting your iPad.

Allowing Pop-Ups on your computer

In **Internet Explorer**, go to "Tools" (if the Tools tab is not visible press the "Alt" key on your keyboard). Select "Pop-up Blocker" then "Turn off Pop-up Blocker".'

In **Chrome**, go to web address chrome://settings/content. Scroll down to "Pop-ups" and select "Allow all sites to show pop-ups".

In **Firefox**, go to "Tools" (if the Tools tab is not visible press the "Alt" key on your keyboard) then select "Options", Click on "Content" then untick "Block pop-up windows".

In **Safari**, go to "Safari" and select "Preferences". Select "Security" then untick "Block pop-up windows".

Still having problems? For more information go to **www.activelearnprimary.co.uk** and select **'Help'** in the top-right hand corner, **Information>Pop Up Blocker Settings**.

Clearing the Cache

Once you have disabled the Pop-Up Blocker, you may find that resources are still not opening.

Firstly try a forced refresh, by pressing Ctrl+F5, to see if this makes any difference. If not, it may be necessary to clear your cache.

Note: for both Windows & Apple Macintosh browsers, you do not have to clear your saved passwords, auto-filled data, download history, unless you want to.
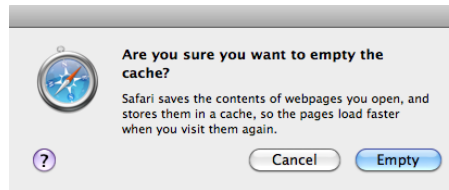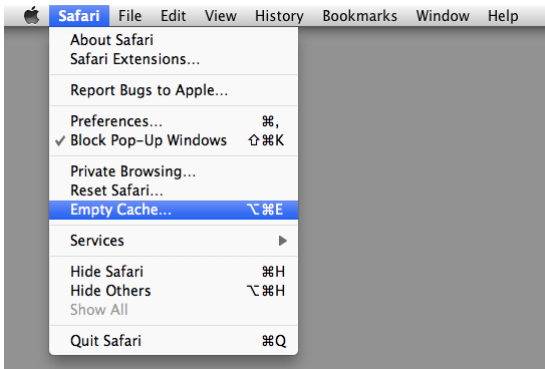
To clear your cache on a Windows PC, simply press **Ctl+Shift+Delete** to bring up the "Delete Browsing History" option in your browser. From here you can then delete the appropriate history files.
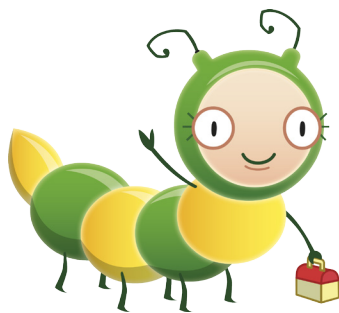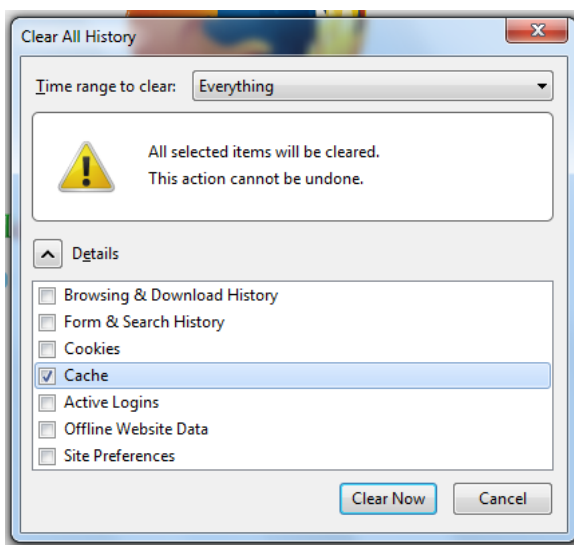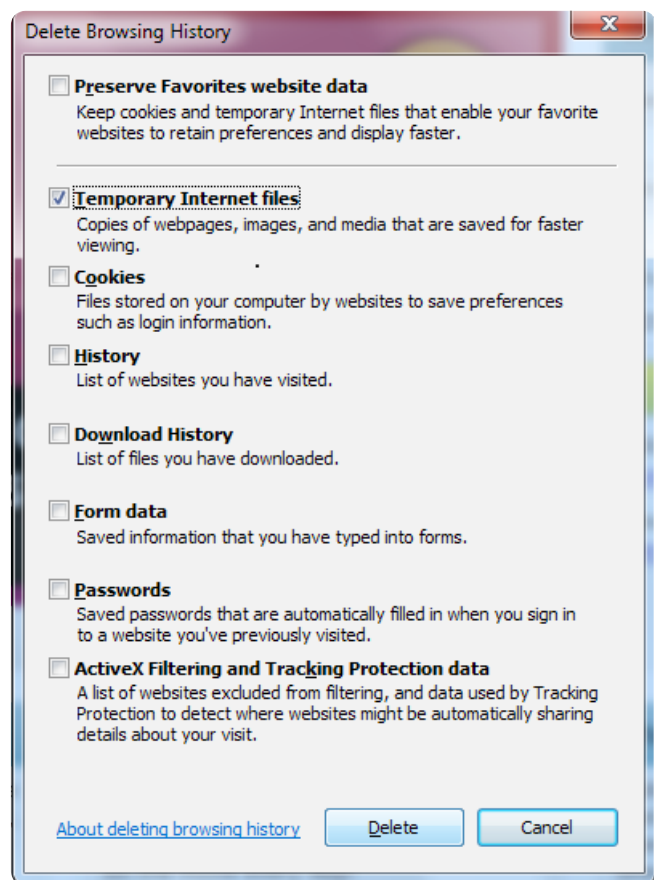
Chrome:

PEARSON
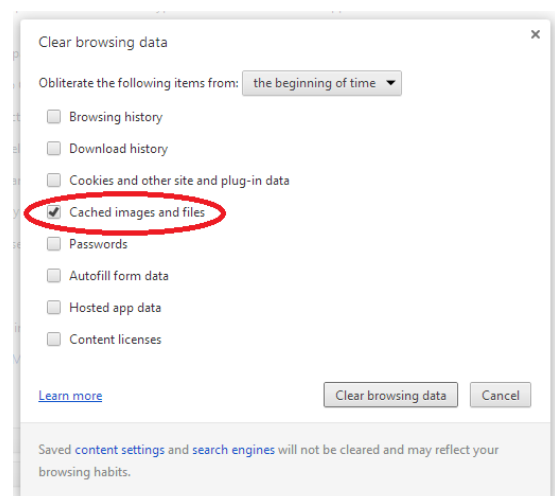
Safari:

When using Safari, click the Safari menu and select "Empty Cache", then click "Empty"

Firefox:

Internet Explorer:

Site not working?

It is a good idea to add sites which you know to be safe to the 'Trusted Sites' list (especially if you had set restrictions previously). ActiveLearn Primary has one domain (web site address) which holds all the audiovisual content of the ActiveLearn Primary website. You will need to make sure the following address has been added to your trusted sites:

www.activelearnprimary.co.uk

System requirements for Bug Club

iPad:

- ☑ Compatible with iPad 2, iPad 3, iPad 4, iPad Air and iPad Mini
- ☑ Operating System: iOS 7.0 or above
- ☑ Browser: Safari (6.0+)

Android devices:

- ☑ Android devices from major manufacturers (Samsung, Google).
- ☑ Operating System: Android 4.1.x Jelly Bean or above
- ☑ Browser: Chrome (current version)

PCs and Macs:

Windows: Internet Explorer (9+), Firefox (current version) or Google Chrome (current version)

Mac: Firefox (current version) or Safari (6+)

Linux: Firefox (current version)

Other browsers and configurations may run the software, but we can only offer support for those listed above. For more information on system requirement login to **www.activelearnprimary.co.uk** and click on **Help>Information>System Requirements**.

Need more help?

Contact our digital support team:

Email: digital.support@pearson.com

Phone: +44 (0) 845 313 8888

Address: Wilkinson House, Jordan Hill, Oxford, OX2 8EJ.

Office hours: Monday-Friday 8.00am-5:00pm GMT (excluding Bank Holiday weekends)

PEARSON

U604 P151304