

ActiveLearn Primary – Home user recommendations

Introduction

When using ActiveLearn Primary at home, Pearson recommends the following specifications:

- Chrome v30 (or later)
- Firefox v24 (or later)
- Internet Explorer v9 or later (for Windows only)
- Safari v6 or later (for Mac only)
- Adobe Flash 11 or later

ActiveLearn Primary (Rapid, Knowledge Box Select and Abacus) is compatible with mobile devices (i.e. tablets, mobile phones, etc.). But, some pages run Flash content, mobile devices such as iPads that do not support Flash might experience issues in places. If you experience issues using ActiveLearn Primary on a mobile device, please troubleshoot by trying the same page/resource on a desktop computer.

Earlier versions of web browsers may run the site, but will not have been tested on, or supported in the event of any error(s).

Recommendations

There are 4 key configurations which Pearson recommends for the smooth running of ActiveLearn Primary within a home environment:

1. Pop-Up Blocker Settings: When using ActiveLearn Primary, Pop-Up Blocker will need to be turned off, as the eBooks open in a new window.

To change pop-up blocker settings, please follow the below instructions:

- In Internet Explorer go to 'Tools' (if the Tools tab is not visible press the 'Alt' key on your keyboard) > 'Pop-up Blocker' > select 'Turn off Pop-up Blocker'
 - In Chrome, go to the following web address <chrome://settings/content> then 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) > Options > Content > untick 'Block pop-up windows'
-

2. Adobe Flash Player: ActiveLearn Primary uses Adobe Flash content for the eBooks, animations, etc. and requires at least version 10.2 (you will see on the login screen an error if you do not have at least version 10.2, or the login box will not appear if you don't have Flash installed at all).

Pearson advises using the latest version of the Adobe Flash Player wherever possible. Please download the latest version from the following web address:

<http://get2.adobe.com/flashplayer/>

Note: you do not have to download this software with any of the free McAfee AntiVirus items, if you have an existing AntiVirus system.

3. Compatibility View Settings (Internet Explorer only): To turn on Compatibility View, please follow the below instructions:

In Internet Explorer, go to 'Tools' (if the Tools tab is not visible press the 'Alt' key on your keyboard) > 'Compatibility View Settings' > tick the 'Display all websites in Compatibility View' box and close the window.

4. Trusted sites: 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 audio-visual content of the ActiveLearn Primary website. You will need to make sure the following address has been added to your trusted sites:

- <https://www.activelearnprimary.co.uk>

To add these addresses, please follow the below instructions:

In Internet Explorer, go to 'Tools' (if the Tools tab is not visible press the 'Alt' key on your keyboard) > 'Internet Options' > click the 'Security' tab and select 'Trusted Sites' zone > click the 'Sites' button > under 'Trusted Sites' enter the address into the text box: <https://www.activelearnprimary.co.uk> and click the 'Add' button (Note: Please make sure the 'Require server verification' option is un-ticked) > click 'Close' and then 'OK', to close Internet Options > now close the browser.

Troubleshooting

If you are having issues with ActiveLearn Primary & you are using Internet Explorer, Pearson recommends firstly trying [Google Chrome \(www.google.co.uk/chrome\)](http://www.google.co.uk/chrome) or [Mozilla Firefox \(www.mozilla.org/firefox#desktop\)](http://www.mozilla.org/firefox#desktop) Web browsers, as these often require less initial configuration. However the following can also resolve issues:

Clearing the Cache:

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 etc.

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.

On a Apple Macintosh machine, when using Safari, click the Safari menu and select 'Empty Cache', then click 'Empty'. 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.

Operating System Update:

For Windows PC's, please use the [Microsoft Update Checker](#)

(<http://www.update.microsoft.com/microsoftupdate/v6/vistadefault.aspx?ln=en-US>) to see if there are any available updates – especially critical & apply these are necessary.

For Apple Macintosh OSX, please use the 'App Updates' within the App Store (when using OSX 10.8.x Mountain Lion) or 'Software Update' in the Apple menu (when using OSX 10.7.x or below Lion, Snow Leopard, etc.).

Note: For full details of how to apply update(s), please see the following article on the Apple Support site <http://support.apple.com/kb/HT1338>

Digital Support

Pearson

Always Learning

Learn more at www.pearsonschools.co.uk/digitalsupport

Telephone: +44 (0)845 313 8888

Email: digital.support@pearson.com

Office Hours: 8.30 - 17.30 Monday to Friday (excluding bank holidays)

Global Schools use the below contact details:

Telephone: +44 1279 623980

Email: digital.support@pearson.com

Office hours: UK Office hours: Monday-Friday 8.30am-17:30pm GMT (excluding UK Public Holidays)

© 2013 Pearson Education Ltd. All rights reserved. [Cookie Policy](#) | [Privacy Policy](#) | [Legal Notice](#)