

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.

continued overleaf

Books aren't opening on your device?

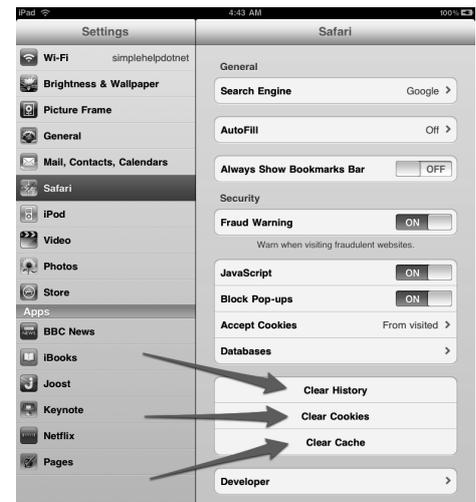
We recommend you change your pop-up blockers settings:

Allowing Pop-Ups on an iPad

- 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



Settings



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

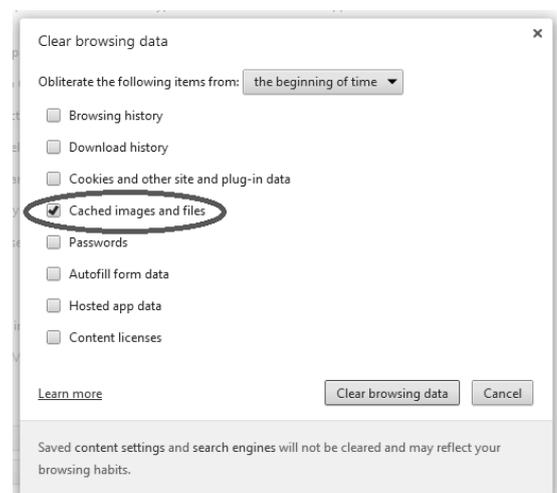
Once you have disabled the Pop-Up Blocker, you may find that resources are still not opening.

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.

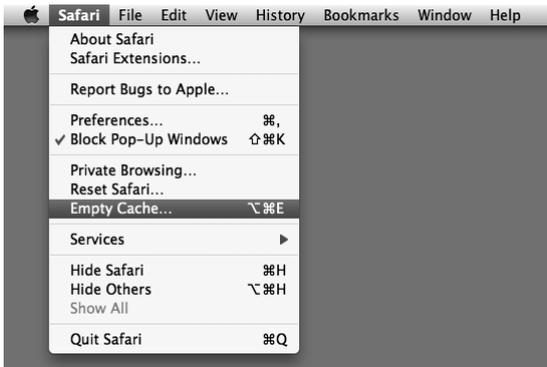
To clear your cache on a Windows PC, simply press **Ctrl+Shift+Delete** to bring up the "Delete Browsing History" option in your browser. From here you can then delete the appropriate history files.

Chrome:



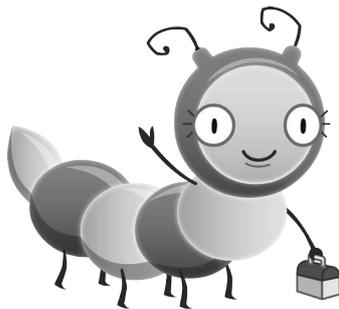
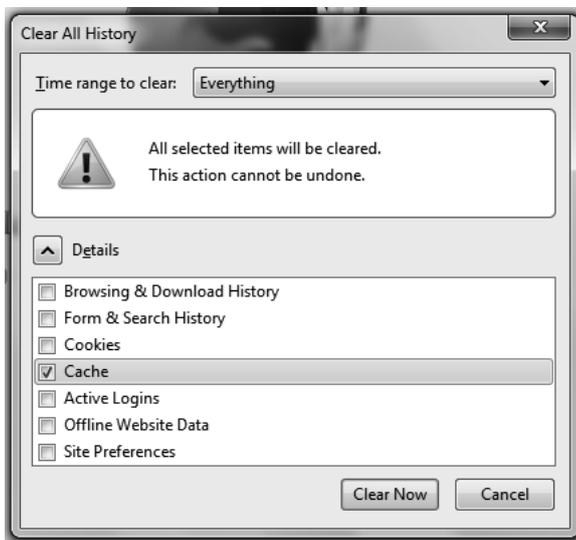
continued overleaf

Safari:

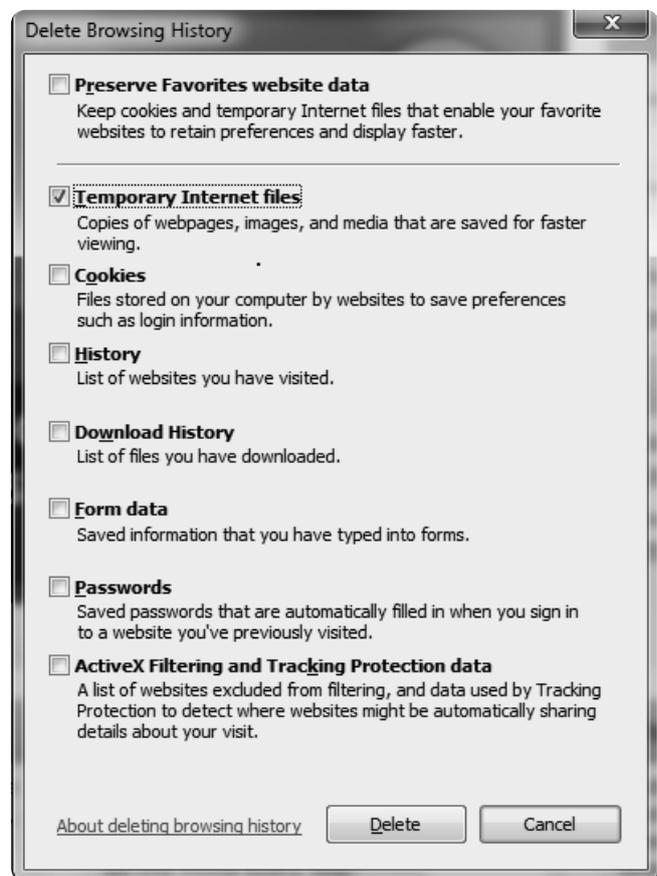


When using Safari, click the Safari menu and select "Empty Cache", then click "Empty"

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)

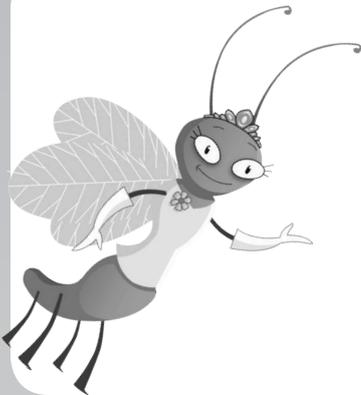
PCs and Macs:

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)



Deer Park Primary School

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Tel / fax: 01246 232696

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Web site: www.deerpark.derbyshire.sch.uk

Headteacher: **Mr S.Beardall**. B.Ed (Hons)

03 October 2017

Welcome back to Bug Club!

Dear Parent or Carer,

Following the successful launch of Bug Club last year, our school is to continue with the reading programme called Bug Club. This will be available to all of our children across the school and will feature as part of your child's reading comprehension homework.



Below you will find key information about the scheme and how you can get involved. We hope that you and your child will love these books and enjoy reading them at home.

What is Bug Club?

Bug Club is a finely-levelled reading scheme, which ensures that all children can find books at exactly the right level for them. What's more, there are online versions for every printed title and a personalised website for each child.

Using the online reading world

If you have access to an internet connection, your child can enjoy reading **Bug Club** books online as well as in print. Each child has a unique homepage and can log into it by following these steps:

1. Go to www.activelearnprimary.co.uk
2. Enter the login details. **Username:** This is made up of the first 4 letters of your child's Christian name and the first 4 letters of your child's surname. For example, my name is Simon Beardall so my Username would be simobear. If your child has a 3 letter Christian name the user name will be the 3 letters of the Christian name followed by the first 4 letters of the surname. **Password:** This is currently set to changeme. **Schoolcode:** This is currently set to L7h7 (please note the letter L needs to be lowercase).
3. Your child's homepage will appear. This can be customised by your child.



Reading a book online

We allocate books to your child according to their reading levels. These books will appear in the 'My Stuff' area of their personal homepages. Throughout the books there are quiz questions for your child to complete. To answer a question, just click on the bug icon. Your child does not need to finish all the quiz questions in one sitting and can come back to a book later.

When your child has finished all the quiz questions in a book, he or she will earn 'ActiveLearn Coins'. By reading more books, your child will earn enough coins to 'buy' a reward in one of the many reward schemes. The answers to the quiz questions will be sent back to our teacher site so that we can see how your child is progressing. We will also be able to assign more books for your child to read if the virtual book bag is running low.

When your child has finished a book, it will move to 'My Library'. Children can read these books again if they want to, or they can choose new books from 'My Stuff'.

Inside front cover: for younger children, these notes identify words with which children may need help and give ideas and strategies to help you feel confident that you know how best to help. For older children, the notes are intended to deepen each child's understanding of the book. They provide background information about the time or place the book was written or sometimes information about the author or illustrator.

Inside back cover: these notes suggest puzzles and challenges that help children think about their reading. These include 'Find it!' activities that encourage children to revisit the text; 'Share it!' tasks that may involve making or writing something, and other ideas that offer ideas for further reading.

Getting involved

The reader: Until they are fluent readers, younger children will benefit from reading aloud to you as often as possible. Create quiet opportunities for them to do so, but then talk to them about the book they are reading.

Sharing reading: When sharing a book with your child, try to take opportunities to talk about the book - before, during and after reading.

Before reading: look at the book cover and talk about your child's expectations. Is the book likely to be fiction or non-fiction? Have you read other books together about these characters or by this author? What does your child think the book is going to be about?

While reading: support your child when unknown words need tackling: you can sound them out, split them into syllables, or identify suffixes and prefixes. Remind your child to listen to the words while reading them, to make sure that they make sense. Have a 'meaning check' every now and again to ensure that your child understands the text.

After reading: talk about the book. What was it about? Did it match your child's expectations? Ask questions beginning with the words *how* and *why* to check that your child has been able to read between the lines. Ask whether anything seemed puzzling. Then ask your child to explain what the best and worst bits of the book were, and why.

Need help?

If your child is having trouble using the pupil world, help can be found in the Help Section of ActiveLearn Primary (in the top right-hand corner of the website). We also have a trouble-shooting guides available from the school office if required. Please note: We strongly recommend using Google Chrome or Mozilla Firefox web browsers with ActiveLearn. If you prefer to use Internet Explorer, please check you have at least IE9 in order for everything to work as it should.

Please explore and enjoy the titles.

Take care

S.Beardall





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Web site: www.deerpark.derbyshire.sch.uk

Headteacher: **Mr S.Beardall**. B.Ed (Hons)

03 October 2017

Welcome to Phonics Bug and Bug Club!

Dear Parent or Carer,

Following the successful launch of Phonics Bug in Key Stage 1 last year, we have decided to continue with the programme this academic year in conjunction with The Bug Club a scheme that we also employ with all of our children across the school.



Below you will find key information about the scheme and how you can get involved. We hope that you and your child will love these books and enjoy reading them at home.

What is Phonics Bug?

Phonics Bug is a brilliant reading scheme that allows you and your children to read books that are at the right level for your child. It also allows you to hear the correct phonic sounds that we are teaching in school. Your child will read Phonic Bug books and Bug Club books.

What is Bug Club?

Bug Club is a finely-levelled reading scheme, which ensures that all children can find books at exactly the right level for them. What's more, there are online versions for every printed title and a personalised website for each child.

Using the online reading world

If you have access to an internet connection, your child can enjoy reading **Bug Club** books online as well as in print. Each child has a unique homepage and can log into it by following these steps:

1. Go to www.activelearnprimary.co.uk
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