TECHNICAL HELP GUIDE

MATHLETICS

Technical Assistance:

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9am to 5pm Monday to Friday

We advise printing this manual and keeping it for future reference.

This guide is written to provide assistance for customers who experience difficulties in using www.mathletics.co.uk with Windows Internet Explorer 7.

While the vast majority of our customers enjoy hassle free use, occasionally, some may experience a few difficulties. The main reasons that customers may have difficulties accessing Mathletics are:

- Pop-ups are blocked.
- A remote server or anti-virus/anti-spyware software is filtering or blocking scripts from Mathletics.
- Internet settings have been altered and need to be reset.
- The computer does not have the appropriate software (usually the latest version of Adobe Flash Player - which is free to download).

This document is a description of the most commonly experienced issues and a step-by-step guide to fixing them.

Before you read on, here are some important points…

- The only add-on that is needed to run Mathletics is the Flash Player plug-in. If this is not already installed, Mathletics will redirect your browser to a location where it can be downloaded and installed.

- Users sometimes try to install software without having administrator privileges on their local machine. Please ensure that you are in an administrator account before trying to install any plug-ins or other software that may be needed.

TECHNICAL HELP GUIDE

The minimum/essential requirements for Mathletics to run are:

- Pop-ups enabled
- Cookies enabled
- JavaScript enabled
- The latest version of Adobe Flash Player (free to download from www.adobe.com)
- Internet Connection (Broadband preferred)
- 512 mB RAM - if running Windows XP

Microsoft Vista users - There may be an issue with the speed of keyboard functions when using Mathletics. Please contact your hardware manufacturer in this occurrence as there is a compatibility concern between Windows Vista and some keyboards available.

This manual has been divided into two sections:

Section 1 – *Do this first*

1A **Enabling Pop-ups for Mathletics**

1B **Restore your Internet Explorer browser to defaults**

Section 2

This section covers Troubleshooting that may be required if the steps in Section 1 do not solve a problem you may experience, and difficulties involving accessing the Internet from a remote server or work server. These include:

2A **Disabling Pop-up Blocking Plug-ins and Add-ons**

2B **Disabling background software -** *Please contact us directly for further help, these can have specific steps for disabling*

2C **Windows XP User Accounts -** *Please contact us directly if you do not wish your student to have Administrator privileges on your computer*

TECHNICAL HELP GUIDE

Section 1

1A Enabling Pop-ups for Mathletics

→ Pop-ups can be enabled for individual sites or for any site.

To enable pop-ups, you need to turn off all pop-up blockers in Internet Explorer and/or any other 3rd party pop-up blocking software.
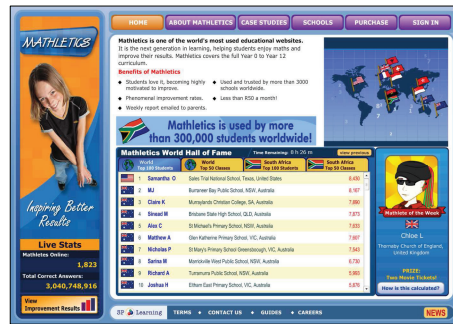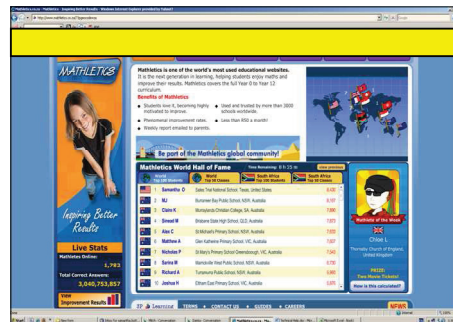
→ Firstly, this box may or may not appear.

Turning on Automatic Phishing Filter will not affect Mathletics. Mathletics is not a phishing site.
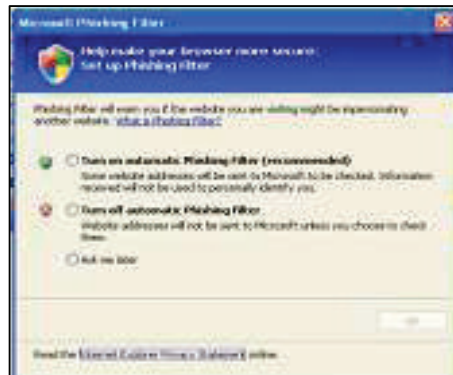
→ If a yellow toolbar appears at the top of the page, please right click on the bar and select, "Always Allow Pop-ups from this site".

→ This will add www.mathletics.co.uk to your pop-up blocker exceptions list so that each time you visit Mathletics, you will be able to access all areas of the site.
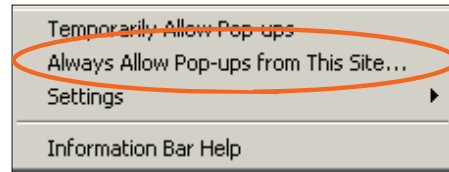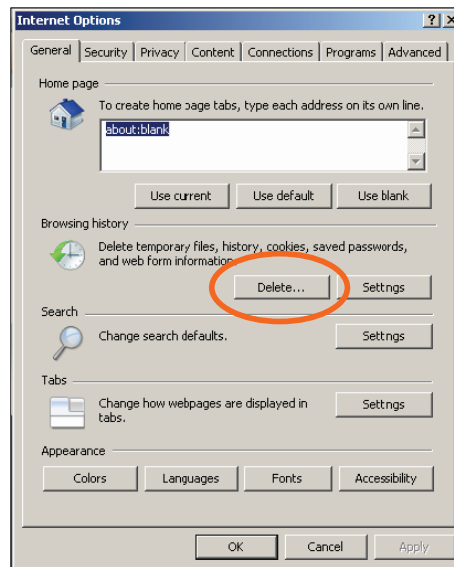
To see this list, open your Internet Explorer Tools menu, highlight Pop-Up Blocker and select Pop-Up Blocker Settings.

1B **Restoring your Internet Explorer Browser to Defaults**
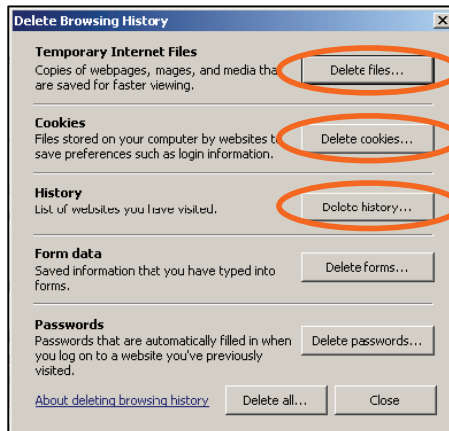
→ Click on 'Tools' and select 'Internet Options'.

Select the 'General' tab and click on 'Delete' in the Browsing History section.

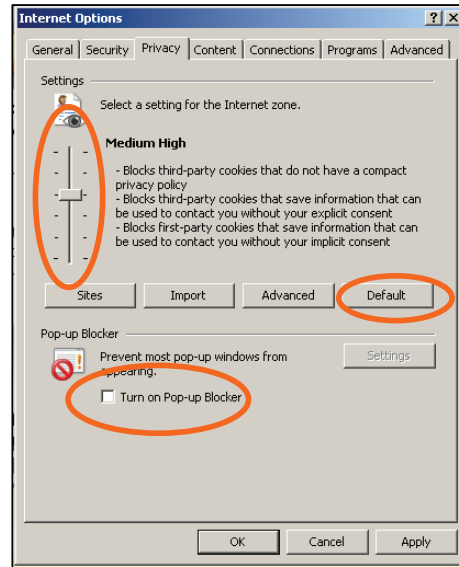→ Delete entries in your Temporary Internet Files, Cookies and History.

This will allow Mathletics to run a little faster for students, particularly on dial-up connections.

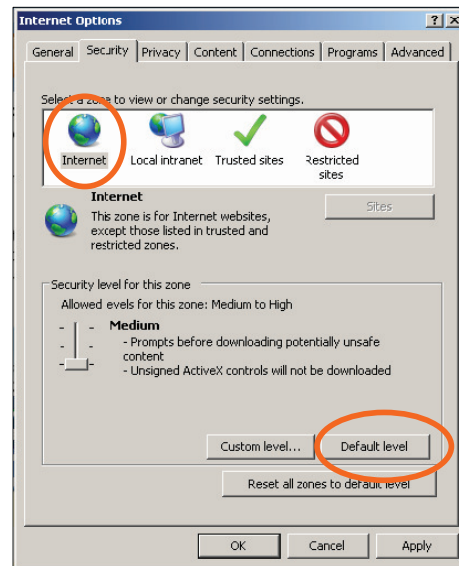Click on 'Close' to return to the main Options panel.

TECHNICAL HELP GUIDE

→ Select the 'Privacy' tab and click on 'Default' or move the slider to 'Medium'.
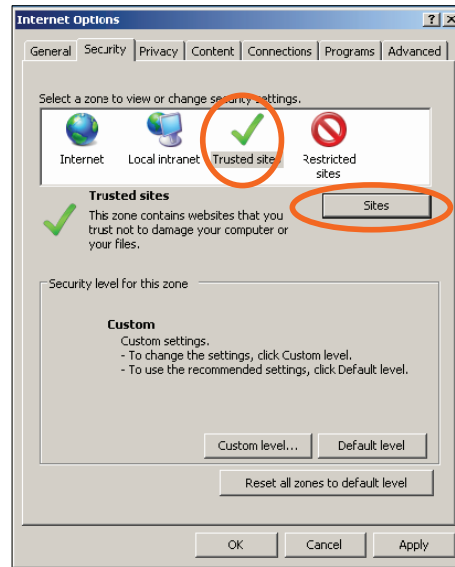
Ensure that "block pop-ups" is unchecked.

→ Select the 'Security' tab and 'Internet' icon then click 'Default Level'.

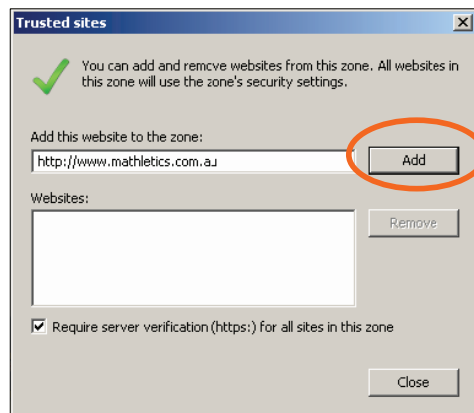→ Select the 'Trusted Sites' icon and click on 'Sites'.

→ The Mathletics website address will appear in the 'add website to the zone' box.

Click on 'add' and the address will move to the list below.

Click on 'Close' to return to the main Options panel.

Click on 'Apply' to save all changes, then 'Ok' to exit the Options panel.

TECHNICAL HELP GUIDE

MATHLETICS

Section 2

2A **Disabling Pop-up Blocking Plug-ins and Add-ons**

→ If you have enabled Pop-ups for Mathletics and you are still having difficulty signing in, it could be because you have other Pop-up blocking Plug-ins or software on your computer that will need to be turned off or disabled.

→ Select 'Tools' then 'Internet Options' to access the Options Panel.
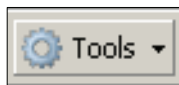
Select the 'Programs' tab and click on 'Manage Add-ons'.

TECHNICAL HELP GUIDE

MATHLETICS
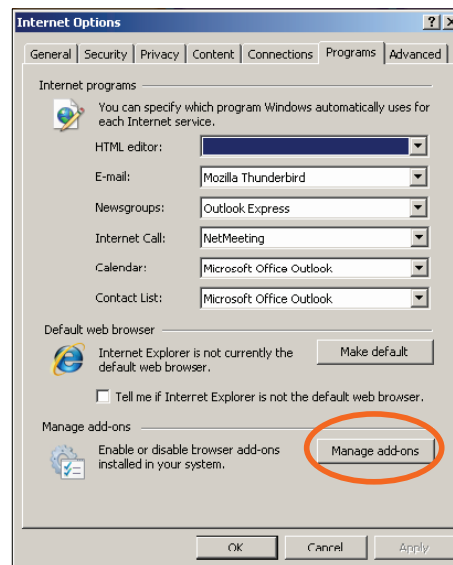
→ Select 'Add-ons that run without permission' from the drop down box.

Select each Add-on and move the status from 'Enable' to 'Disable' using the radio buttons below with the exception of Flash, Java and Adobe.

Click 'Ok' to confirm changes. This will return you to the main Options panel.

Click 'Ok' to exit the Options panel.
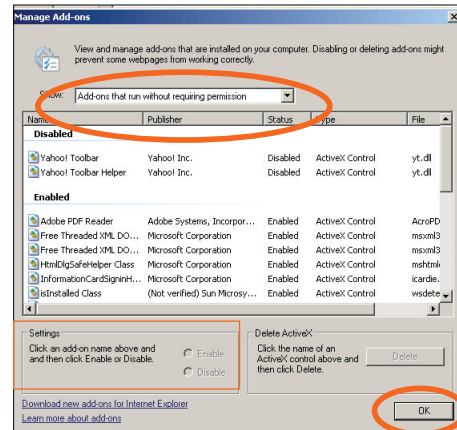
You will need to exit your Internet Explorer browser and re-open for the changes to take effect.
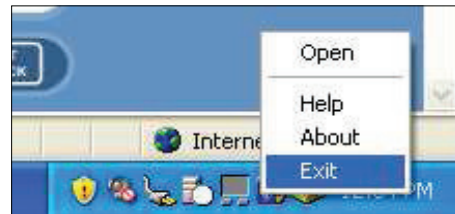
2B Disabling Background Software

→ Some forms of script-blocking firewalls, spyware and virus protection may interfere with your ability to sign in to Mathletics.

To prevent this happening you should click on the arrow next to the clock at the bottom right-hand side of your screen.

Here you will see all the other background programs that may be running. If you right-click on each of them, then select exit or disable, this should resolve any further problems.

 If not, contact the administrator or your company's technical support team.

As a last resort, you can install Mozilla Firefox* for free from www.getfirefox.com which is an Internet Browser that is usually hassle free.

*Note: Firefox is not supported on the Mac OS 9 operating system.

② Disabling Background Software

→ Recently, Microsoft released an automatic update to their Windows XP editions that has caused issues with students who are logging into a computer where they are not the Administrator.

The best way to avoid any difficulties is to have your computer set to the Administrator log in when they are using Mathletics.

If you still have problems signing in to Mathletics, contact us with as much detail of the problem as possible, by emailing customerservice@3plearning.co.uk .

If you would like to include screenshots of what appears on your screen to help explain your difficulties:

Please press the button on your keyboard "Print Screen", above the "Insert Key".

This will capture a snapshot of what you are seeing on the screen and put it into your computer's clip-board. You will then need to create a document (such as a Microsoft Word) and paste the contents of the clip-board into the document.

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