





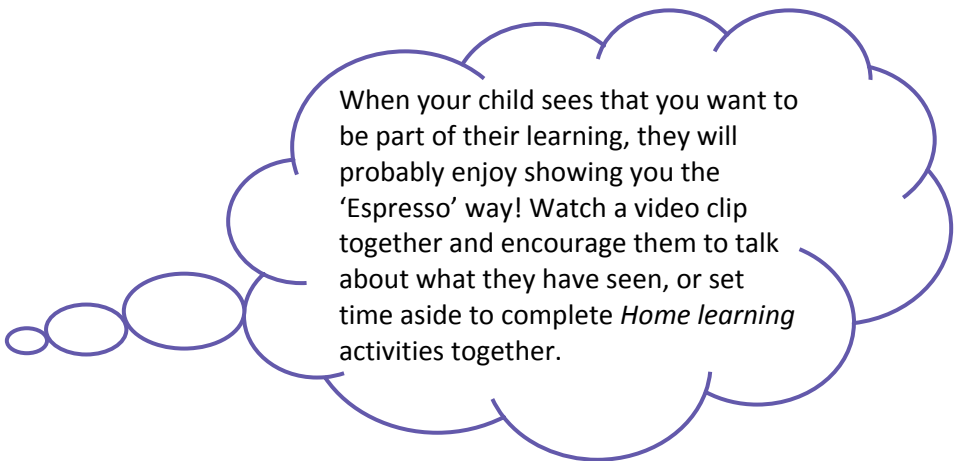
Espresso Home Access FAQ Guide for Parents

Your child's school subscribes to Espresso Primary — a highly visual resource used in lessons. This service is also available to your child at home. It allows them to continue enjoying what they have been doing in school, while enabling you to be involved in the learning process... and the fun!

Question	Answer
What is Espresso Primary?	 <p>Espresso Primary is an award-winning digital resource service used in thousands of UK schools. It includes videos, multimedia activities, a weekly news update, printable resources and much more. For further information, please visit: www.espresso.co.uk</p>
What is Home Access?	Home Access enables you and your child to login and explore Espresso from home. It includes a special <i>Home learning</i> area and <i>Parents' guide</i> .
Do I have to pay for Home Access?	No. Home Access is available for all schools that subscribe to Espresso Primary. It is a chargeable feature added to the school's annual Espresso subscription.
Is there anything I need to access Espresso from home?	<ul style="list-style-type: none"> • A PC or Apple Mac with a minimum 2Mb broadband internet connection • One of the following operating systems: Windows XP, Windows Vista, Windows 7 or Apple Mac OS X (Windows 98 and Apple Mac OS 9 are not supported) • One of the following compatible browsers: <ul style="list-style-type: none"> – Windows: Internet Explorer 7, Firefox 3.0, Google Chrome 4 or Opera 10 – Apple Mac: Safari 3, Firefox 3.0 or Google Chrome 4 • The latest version of Adobe Flash
How do I log in to Espresso?	Your school will provide you with your child's login details and the URL to access Espresso from home. Both parents and children share the login details and are able to access the same information.
What if I forget or lose my password?	If you forget your password or have trouble logging in, please contact your school. They will be able to re-issue this to you. Unfortunately, Espresso Education does not keep or issue passwords. Therefore we are unable to answer any login-related queries.
Is the content 'safe' for my child?	Yes. Espresso has been designed specifically for children and uses an appropriate level of language and content. It is curriculum friendly and contains educational, fun and interactive materials. Furthermore, many of our modules have been designed by ex-teachers, who have spent many years working in schools and with children.



Question	Answer
What is the <i>Parents' guide</i> ?	 <p>The <i>Parents' guide</i> should be the first thing parents read when they start using Espresso. It aids understanding both of Espresso and of the learning process that children go through.</p>
What is the <i>Home learning</i> area?	 <p>This section of the site supports learning from home. It contains clear, easy-to-follow Learning paths, with objectives children can work through independently or with the help of an adult.</p>
How do I find resources?	 <p>There are several ways to find resources on Espresso. Each method is outlined fully in the <i>Parents' guide</i>. Your child may already be familiar with the process of searching through Espresso, having used the service at school.</p>
Which key stage is my child at currently?	<ul style="list-style-type: none"> • Foundation (F) is for children who are three to five years of age. • Key Stage 1 (KS1) is for children who are five to seven years of age. • Key Stage 2 (KS2) is for children who are seven to 11 years of age.
Can I switch off access to Key Stage 2 content if my child is in Key Stage 1?	No. When a school subscribes to Espresso they have access to <u>all</u> of the content — from Foundation through to Key Stage 2. This provides teachers with the option of accessing resources suitable for children at different stages in their learning or of differing abilities.
Does it track my child's progress through the activities?	Many activities within Espresso provide children with instant feedback. If you would like an ongoing record of your child's achievements, we suggest that you log their progress in a notebook.
Can I see which areas my child has been accessing?	It isn't possible to see your child's 'history' across the Espresso service. However, your child could show you what they have been doing at school.
Can I download anything on Espresso for my own use?	Due to licensing restrictions, it is not possible to download any videos or activities at home.
Where can I get help if Espresso is not displaying or playing properly?	If you are having problems using Espresso at home, please report your issue to your child's school. They will be able to contact us on your behalf. Espresso Education is unable to respond directly to requests from children or parents.
I have more questions. Who can I contact?	Please contact your child's school. Espresso Education is unable to respond directly to requests from parents.



When your child sees that you want to be part of their learning, they will probably enjoy showing you the 'Espresso' way! Watch a video clip together and encourage them to talk about what they have seen, or set time aside to complete *Home learning* activities together.