



2nd October 2018

Dear parent or guardian,

Thank you for your continued support whilst we make necessary changes. To ensure your child's account is fully supported, we have written the following checklist:

1. Please update your app! All children must be using v6.0.2. If your child uses an updated version of the app but then reverts to the old version, your child's work will not progress.
2. We are aware that some children are appearing with negative values for 'Stars last 7 days'. This value appears in a number of places which does give the appearance of a number of issues. **We have released a fix for this.** Children will need to complete some work on the latest version of the app for this fix to work.
3. We are aware that in some cases, children have lost their streak in the transition from old app to new. **Contact us at hello@doodlemaths.co.uk** rather than contact your child's teacher and we can manually update the streak.
4. Sometimes parents inform us that they feel their child's work is not at the right level, please ask their teacher to recalibrate.
5. Link your email address to their account. If your child is logging in at home with their username and password, go to the 'Grown Ups' section of the app and create a parental account. This will allow you to track progress and reset passwords. If you do it for all your children, you will be able to keep them permanently logged in to the device you use at home so they don't have to login each time.
6. The start of a new term is a great time to get into good habits! Using DoodleMaths for ten minutes a day regularly has been proven to get the best results.

Most of the DoodleMaths team are teachers and parents and we are keen to see our customers make the most of DoodleMaths, so if you have any questions, feel free to get in touch!

Happy Doodling!

Nicola Chilman
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