

Troubleshooting

Firstly, check to see if you have everything loaded on to your system that you need to play the games. E.g. flash, Java etc. The program will tell you what you need to download or add on to your browser. When you play the game a new screen will popup – please remember to close this screen down in order to receive the credits earned for each game.

Log in

Username

Password [Forgotten password?](#)

School code

[Will it work on my computer?
Run a quick test](#)

Sometimes your browser needs refreshing in order to get your credits or add your changes so press F5 to refresh and try again.

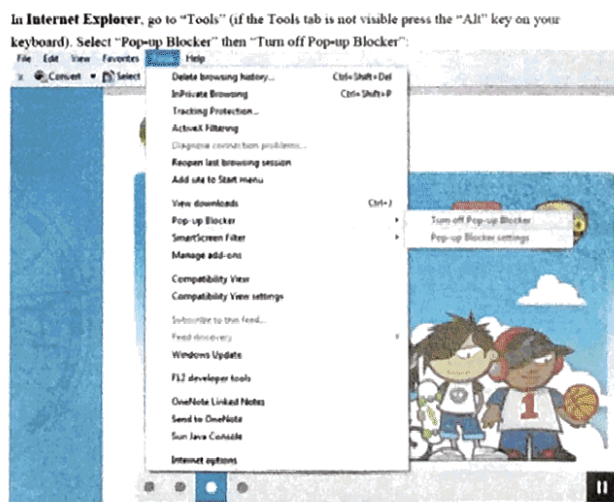
Browsers:

Please note: We strongly recommend using Google Chrome or Mozilla Firefox web browsers with Active Learn. If you prefer to use Internet Explorer, please check you have at least IE9 in order for everything to work as it should. Whichever browser you use, **it has to be the default browser for your computer.**

If you have a PC or Mac or Tablet, you **must** enable popups as the games are played on extra screens which pop up when you click on the required game.

Here are a few How To unblock popups for browsers and iPads.


Internet explorer.



For Google Chrome:

See pop-ups for a specific site

To see blocked pop-ups for a site, follow the steps listed below:

1. If pop-ups have been blocked, you'll see the  icon in the address bar. Click the icon to see a list of the blocked pop-ups.
2. Click the link for the pop-up window that you'd like to see.
3. To always see pop-ups for the site, select "Always show pop-ups from [site]." The site will be added to the exceptions list, which you can manage in the Content Settings dialogue.

To manually allow pop-ups from a site, follow the steps below:

1. Click the Chrome menu  on the browser toolbar.
2. Select **Settings**.
3. Click **Show advanced settings**.
4. in the "Privacy" section, click the Content settings button.
5. In the "Pop-ups" section, click Manage exceptions.

Allow all pop-ups

For iPad s/safari

