Technical Help Manual

This reference is written to provide assistance for customers who experience difficulties in using www.mathletics.com.au.

While the vast majority of our customers encounter no issues, occasionally some users experience difficulties. These are the main reasons why users may experience difficulties:

- Anti-virus software or Internet security software such as Norton Internet Security is blocking our site or causing it to malfunction. This may result in a new problem where none existed. Often users report receiving a "Blue Screen" when accessing Mathletics after renewing or updating their Internet Security software. Sometimes customers are not aware the software has been updated, especially if "Live Updates" are used.
- A remote server or anti-virus/anti-spyware software is filtering or blocking scripts from Mathletics.
- Pop-ups are blocked.
- Internet settings have been altered and need to be reset.
- The computer does not have the appropriate software (usually Flash 8.0 - 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.

The minimum/essential requirements for Mathletics to run are:

- Pop-ups enabled
- Cookies enabled
- Javascript enabled
- Adobe Flash Player 8 or 9 (free to download from www.adobe.com/downloads)
- Internet Connection (Broadband preferred)
- 512 mB RAM - if running Windows XP

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

This manual consists of three sections:

If you are unsure of anything in this document please contact customer support on (02)9880-2941 or help@mathletics.com.au.

Section 1: If you have Norton Internet Security (versions 2003-2007), and are experiencing problems such as a "Blue Screen" on our homepage or parts of the screen are blanked out, and you have recently installed, renewed, updated, or have Live Updates enabled - then do this first.

Section 2: Enable pop-ups for Mathletics, and restore your Internet Explorer browser to defaults, disable Yahoo Toolbar etc.

Section 3: Troubleshooting will be required if the steps in Section 1 & 2 do not solve the problem and you are accessing the Internet from a remote server or work server.

Section 1

Make sure that your Norton Toolbar & Norton Assistant is visible. Select, "View", "Toolbars", and tick "Norton Internet Security".

Now click on Norton's toolbar and un-tick each of the items so that **our site** will not be Blocked.
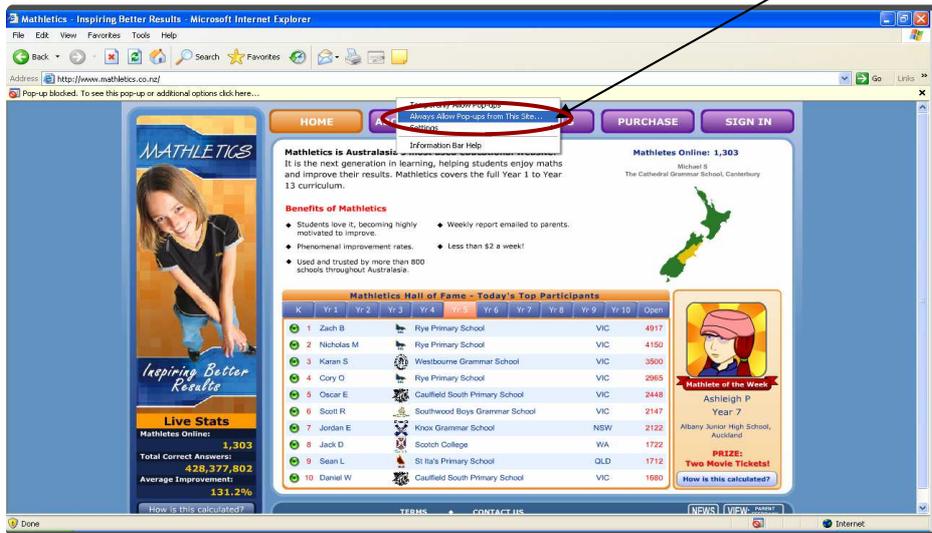
Section 2   Enable Pop-ups

Section 2

Follow all of the following steps to enable pop-ups and restore Internet Explorer defaults (which will also enable cookies).
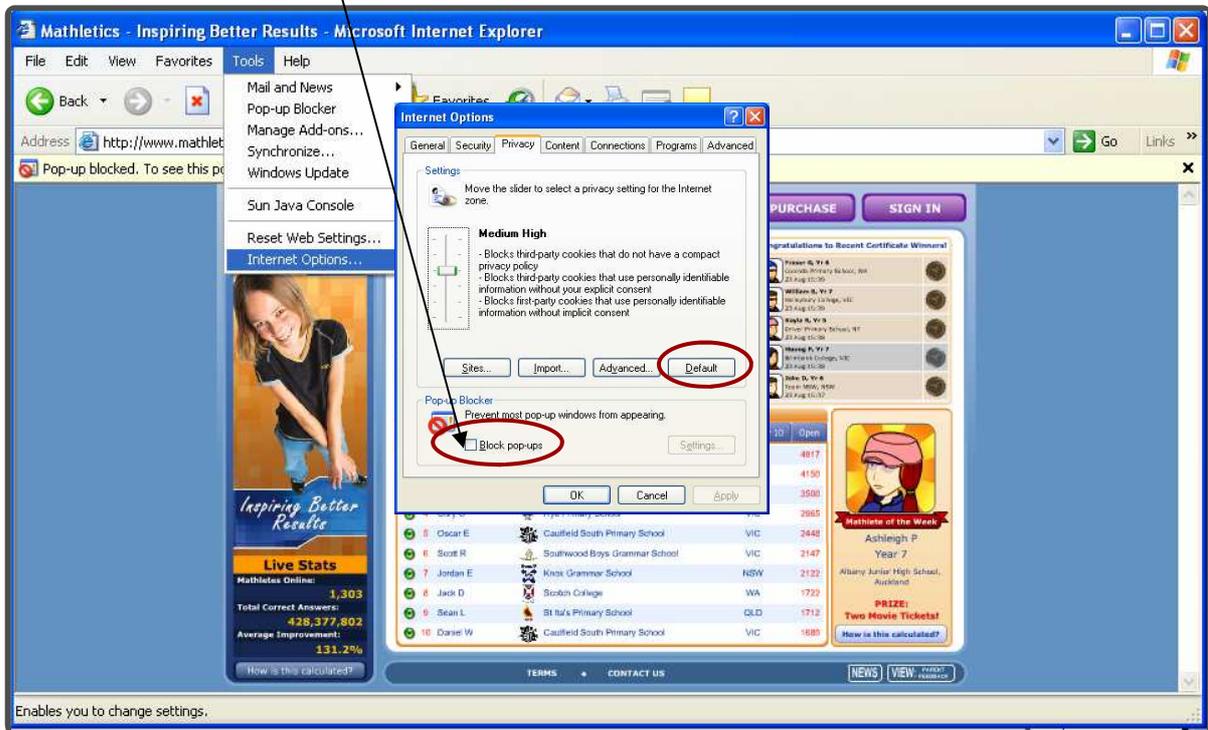
Firstly, allow pop-ups from Mathletics.

This can be done by clicking on the yellow toolbar and selecting "Always Allow Pop-ups from this site".

Now to restore Internet Explorer defaults...

Step 1: Select Tools-Internet Options.
Step 2: Select the privacy tab.
Step 3: Select **Default** or **Medium** on the slider.
**Step 4:** Ensure that "Block pop-ups" is unchecked.

Step 5: Now also select the tabs *'Security'* and *'Advanced'* and return Internet Explorer to the default settings.
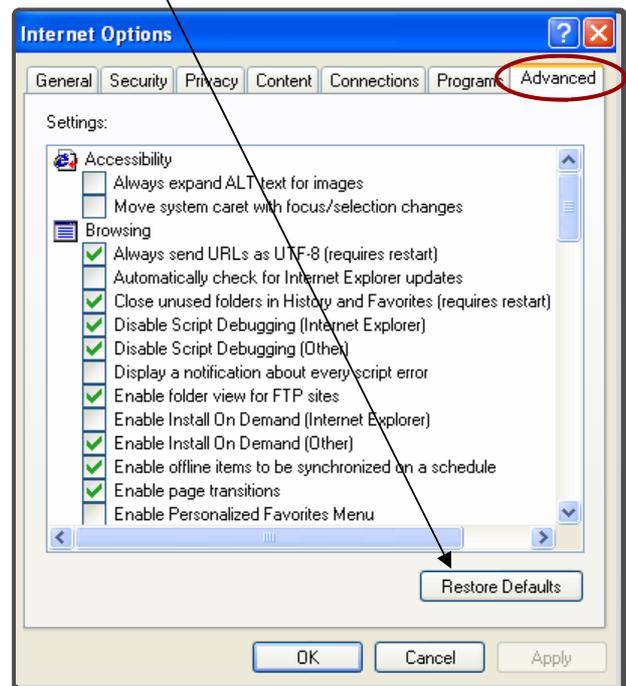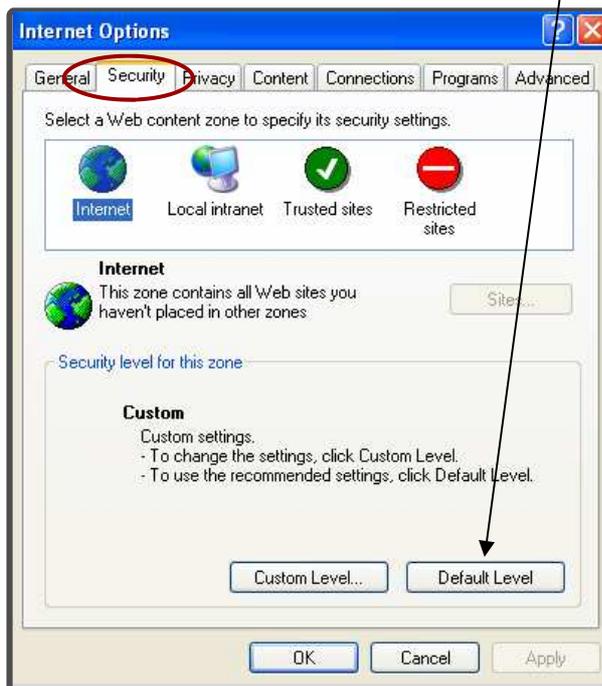
Section 3   Troubleshooting

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. 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.
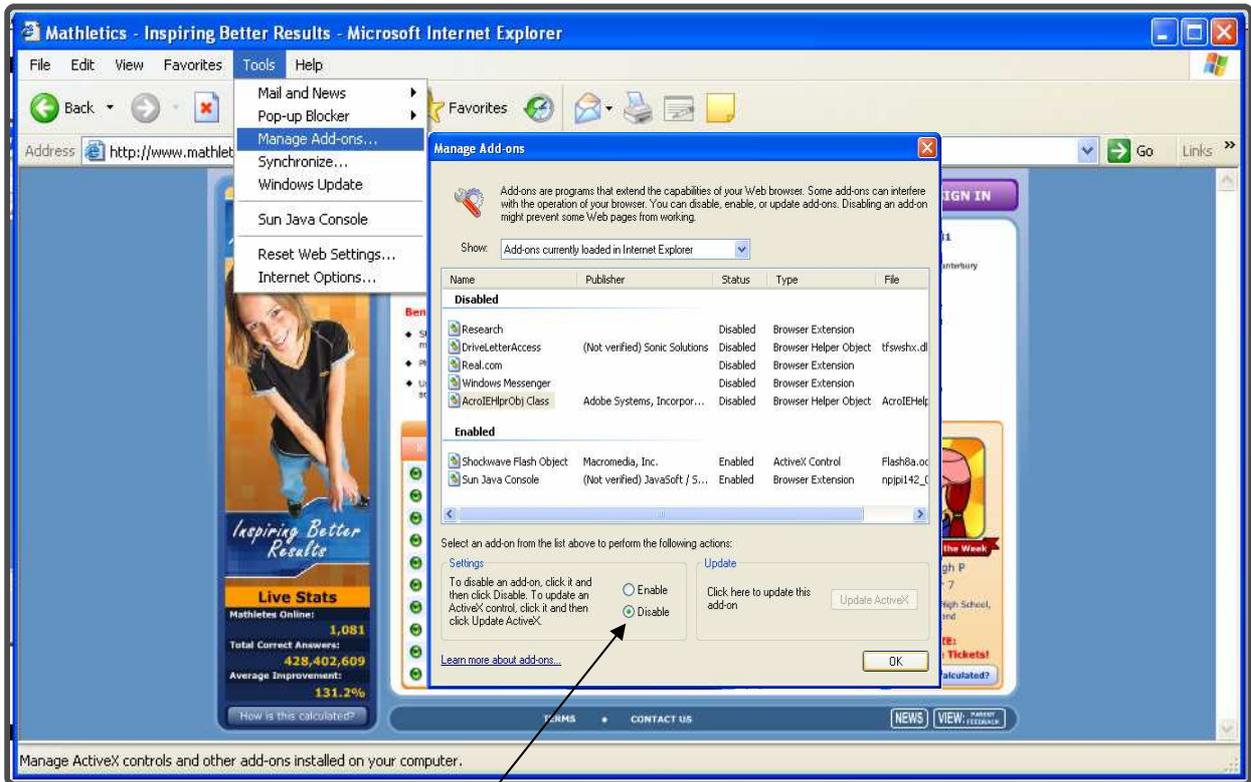
Disabling Pop-up Blocking Plug-ins/Add-ons
These can be disabled by selecting 'Manage Add-ons' from the Toolbar.
Disable all add-ons with the exception of Flash and Sun Java.

Disabling Background Software

Finally, 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,

If you still have problems signing in to Mathletics, contact us with as much detail of the problem as possible, by emailing help@mathletics.com.au .