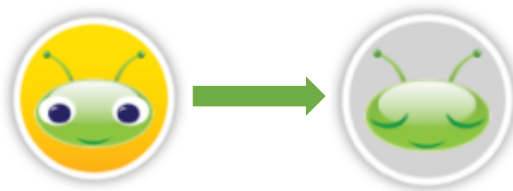


It's great to see so many children through school accessing books through Bug Club and to hear lots of children excited about reading, so thank you to those who are getting 'hooked into books' at home.


Do remember, in order for a book to appear 'closed' (completed) in their account, **all** questions must be answered via the yellow circle 'bug' which then goes to 'sleep' once the questions have been answered. This will then allow the book to show as finished and will be transferred to the 'My Library' section of their accounts. This can be accessed and re-read at a later date which we advise to support and improve your child's fluency in reading.



Technical Issues

We have been made aware that some individuals are having problems at home accessing Bug Club due to internet settings on their devices. To try and resolve this, we have been in contact with the makers of this programme and found that they have already published the following advice. We hope this helps resolve any technical issues you may be experiencing and apologise for any inconvenience caused.

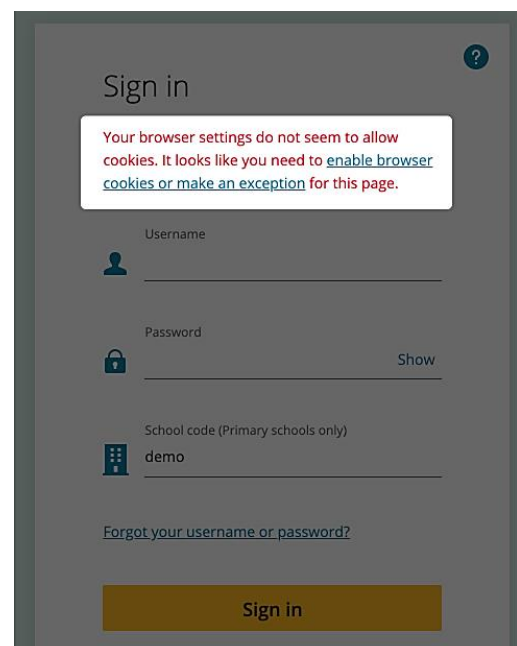
Issue

You cannot log into ActiveLearn of ActiveLearn Primary on your iPad, and see a loading icon (such as a colourful circle) or an error message like the one opposite: 

Detailed instructions

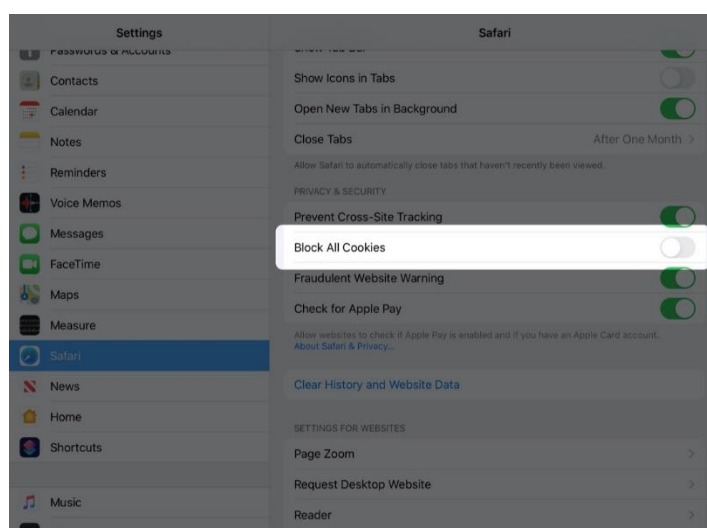
Update your version of iPadOS

The first step we recommend is making sure you are using the latest version of iPadOS. At the time of writing, we recommend **iPadOS 13.3 or newer**, as this can help make sure that any relevant bugs in Safari have been fixed.



Allowing Cookies in Safari

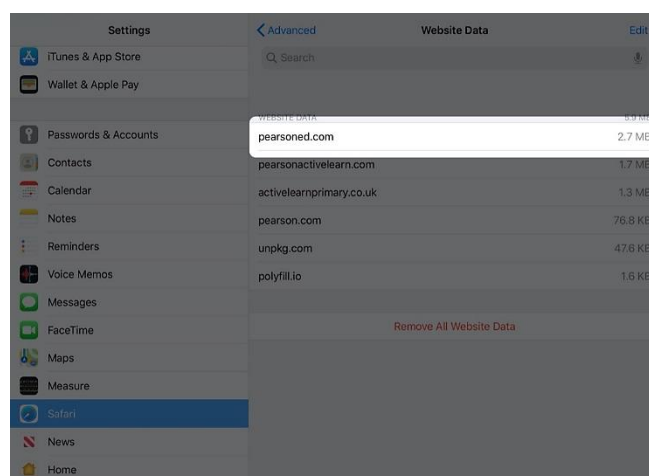
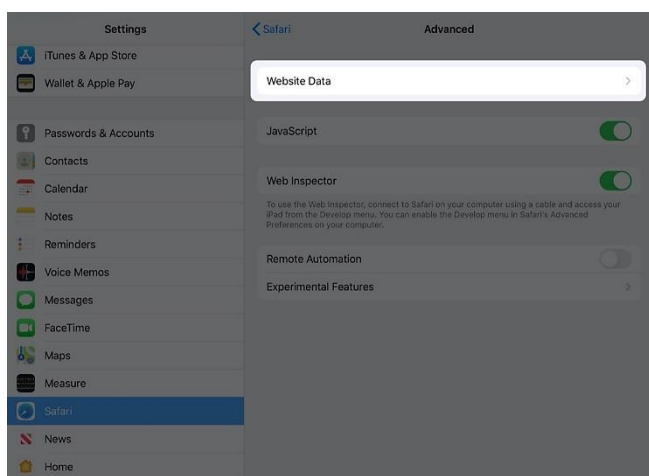
Within **Settings**, find the section for **Safari**, and toggle the control labelled 'Block All Cookies' so that it is **off**.



Allowing Cross-Site Tracking

Although you may be able to log in even though you are seeing an error message, turning off the setting for **Prevent Cross-Site Tracking** and refreshing the login page in Safari will help to dismiss the error message entirely. If you are unable to log in at all, it may help with that issue as well.

*Good to know – This step may also be helpful in Safari on Mac, where this setting can be found in **Preferences > Privacy**.*



We hope by following these different suggestions provided by 'Pearson Education', any technical issues you may be experiencing are resolved.