School Technical Guide

Last updated 11th November

The purpose of this document is to assist IT Administrators with the downloading and installation of Skoolbo on school networks. We would appreciate any feedback on the guide that may assist in improving the set up procedure.

Contents

1. Minimum Specifications

Most PCs less than 5 years old, as well as many recent netbooks, will be able to run the Skoolbo app. However it may struggle on older, lower spec devices.

The quality to which the machine can run the app will be largely dependent on the amount of memory (RAM) and the graphics card.

Please check that your device is of at least the following specifications before attempting to install our software.

1.1. Desktop & Laptop PCs

CPU: Core 2 Duo
RAM: 4 GB
OS: Windows XP SP1 – Windows 7 or OSX 10.4 and up
DirectX (Windows): Version 9.0c

1.2. Tablets

iPad- iPad 2 with at least iOS 4.3
We are sorry but it is not possible to run on iPad 1.

Android-
CPU: Tegra 2
RAM: 512 MB
OS: Android 2.3

1.3. Web Browsers

The web browser version is recommended when app play on either desktop or tablet is not possible.

Playing from the web browser requires one of the following modern web browsers:

- IE 8 (Adobe Flash version)
- IE 9 or above
- Firefox
- Google Chrome
- Safari

The web browser version requires internet connectivity.

Learning data on the web browser version is automatically shared with accounts on other platforms – desktops and tablets.

2. Obtaining & Installing the Software

2.1.Windows

Visit *www.skoolbo.com.au/downloads* to download the installer.

Once downloaded, install to a directory that allows read/write permissions.

If required, network administrators can install the Skoolbo app over the network with a .bat script and the msi file.

The commands network administrators will need are:

> *REG ADD "HKCU\SOFTWARE\Skoolbo Pte Ltd\Skoolbo Aussie" /v Configuration_h2470322773 /t REG_SZ /d "School" /f*

> *REG ADD "HKCU\SOFTWARE\Skoolbo Pte Ltd\Skoolbo Aussie" /v SchoolCode_h2980759036 /t REG_SZ /d "<<<<Your school code>>>>" /f*

2.2.Macs

Visit *www.skoolbo.com.au/downloads* to download the installer.

2.3.iPads

Search for "Skoolbo Aussie" via the App Store or follow the App Store link on *www.skoolbo.com.au/downloads*

2.4.Androids

Search for "Skoolbo Aussie" via the App Store or follow the Google Play store link on *www.skoolbo.com.au/downloads*

> Skoolbo has developed several versions for the different countries it's used by. Every country-specific version differs in language and database.
>
> Please make sure you download and install the Australian version of Skoolbo.

3. Network Information

3.1.Firewall / Internet Filter Exceptions

If your school network has any firewalls or internet filtering software in place then please grant access to:

- *http://skoolbo.com.au*
- *http://www.skoolbo.com.au*
- *http://play.skoolbo.com.au*
- *http://skoolbowebcore.s3.amazonaws.com*
- *http://skoolbo-assets.s3.amazonaws.com*
- *http://au-core-service.cloudapp.net*
- *http://playflash.skoolbo.com.au*

3.2.Proxy

The app will try to pick up your proxy setting and adjust its configuration accordingly. If it does not configure correctly, please open the config.txt file located in the root installation folder (e.g., **C:\Skoolbo Aussie** for Windows or **Skoolbo Aussie.app/Contents/** for Mac) and change the following lines:

> *Setup=auto*
> *Host=auto*

To

> *Setup=yes*

> *Host="your-proxy-server-address:port"*
> (e.g., *Host =proxy.det.nsw.edu.au:8080*)

If your proxy address supports multiple types of authentication, please change the following line:

> *PreferAuthentication=auto*

To either:
- *PreferAuthentication=basic*
- *PreferAuthentication=digest*
- *PreferAuthentication=ntlm*

3.3.Additional Notes

- For those schools who have not experienced any proxy setting issues while using the older versions of Skoolbo, please test out the new version first on one computer before rolling it out across your school. Please contact us if you have any problems with this.

- Please note that some schools have discovered that keeping Internet Explorer open while playing Skoolbo helps create a more stable proxy environment.

4. Configuring & Signing In

4.1.Configuring the app for your School

To make it easy for young children to access the app we have created **sign-in shortcuts**.

To access these shortcuts, you must first sign in as your school by:

- Open the tablet or desktop app.
- Select **Schools and Teachers.**
- Enter your School Code.

This will reveal a list of classes in the school.

Alternatively, administrators can open the config.txt file located in the root installation folder (e.g., C:\Skoolbo Aussie\ ) , add their school code to the following line:

> *SchoolCode=*
> *(e.g., SchoolCode=12345XX)*

and then copy the config.txt to all their PCs.

4.2.Student Sign-in

Once the app has been properly setup as per Section 4.1, students will be able to see the list of classes in their school.

Upon picking their class, they will be presented with **sign-in shortcuts** for all the students in that class.

To help student find their **sign-in shortcut**, the shortcut is comprised of:

- A portrait of their avatar
- Their first name followed by 4 digits.
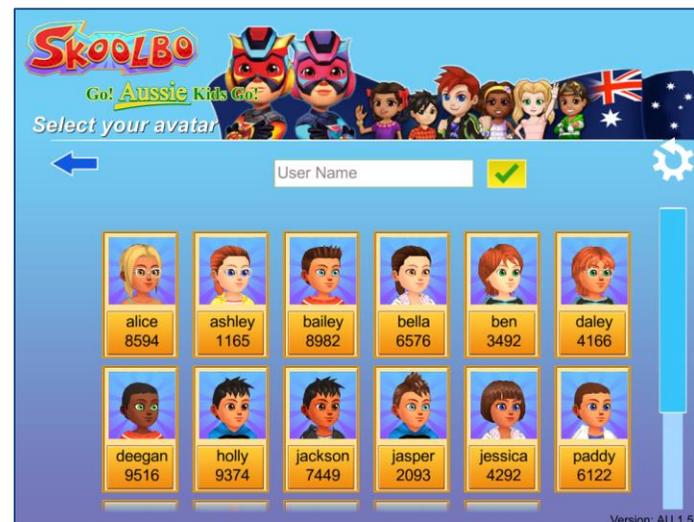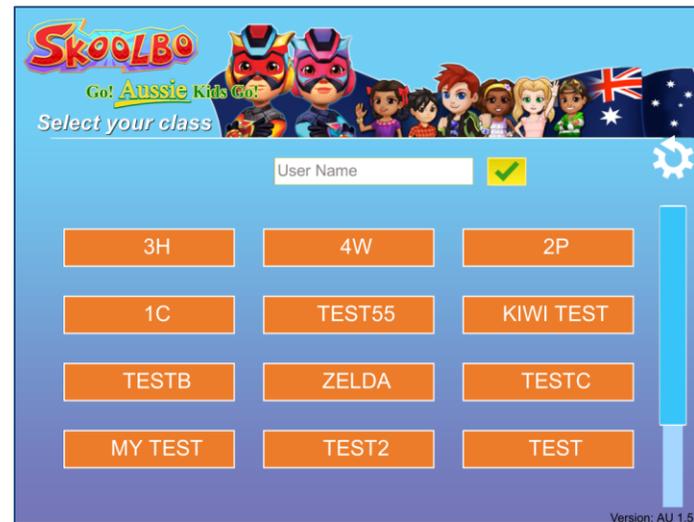
Once the student selects his or her account, they will be prompted to select their password: A colour or pattern followed by an animal.

By default, all student account passwords are set to:

Black & Bee.
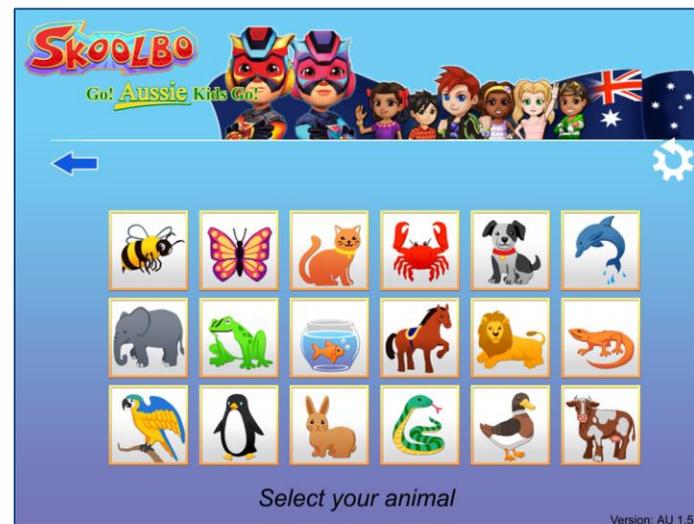
5. Playing via a Web Bowser

Students may also login and play Skoolbo (2D graphics) via a web browser by visiting *http://dashboard.skoolbo.com.au/*.

Students must enter their user name; their first name followed by 4 digits (e.g., John1234) and their password: A colour or pattern followed by an animal.

By default, all student account passwords are set to:

Black & Bee.
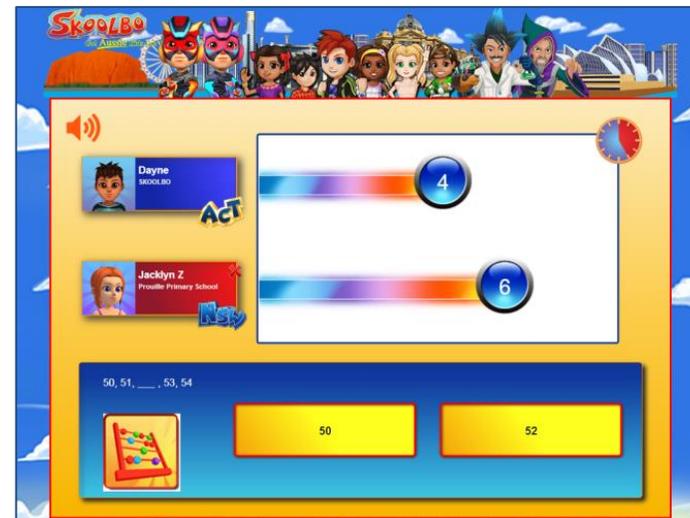
6. Dashboard

There are three types of dashboards:

- School dashboard
- Teacher dashboard (see Teacher Guide for more details)
- Parent dashboard (see Parent Guide for more details)

Accessible from *http://dashboard.skoolbo.com.au/*

6.1 School Dashboard

Login with your **School Code** and **Password**.

The School Dashboard contains the gameplay results for all students from the school, administrative options (edit name, password, class; create and delete student accounts), and is for the use of principals, executive staff members, curriculum developers and IT administrators.

Teacher and student usernames and passwords may be found in the **Admin** section of the **School Dashboard**.

6.2 Teacher Dashboard

Login with your **Teacher Email** and **Password**.

The Teacher Dashboard contains similar features to the School Dashboard, only restricted to their particular class or classes.

Please refer to the **Skoolbo Teacher Guide** *for more information on the use of the* **School** *and* **Teacher Dashboard**.
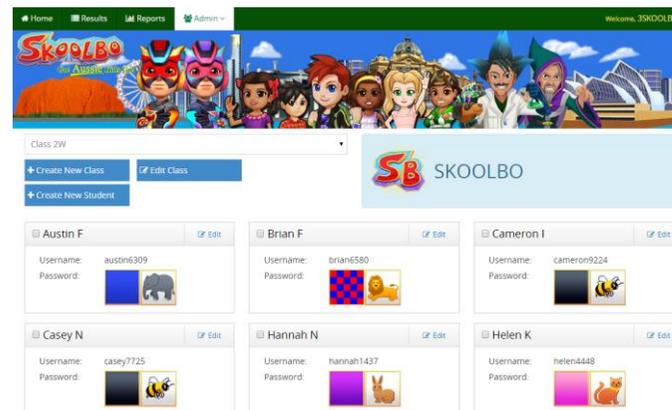
7. Troubleshooting

7.1. App Related

7.1.1. Incorrect School Code / Password

- School codes & passwords are case sensitive. Please check if you've entered them with the correct capitalization.

- Please check if the app is in offline mode as will be indicated by the word "Offline" in the bottom left corner of the sign-in menus. If so, please check Section 7.1.4

7.1.2. "We have detected that your network may be blocking Skoolbo" error message

- Please check that you have followed the instructions Section 3.

- Contact us (See Section 9 for details).

7.1.3. "Parents" & "Schools and Teachers" buttons do not appear or do not do anything when clicked

- Please check that you have followed the instructions Section 3.

- Contact us (See Section 9 for details).

7.1.4. App is "Offline"

- Please check that you have followed the instructions Section 3.

- Contact us (See Section 9 for details).

7.1.5. App Crashes or has Graphical Issues

- Please check if your system/device meet the minimum specification requirements outlined in Section 1.

- Please check if your Direct X (Windows) & Graphics Card Drivers are up to date.

- Please close all other unnecessary programs, to free up memory, and try starting the app again.

- If all else fails or if you have the "Crash Report" error message then please check Section 8.2 on getting the right files to us.

7.2. Website Related

7.2.1. Incorrect School Code / Password

- School codes & passwords are case sensitive. Please check if you've entered them with the correct capitalization.

- Please check that you have followed the instructions in Section 3 to rule out connectivity issues.

7.2.2. Incorrect Teacher Login / Password

- Teacher logins & passwords are case sensitive. Please check if you've entered them with the correct capitalization.

- Please check that you have followed the instructions in Section 3 to rule out connectivity issues.

- Try resetting your password by following the "*Cannot log in/forgot password?*" link on the Sign-in page.

7.2.3. Website taking excessively long time to load

- Please check that you have followed the instructions in Section 3 to rule out connectivity issues.

7.3. Additional Notes

- If you believe that the cause is an issue with Skoolbo's servers or internet provider then please contact us (See Section 9 for details).

- If the issues are not resolved with the information in this section, please refer to Section 8 on information to contact us with.

- Please be aware that some security software may cause Skoolbo to shut down involuntarily (or crash). If you experience this, please notify us immediately (See Section 9 for details) and we will ask the software suppliers to add Skoolbo to their list of exceptions.

- Some connectivity issues may be due to an overloaded Wi-Fi network. Please try accessing with fewer devices simultaneously.

8. Help Us Help You

Although we aspire to everyone having a wonderful, trouble free experience with Skoolbo, we love it when teachers and school let us know of issues they are facing – in fact, one of the biggest problems we encounter is when there are issues and we don't know about them. So please, please, please let us know if there is an issue we can help with.

8.1. Information to give us

In order for us to help solve the problem as quickly as possible, here is a checklist of information to include in your email:

Question	Answered?
Are you a first time user of Skoolbo or has it been up and running successfully at the school?	
Are you trying to use the tablet version, desktop version or web version?	
What technology are you trying to use Skoolbo on? (i.e., Hardware spec and OS version).	
If applicable, what version of the Skoolbo app are you using? (Can be found in the bottom right corner of the Sign-in menu.)	
If applicable, what web browser are you using and what version (e.g., Chrome 36.0.1985.125, Firefox 29.0.1, etc.).	
Please describe the problem. It's also really helpful if you can include any screenshots or photographs.	
Did any error messages appear on the program and if so what were they?	
Does the problem occur repeatedly? If it is just sometimes please give an estimate of approximately what percentage of times.	

8.2. App Crash Report

On Windows systems, should the app crash and display a "Crash Report" error message then:

1. Note the folder name indicated by the crash error message. (e.g., "2014-06-24_123456")
2. Open **My Computer** and navigate to the Skoolbo Aussie installation folder, usually in "C:\Skoolbo Aussie".
3. Look for the folder indicated by the crash error message.
4. Right click the folder and select "Send to > Compressed (zipped) folder".
5. Attach the resulting zip file (e.g., "2014-06-24_123456.zip") to an email to *info@skoolbo.com.au* and send it to us.

8.3. The Game Log

We might ask you to send us this file to aid in the troubleshooting effort.

On Windows, this file is located in the "Skoolbo Aussie_Data" folder (e.g., *C:\Skoolbo Aussie\Skoolbo Aussie_Data\output_log.txt*)

On Macs this file is located in *"/Users/*[your user name]*/Library/Logs/Unity/Player.log*". (The folder may be hidden)

8.4. Skoolbo Website Diagnostic

We have created a diagnostic test for schools who have yet to successfully get Skoolbo up and running on one or more of the platforms (tablet, desktop or web).

If you are having problems logging in then visit our diagnostic pages at *http://www.skoolbo.com.au/diagnose*

Please wait for the last line on the page to state that testing is finished (this should only take 15 seconds). After which you should take screenshots of the information displayed and send it to us at *info@skoolbo.com.au* , letting us know which diagnostic pages you used.

Skoolbo Site Diagnostic

Javascript: ENABLED

User Agent: Mozilla/5.0 (Macintosh; Intel Mac OS X 10_7_5) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/34.0.1847.131 Safari/537.36
Browser: Chrome 34
Operating System: Mac

Login: ACCESSIBLE
Classes: SG , AU , UK
Students: 24

TEST FINISHED

9. Contact Us

info@skoolbo.com.au

@SkoolboAU

https://www.facebook.com/SkoolboAU

02 6176 1145