

LARGEST EDUCATIONAL GAME EVER

SKOOLBO

Go! Canadian Kids Go!



TECHNICAL GUIDE

DECEMBER 2015

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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.

1 Minimum Specifications

Most PCs less than 5 years old, as well as many recent netbooks, will be able to run the Skoolbo software. Please note that Skoolbo may not run as well on older devices. The efficiency of the software will be largely dependent on the amount of memory (RAM) and the graphics card of your device.

Please check that your device has 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

Unfortunately Skoolbo is not compatible with iPad1

Android-

CPU: Tegra 2

RAM: 512 MB

OS: Android 2.3

All learning data is automatically synced once an Internet connection is established.

1.3 Web Browsers

We recommend using the web browser version if it is not possible to download the software.

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

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

The web browser version requires internet connectivity and does not run on tablets.

2 Downloading & Installing the Software

2.1 Windows

Visit www.skoolbo.ca/downloads to download the installer.

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

If required, network administrators can install the Skoolbo software 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 CA"  
/v Configuration_h2470322773 /t REG_SZ /d "School" /f  
REG ADD "HKCU\SOFTWARE\Skoolbo Pte Ltd\Skoolbo CA"  
/v SchoolCode_h2980759036 /t REG_SZ /d "<<<<Your school code>>>>" /f
```

2.2 Macs

Visit www.skoolbo.ca/downloads to download the installer.

- Click on 'Download Skoolbo for Mac'
- Open the downloads folder
- Drag the Skoolbo UK icon into the Applications folder.



2.3 iPads

Search for “Skoolbo CA” via the App Store or follow the App Store link on www.skoolbo.ca/downloads

2.4 Androids

Search for “Skoolbo CA” via the App Store or follow the Google Play store link on www.skoolbo.ca/downloads

Skoolbo has developed country-specific versions.

Please make sure you download and install the

CA 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.ca`
- `http://www.skoolbo.ca`
- `http://play.skoolbo.ca`
- `http://skoolbowebcore.s3.amazonaws.com`
- `http://skoolbo-assets.s3.amazonaws.com`
- `http://uk-core-service.cloudapp.net`
- `http://playflash.skoolbo.ca`

3.2 Proxy

The software 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 UK\ for Windows or Skoolbo UK.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.

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:

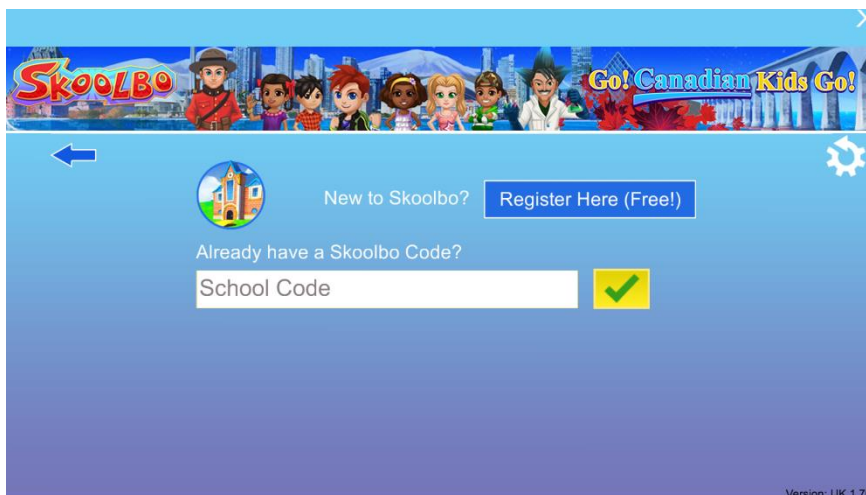
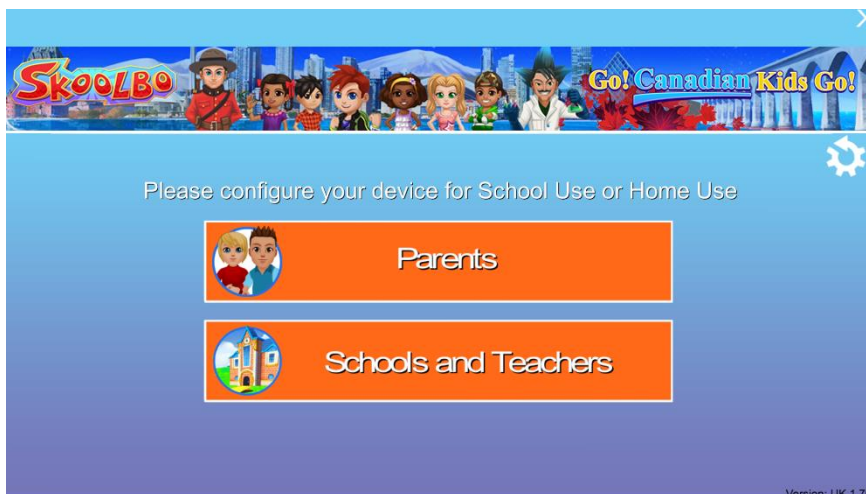
- Opening the tablet or desktop app
- Selecting 'Schools and Teachers'
- Entering your School Code.

This will reveal a list of classes in the school.

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

```
SchoolCode=  
(e.g., SchoolCode=123XX)
```

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



4.2 Student Sign-in

Once the app has been properly set up as per Section 4.1, students will be able to see the list of classes in their school, every time they open Skoolbo.

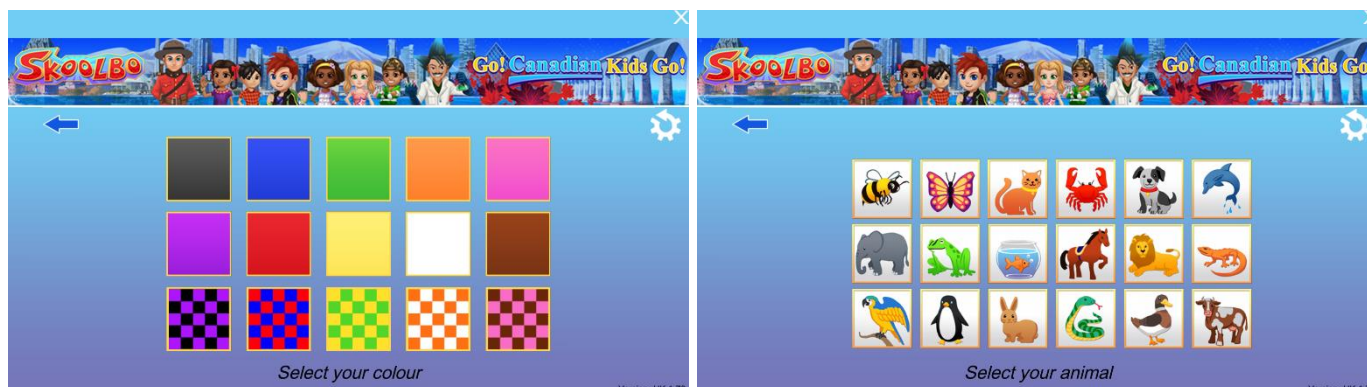
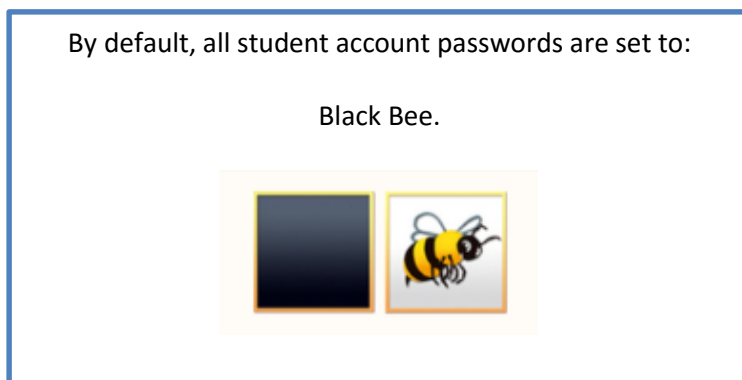
After choosing their class, they will be presented with **Sign-In shortcuts** for all the students in that class.

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.

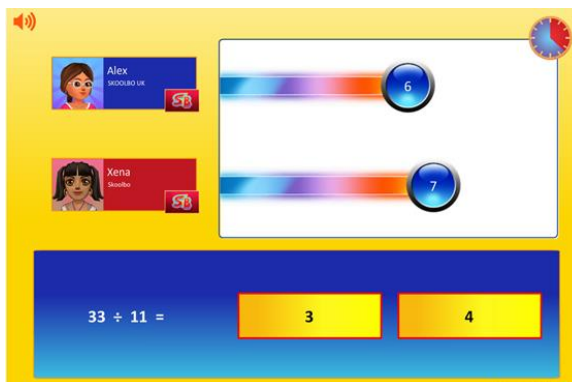


5 Playing via a Web Browser

Students may also login and play Skoolbo (2D graphics) via the web browser by visiting <http://dashboard.skoolbo.co.uk/login>

Students must enter their user name which is 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 – all accessible from <http://dashboard.skoolbo.co.uk/login>:

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

6.1 School Dashboard

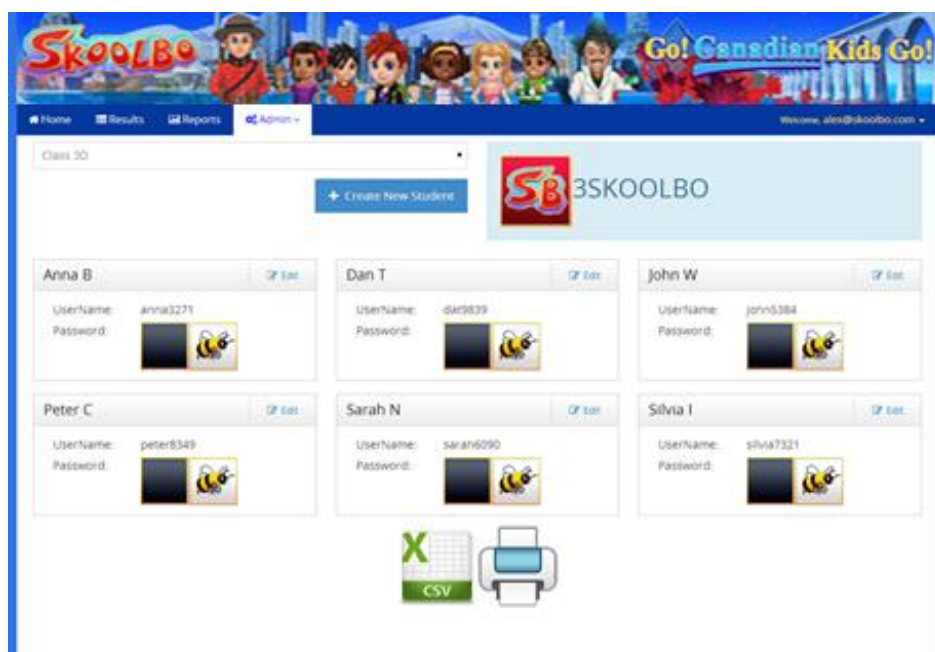
- Login with your **School Code (username)** and **Password**

The School Dashboard contains the gameplay results for all students from the school. Administrative options include edit name, password, class; create and delete student accounts. The dashboard is for the use of headteachers, senior leadership team, subject leaders and IT administrators.



6.2 Teacher Dashboard

- Login with your **Teacher Email** and **Password**
- The Teacher Dashboard contains similar features to the School Dashboard but will only contain information for your particular class or classes.
- *Please refer to the **Skoolbo Teacher Guide** for more information on the use of the **School & Teacher Dashboard**.*



7 Troubleshooting

7.1 Software Related

7.1.1 Incorrect School Code / Password

- Please check you have downloaded the **UK** version of Skoolbo
 - Fields for school code & password are case sensitive. Please check if you've entered your login correctly.
- 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 page of the game. 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 in Section 3
- Please contact us ([see section 9 - Contact Us](#) for details).

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

- Please check that you have followed the instructions in Section 3
- Please contact us ([see section 9 - Contact Us](#) for details).

7.1.4 App is "Offline"

- Please check that you have followed the instructions in Section 3
- Please contact us ([see section 9 - Contact Us](#) for details).

7.1.5 App Crashes or has Graphical Issues

- Please check if your system/device meets 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

- Please check you are using skoolbo.co.uk to log in
- Fields for school code & password are case sensitive. Please check if you've entered your login correctly
- Please check that you have followed the instructions in Section 3 to rule out connectivity issues.

7.2.2 Incorrect Teacher Login / Password

- Please check you are using skoolbo.co.uk to log in
- Fields for teacher logins & passwords are case sensitive. Please check if you've entered your login correctly
- Please check that you have followed the instructions 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 - Contact Us](#) for details)
- If you are still experiencing difficulties, please refer to Section 8 regarding the information you need to provide us with in order to solve the problem
- 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 - Contact Us](#) for details) and we will ask the software suppliers to add Skoolbo to their list of exceptions.

8 Help Us Help You

Our aspiration is that everyone has a wonderful, trouble free experience with Skoolbo. However, we recognise that issues will arise from time to time, do please contact us if you require any assistance.

8.1 Information to give us

In order for us to help solve the problem as quickly as possible please provide the following information:

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, desktop 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? This can be found in the bottom right corner of the Log in screen.	
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?	
If the issue is happening more than once, please provide information regarding the frequency	

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 UK folder, usually in "C:\Skoolbo UK"
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.co.uk and send it to us.

8.3 The Game Log

We may need this file to help us solve the issue.

On Windows, this file is located in the “Skoolbo UK_Data” folder
(e.g., *C:\Skoolbo UK\Skoolbo UK_Data\output_log.txt*).

On Macs this file is located in “/Finder/Applications/Utilities/Console/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).

Please wait for the last line on the page to state that testing is finished (this should only take 15 seconds). After which please take screenshots of the information displayed and send it to us at info@skoolbo.co.uk, 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.ca



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