



# School Technical Guide

Version 1.5.4 UK

01 July 2014

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# 1. Installing on a School Network

## 1.1 Firewall / Internet Filter Exceptions

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

- <http://skoolbo.co.uk>
- <http://www.skoolbo.co.uk>
- <http://play.skoolbo.co.uk>
- <http://skoolbowebcore.s3.amazonaws.com>
- <http://skoolbo-assets.s3.amazonaws.com>
- <http://uk-core-service.cloudapp.net>

## 1.2 Proxy Settings

In the latest version of our app (version 1.5) there is no need to create an “Authenticated Proxy Environment” system variable. The app will try to pick up your proxy setting and adjust its configuration accordingly.

1. If it does not configure correctly, please open your config.txt file in the root installation folder and make the following changes:
  - Change **Setup=auto** to **Setup=yes** and **Host=auto** to **Host=“your-proxy-server-address:port”** (e.g. **Host =proxy.edu.uk:8080** )

If this doesn't work, and your proxy address supports multiple types of authentication, then depending on your configuration, please change the following line:

- **PreferAuthentication=auto** to either **PreferAuthentication=basic**, **PreferAuthentication=digest** or **PreferAuthentication=ntlm**
2. To automatically load the password onto each computer, add your school code to the following line:
    - **SchoolCode=** (e.g. **SchoolCode=3ABCD** )

**NB:** 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.

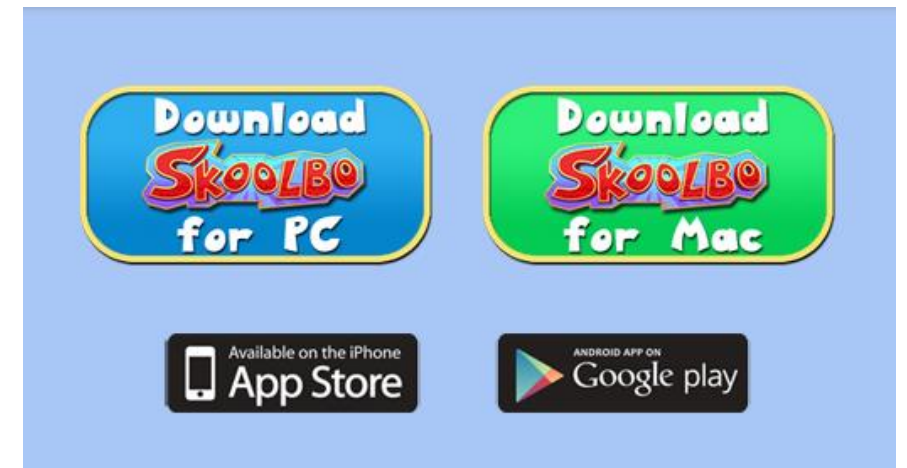
**Note:** Please note that some schools have discovered that keeping Internet Explorer open while playing Skoolbo helps create a more stable proxy environment.

### 1.3 Downloading the Software

Students may access Skoolbo via:

1. Tablets – iPads and Androids (Win 8 coming soon). These apps are downloaded from the various app stores. They are able to be played both online and offline. We highly recommend tablets for children aged six and below due to their ease of use.
2. Desktops – PC and Mac. These desktop applications are downloadable from [www.skoolbo.co.uk/downloads](http://www.skoolbo.co.uk/downloads) and need to be installed on each computer. They may also be played in both online and offline mode.
3. Web browser via [www.skoolbo.co.uk](http://www.skoolbo.co.uk) – this html 5 version is designed for when either the tablet or desktop version is not possible. It's a simpler 2D interface and not quite as much fun for the children, although it uses the same educational content. The browser version is helpful for schools if their school computer network protocols make playing on tablets or desktops difficult.

Students will need headphones to play Skoolbo in a class environment.



Visit [www.skoolbo.co.uk/downloadsto](http://www.skoolbo.co.uk/downloadsto)  
download the software

## 1.4 Deploying the Software

If required, network administrators can install the 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
```

## 1.5 Security Software

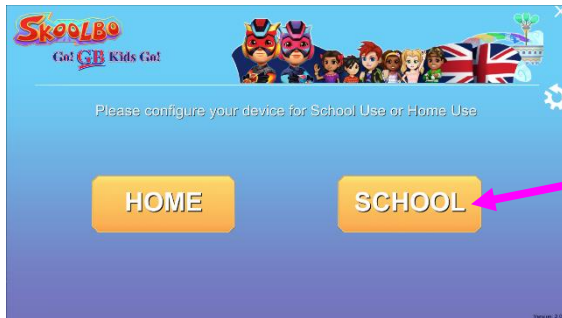
Please be aware that some security software may cause Skoolbo to shut down involuntarily (or crash). If you experience this, please notify us immediately at [jay@skoolbo.com](mailto:jay@skoolbo.com) and we will ask the software suppliers to add Skoolbo to their list of exceptions.

We highly recommend using the **tablet version** for children aged 6 and below. Tablets do not need to be one-to-one as Skoolbo will work just fine when they are shared devices. The tablets can also be offline.

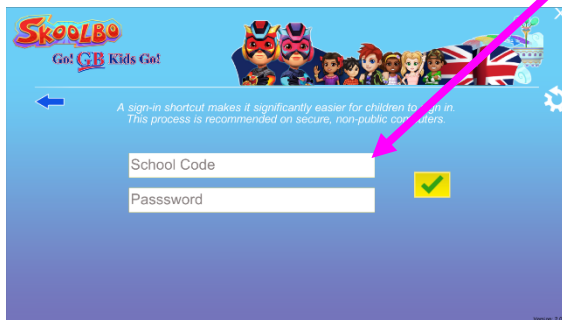
The **desktop version** is our next most preferred version for student use.

If neither the tablet or desktop version is possible then schools may use the **web browser** version.

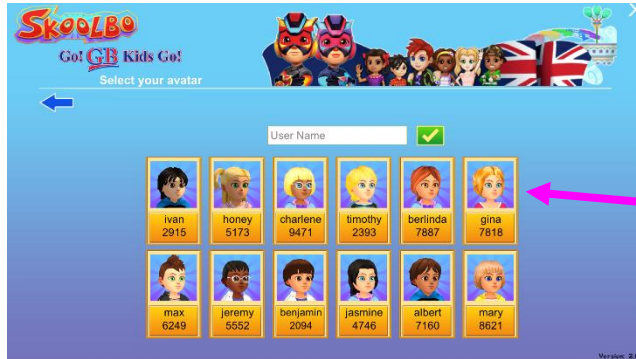
## 1.6 Configure your Devices



- To make it easy for young children to access the app we have created a **Sign-In shortcut**.
- Open the tablet or desktop app.
- Select **SCHOOL**.
- Enter your **School Code** and **Password**.
- This will reveal a list of classes in the school.

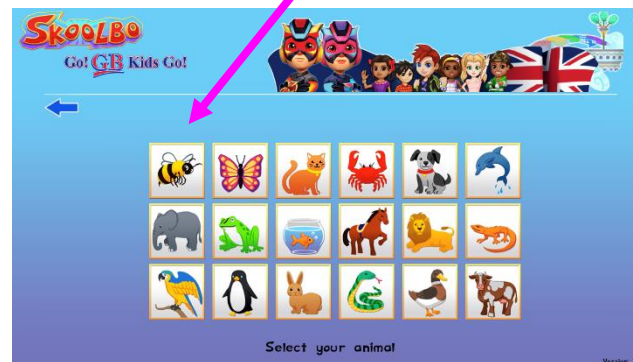


## 1.7 Student Sign in



- Students can then see their **Class Name** and click on it.
- Then, click on the avatar (student's unique name – first name followed by four numbers).
- Student then enters their password colour.
- Student then enters their password animal.

Children simply click on their avatar and then enter the colour and animal password.

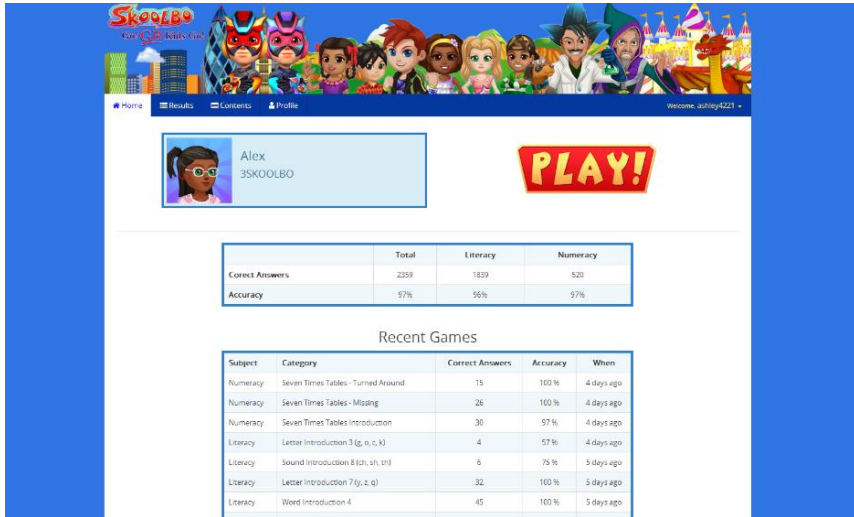


By default – all student passwords have been set to



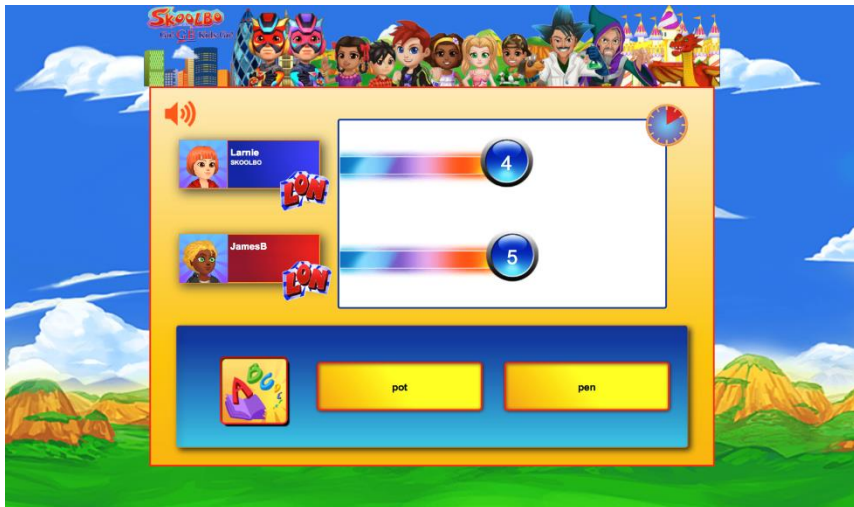
1.8 Main Page



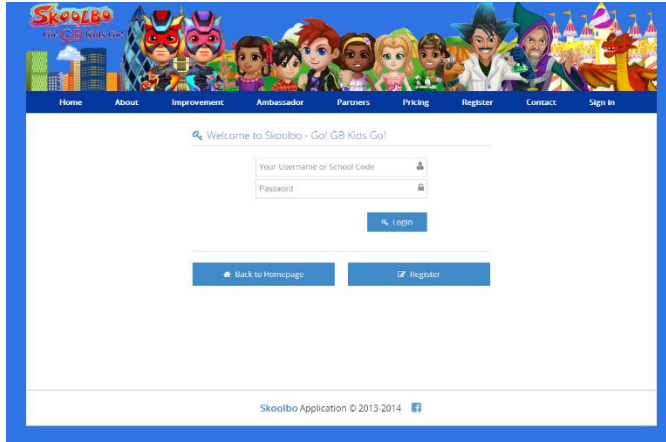


## 1.9 Web Browser Version

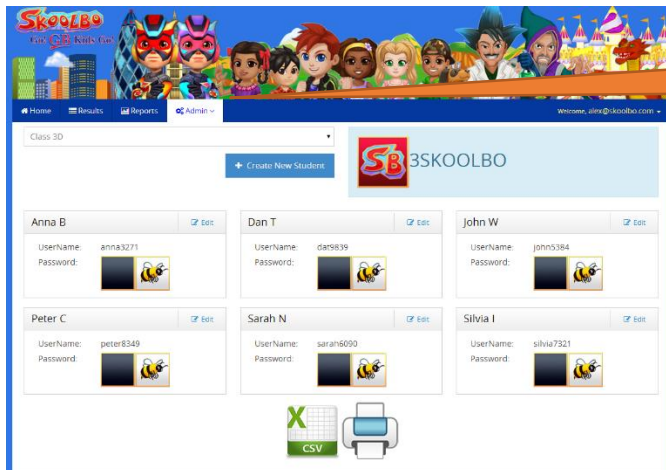
- As an alternative to the tablet and desktop apps students may also access the web browser version via [www.skoolbo.co.uk/login](http://www.skoolbo.co.uk/login).
- The web browser version is recommended when app play on either desktop or tablet is not possible.
- The web browser version requires a modern web browser (IE 9 or above, Google Chrome, Safari, Firefox)
- 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. School Dashboard



- The **School Dashboard** contains the learning information for all students from the school on the Skoolbo learning platform. It also contains the **teacher** and **student usernames** and **passwords**.
- Visit [www.skoolbo.co.uk](http://www.skoolbo.co.uk) and select **Sign in**.
- You should have been given a **School Code** and **Password**.



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

### 3. Minimum Specs

#### Tablet Version

- iPad 2 and above (including iPad mini) with at least iOS4.3 – we are sorry but it is not possible to run on iPad 1.
- Most Android tablets less than 2 years old. In general that means a minimum of Android: 2.3, CPU: Tegra 2, RAM: 512 MB
- Win 8 tablets coming July 2014.

#### Desktop Version

- Most PCs less than 5 years old will be able to run Skoolbo. The quality to which the machine can run the program will be largely dependent on the amount of memory (RAM) and the graphics card.
- Skoolbo will run well on many recent netbooks, however it may struggle on older lower spec devices.
- Skoolbo prefers a CPU minimum of Core 2 Duo and RAM minimum of 4 GB.
- For Macs the minimum operating system is OS X 10.4.

#### Web browser – School Dashboard, Teacher Dashboard and Student Web Version

- Internet Explorer 9 and above (we are trying to work on supporting IE 8 however that is not currently available)
- Mozilla Firefox
- Google Chrome
- Safari

## 4. Troubleshooting

### **Issue:** Incorrect Usernames or Passwords on either the web browser or the app

Possible Causes:

1. An incorrect username and password has been entered. **Solution** – Retry – please note the passwords are case sensitive and need to be typed in exactly. Beware of copying and pasting an additional space when entering the password.
2. We had a small number of teacher passwords which became corrupt in the upload process. **Solution** – Reset your password by following the link (“Cannot log in/forgot password?”) on the Sign-in page on the web site.

### **Issue:** No Connection: we have detected that your network may be blocking Skoolbo

Possible Cause:

1. Proxy or firewall blocking is occurring. **Solution** – Ensure that all processes outlined in section 1 have been followed. Please also check that your app is the latest version – for desktops this will mean uninstalling and reinstalling, while for tablets you will need to check on the app store.

### **Issue:** The HOME and SCHOOL buttons do not appear on the app

Possible Cause:

1. Proxy or firewall blocking is occurring. **Solution** – Ensure that all processes outlined in section 1 have been followed. Please also check that your app is the latest version – for desktops this will mean uninstalling and reinstalling, while for tablets you will need to check on the app store.

### **Issue:** The HOME and SCHOOL buttons appear on the app however they are not clickable

Possible Cause:

1. Proxy or firewall blocking is occurring. **Solution** – Ensure that all processes outlined in section 1 have been followed. Please also check that your app is the latest version – for desktops this will mean uninstalling and reinstalling, while for tablets you will need to check on the app store.

**Issue:**                      **Website taking excessively long time to load**

Possible Causes:

1. Proxy or firewall blocking is occurring. **Solution** – Ensure that all processes outlined in section 1 have been followed.
2. Internet connectivity is unreliable. **Solution** – Check if other sites are loading quickly and if not then discuss with network administrator or try again later.
3. Issue with Skoolbo's servers or internet provider. **Solution** – Please contact us on [info@skoolbo.co.uk](mailto:info@skoolbo.co.uk) or 020 8319 5918.
  - ***If you believe that this is the likely cause we would like to know as soon as possible.***

**Issue:**                      **Random issues in the app when using Wi-Fi in a classroom**

Possible Cause:

1. Overload of class Wi-Fi. Unfortunately currently there can be a number of random issues such as games loading without questions or negative Bo Coins if Skoolbo is being used when Wi-Fi is overloaded. We are working on better solutions for handling this. **Solution** – Try using with less pressure on the class Wi-Fi - this may be achieved by having fewer students on at the same time or by asking a number of students to switch to offline. Also check that you have the latest version of the app.

**Issue:**                      **The app crashes**

Possible Causes:

1. Memory overload. Skoolbo is an intensive program that places high demands on the memory of the device. **Solution** – Try closing other programs that may be open and if this doesn't work try shutting down and then launching again.
2. Graphics drivers are out of date (Windows / Mac). **Solution** – Please update your Direct X and/or your Graphics Card Drivers to the latest version.
3. The device you are using might not be capable of running the program. **Solution** – Check the minimum specs as outlined in section 3 and contact us on [info@skoolbo.co.uk](mailto:info@skoolbo.co.uk) for further advice. Please also try using on a higher spec device.
4. If all else fails, please refer to section 5.3 "App Crash Reports".

**Issue:**                      **Graphics are stop start or there are places which are blacked out**

**Possible Cause:**

1. Memory overload. Skoolbo is an intensive program that places high demands on the memory of the device. **Solution** – Try closing other programs that may be open and if this doesn't work try shutting down and then launching again.
2. Graphics drivers are out of date (Windows / Mac). **Solution** – Please update your DirectX and/or your graphics card drivers to the latest version.
3. The device you are using might not be capable of running the program. **Solution** – Check the minimum specs as outlined in section 3 and contact us on [info@skoolbo.co.uk](mailto:info@skoolbo.co.uk) for further advice. Please also try using on a higher spec device.

## 5. 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.

### 5.1 Information to give us

In order for us to help solve the problem as quickly as possible try to let us know the following:

- Are you a first time user of Skoolbo or has it been up and running successfully at the school?
- Are you trying to use tablet version, desktop version or the web version?
- What technology are you trying to use Skoolbo on? If it is the web version then please also be specific about the web browser you are using.
- 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.

## 5.2 App Crash Reports

On Windows systems, should the app crash and display an error message:

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 installation 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](mailto:info@skoolbo.co.uk) and send it to us.

## 6. Contact Us



[info@skoolbo.co.uk](mailto:info@skoolbo.co.uk)



[@SkoolboUK](https://twitter.com/SkoolboUK)



[facebook.com/SkoolboUK](https://facebook.com/SkoolboUK)



**020 8319 5918**

For specific assistance with network proxy issues please contact [jay@skoolbo.com](mailto:jay@skoolbo.com) and cc your Implementation Manager

**Skoolbo UK**

Unit 23, IO Centre, Royal Arsenal, London, SE18 6RS