

LARGEST EDUCATIONAL GAME EVER

SKOOLBO

COMMON CORE



TECHNICAL GUIDE

Contents

1. Minimum Specifications	3
1.1. Desktop & Laptop PCs.....	3
1.2. Tablets.....	3
1.3. Web Browsers.....	3
2. Obtaining & Installing the Software	4
2.1. Windows & Macs	4
2.2. iPads.....	4
2.3. Androids.....	4
3. Network Information.....	5
3.1. Firewall / Internet Filter Exceptions.....	5
3.2. Proxy	5
3.3. Additional Notes	6
4. Configuring & Signing In.....	6
4.1. Configuring the app for your School.....	6
4.2. Student Sign-in.....	7
5. Playing via a Web Browser	9
6. Dashboard.....	11
6.1. Teacher Dashboard.....	11
7. Troubleshooting	12
7.1. App Related.....	12
7.1.1 Incorrect School Code	12
7.1.2 "We have detected that your network may be blocking Skoolbo" error message.....	12
7.1.3 "HOME" & "SCHOOL" buttons do not appear or do not do anything when clicked.....	12
7.1.4 App is "Offline"	12
7.1.5 App Crashes or has Graphical Issues	12
7.2. Website Related.....	13
7.2.1 Incorrect Teacher Login / Password	13
7.2.2 Website taking excessively long time to load.....	13
7.3. Additional Notes	13
8. Help Us Help You	14
8.1. Information to give us.....	14
8.2. App Crash Report.....	15
8.3. The Game Log	15
9. Contact Us.....	16



Our dream is that every child learns to read and gains confidence with numbers... these are life's essentials. We believe technology can dramatically help and that the best way to do it is to make it lots of fun and to make it FREE!

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 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 (i.e., desktops and tablets).

2. Obtaining & Installing the Software

2.1. Windows & Macs

Visit <http://www.skoolbo.com/downloads> to download the installer.

2.2. iPads

Search for “Skoolbo Common Core” via the App Store or follow the App Store link on <http://www.skoolbo.com/downloads>

2.3. Androids

Search for “Skoolbo Common Core” via the Google Play Store or follow the Google Play store link on <http://www.skoolbo.com/downloads>

Note: 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 American (US) 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*
- *http://www.skoolbo.com*
- *http://play5.skoolbo.com*
- *http://playflash.skoolbo.com*
- *http://skoolbowebcore.s3.amazonaws.com*
- *http://skoolbo-assets.s3.amazonaws.com*
- *http://us-core-service.cloudapp.net*

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 (for example, for Windows, **C:\Skoolbo Common Core** or for Mac, **Skoolbo Common Core.app/Contents/**) 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:

- Opening the tablet or desktop app.
- Selecting **SCHOOL** (see Figure 4-1).
- Entering your School Code (see Figure 4-2).

This will reveal a list of classes in the school.

Alternatively, administrators can open the *config.txt* file located in the root installation folder (for example, for Windows, **C:\Skoolbo Common Core** or for Mac, **Skoolbo Common Core.app/Contents/**), add the school code to the following line:

```
SchoolCode=  
(e.g., SchoolCode=XX1234XX)
```

and then copy the *config.txt* file to all their PCs. This will allow the program to always be configured to your school.

Another option for configuring your school is to add the School Code key to the registry:

“HKEY_LOCAL_MACHINE\SOFTWARE\Wow6432Node\Skoolbo\Skoolbo Common Core” with the “value” being the school code.



Figure 4-1

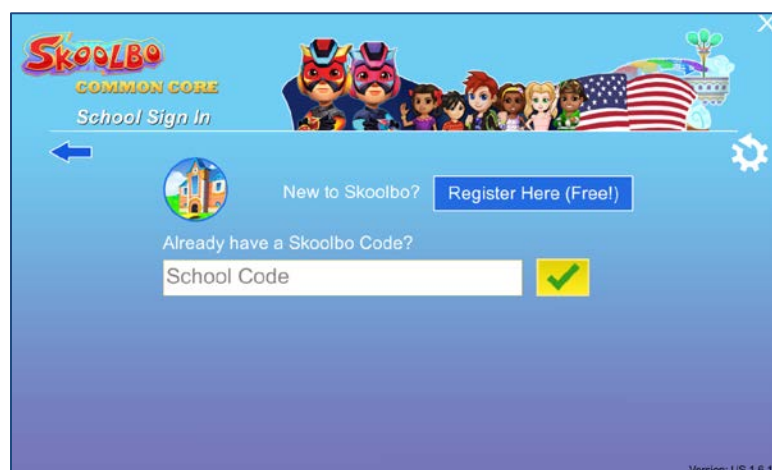


Figure 4-2

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 selecting their class (see Figure 4-3), they will be presented with **sign-In shortcuts** for all the students in that class.

To help student find their **sign-In shortcut** (see Figure 4-4), the shortcut is comprised of:

- A portrait of their avatar
- Their first name followed by 4 digits.

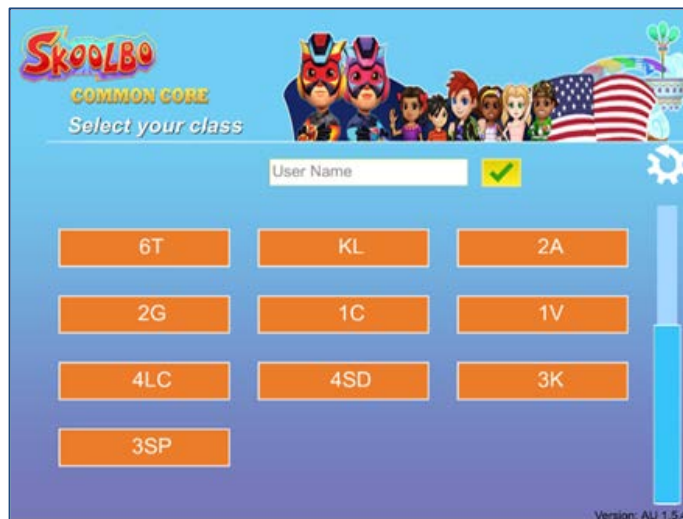


Figure 4-3

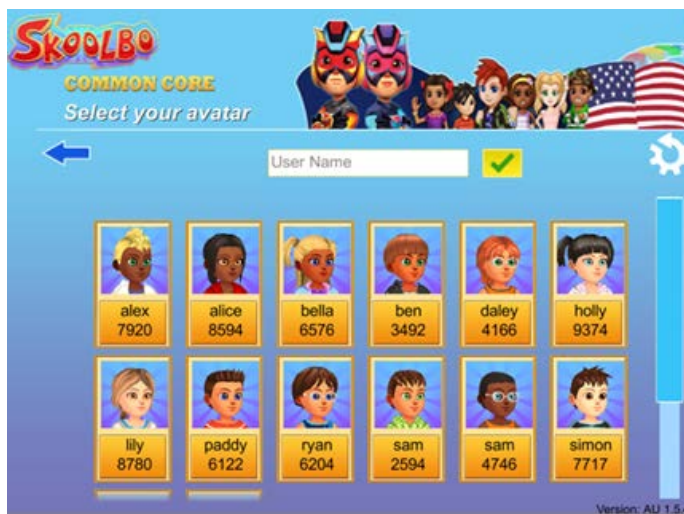


Figure 4-3

Once the student selects his or her account, they will be prompted to select their password: a color or pattern followed by an animal (see Figure 4-5 and Figure 4-6).

By default, all student account passwords are set to:

Black & Bee.





Figure 4-5

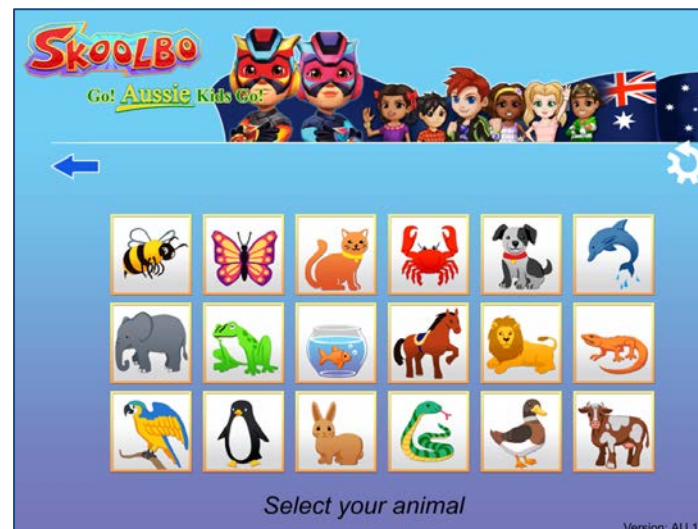


Figure 4-6

5. Playing via a Web Browser

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

Students must enter their username (their first name followed by 4 digits (e.g., John1234)) and their password: a color or pattern followed by an animal (see Figure 5-1).

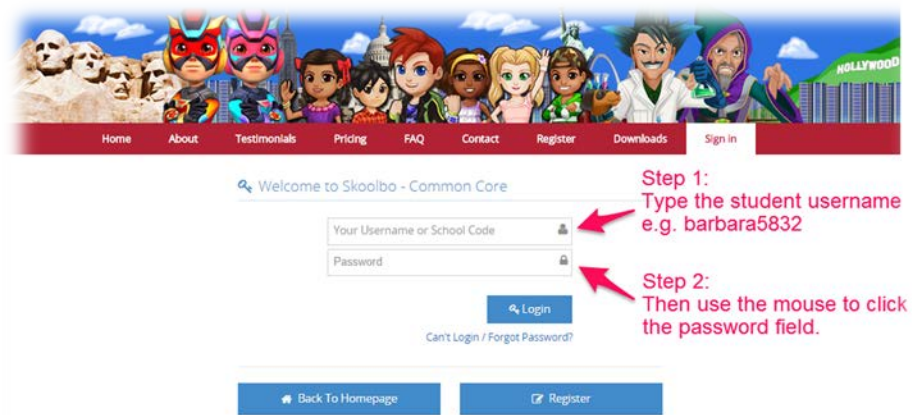


Figure 5-1

By default, all student account passwords are set to:

Black & Bee.



Figure 5-2: Sample screenshot of web browser 2D interface

6. Dashboard

There are two types of dashboards:

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

Accessible from <http://dashboard.skoolbo.com/>

6.1. Teacher Dashboard

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

The Teacher Dashboard contains the gameplay results for all students from the teacher's class(es) as well as administrative access to edit names, passwords, and create and delete student accounts.

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

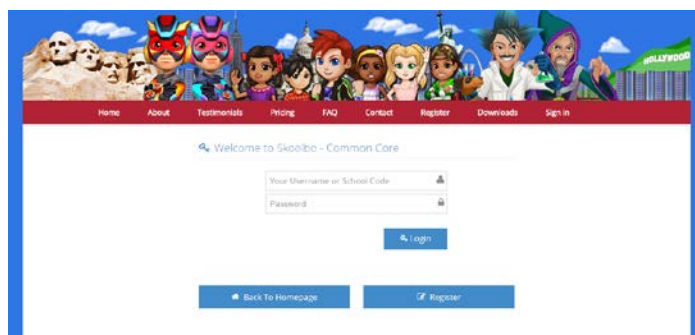


Figure 6-1

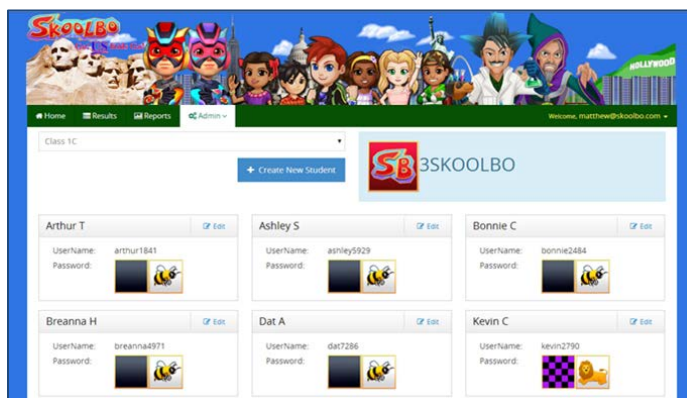


Figure 6-2

7. Troubleshooting

7.1. App Related

7.1.1 Incorrect School Code

- School codes are case sensitive. Please check if you have 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 in Section 3.
- Contact us (See Section 9 for details).

7.1.3 “PARENTS” & “SCHOOL & TEACHERS” buttons do not appear or do not do anything when clicked

- Please check that you have followed the instructions in Section 3.
- Contact us (See Section 9 for details).

7.1.4 App is “Offline”

- Please check that you have followed the instructions in Section 3.
- Contact us (See Section 9 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 Teacher Login / Password

- Teacher logins & passwords are case sensitive. Please check if you have 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.

7.2.2 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, 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

Because 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 teachers and school are having issues but we don't know about them. So please, please, please let us know if there is an issue we can help with! You can find our contact information in Section 9.

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 your 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 specs, OS version, etc.).	
If applicable, what version of the Skoolbo app are you using? (Found at 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 is also very 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 the problem only occurs at times, please give an estimate of approximately what percentage of the time the problem occurs.	

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 Common Core installation folder, usually in "C:\Skoolbo Common Core".
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 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 Common Core_Data” folder (e.g., *C:\Skoolbo Aussie\Skoolbo Common Core_Data\output_log.txt*)

On Macs this file is located in “/Users/[your user name]/Library/Logs/Unity/Player.log”.

9. Contact Us



info@skoolbo.com



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



<https://www.facebook.com/SkoolboFUN>



+1 310-307-3757

Skoolbo Limited
400 Continental Blvd, Suite 6024
El Segundo, CA 90245, United States