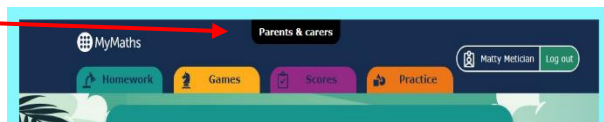




If you are experiencing problems with My Maths, once logged on, there is a 'Parent and Carers' tab that you can click on, which will provide you with some guidance.

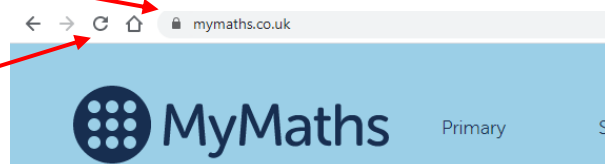
You can also use the following link:

<https://support.mymaths.co.uk/parent-support/>



We are aware that Flash is causing a few problems when playing certain games. To enable Flash to run you need to:

- \*Click on the padlock in the address bar
- \*Click on 'settings'
- \*Click on Flash – then select 'allow'
- \*Refresh the address bar



You should then be able to play the games.

This should only be a temporary problem as the use of Flash is being withdrawn – see information below from My Maths:

## Supported browsers

As MyMaths is a fully online resource you will need nothing but an Internet connection and an up-to-date web browser. A small proportion of the content still requires Flash, so for a seamless experience we recommend using a browser with inbuilt Flash, or a recent version of Flash installed on your computer. The remaining Flash-based content will be upgraded soon so that Flash is no longer required.

MyMaths will continue to work in older internet browsers but in order to get the best possible learning experience, you will need to upgrade to a more recent version. MyMaths will support the following browsers during this academic year:

### Windows

- IE 11 or above
- Firefox 58.0 or above
- Chrome 65.0 or above

### Mac

- Safari 10.0 or above
- Firefox 58.0 or above
- Chrome 65.0 or above