

*ActiveLearn*

# **ActiveLearn Primary**

## FAQs for schools

## ActiveLearn Primary

### Frequently asked questions

If you have a question, please check to see whether it has been answered in these Frequently Asked Questions. If you cannot find the answer to your question here, please get in touch with our Customer Success team by email [ukschools.customersuccess@pearson.com](mailto:ukschools.customersuccess@pearson.com) or phone us on 08453138888.

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## Getting Started

### What is ActiveLearn Primary?

ActiveLearn Primary is the online home of all your favourite Pearson services - including Bug Club reading programme, the government-approved Power Maths scheme, and many more. All our services are accessed by a single login, making it easy for both teachers and pupils to access their teaching and learning resources.

**How do I find my new resources?**

To get started, go to [www.activelearnprimary.co.uk](http://www.activelearnprimary.co.uk) and log in provided by the main user in your school. If you are the main user in your school, you will have received an email that includes activation details and your main log in. For guidance on how to log in, please watch [this short video](#).

**I am new to ActiveLearn. How do I get started?**

We have created a user-friendly [Getting Started Guide](#) (PDF 1.18 MB) to help you. It contains useful information about logging in for the first time, where to look for help, and links to short videos that demonstrate how to use key features of the website.

There is a suite of 'how-to' videos to help you get started [here](#).

## Resources

**What resources are included in my subscription / free trial?**

This depends on what your school has requested. The resources available in ActiveLearn Primary are listed below.

**Maths**

- Abacus: a maths programme with hundreds of allocatable maths activities across Reception to Year 6
- Heinemann Active Maths: a Scottish maths programme with hundreds of allocatable maths activities for Primary 2 to Primary 7
- The Maths Factor: a maths programme which sets a child on a maths learning path of videos and games, across Year 1 to Year 6
- Power Maths: a mastery programme for Reception to Year 6 that is recommended by the DfE and built on the same progression as the White Rose Maths schemes of learning. Free Textbooks, Practice Book units and videos are available for pupils to use online.

**Reading**

- Bug Club Phonics: a synthetics phonics programme with allocatable eBooks and phonics games, across Reception to Year 2
- Bug Club: a reading programme with allocatable eBooks with embedded comprehension activities, across Reception to Year 6
- Rapid Reading: a dyslexia-friendly catch-up reading programme with allocatable eBooks, suitable for children in KS2 with a reading age of 5 upwards.
- Rapid Phonics: a proven catch-up phonics programme with allocatable eBooks, from Year 2 upwards

**English**

- Grammar and Spelling Bug: an english programme with allocatable spelling, punctuation and grammar activities across Year 1 to Year 6
- Power English: Writing: a writing programme with allocatable genre booklets across Year 3 to Year 6
- Wordsmith: an english programme with allocatable eBooks and worksheets across Year 1 to Year 6

**Science**

- Science Bug: a hands-on science programme, with hundreds of supported investigations with comprehensive resources; to support children and parents in exploring science: plus an Online Reward World for children to show their learning.

**I don't have all the resources listed - how can I get more?**

To add additional services to your school's account, ask the ActiveLearn lead in your school to contact our friendly Customer Success team by email [ukschools.customersuccess@pearson.com](mailto:ukschools.customersuccess@pearson.com) or phone us on 08453138888.

**Help and support****I am not sure how to use ActiveLearn. How can I get help?**

A series of 'how-to' videos to help you are available [here](#).

**I am not sure how to use the resources. How can I get help?**

A series of help videos are available [here](#).

**I need to speak to someone**

If you are unable to find the help you need online, contact our friendly Customer Success team by email [ukschools.customersuccess@pearson.com](mailto:ukschools.customersuccess@pearson.com) or phone us on 08453138888.

## Technical help

### **Will the software work on iPad / tablets?**

The resources are suitable for use on an iPad and on most tablets.

### **Will the software work on mobile phones?**

We do not recommend using the software on a mobile phone, as it will not display properly on a small screen.

### **How do I get technical support?**

If you need technical support, please visit our support website at <https://support.pearson.com/uk/s/>.

### **Free trials**

To help support schools during the unprecedented outbreak of COVID-19, all of our ActiveLearn Primary services are currently available on an extended free trial of 90 days.

### **What will happen at the end of my free trial? Will I be charged?**

At the end of your 90-day free trial, if schools are still closed it is likely that the trials will be extended. If not, the trials will expire, and you will not be charged for a subscription.