



FAQ's

Q: Can I use a phone?

A: No, Phonics Hero will not work on a smartphone as the screen is too small for spelling games.

Q: Can I use a Kindle/Amazon Fire tablet?

A: No, Phonics Hero is not available for Amazon devices as their image quality is too poor.

Q: The games aren't working.

A: Try the following things:

- If you are on a computer, use the Chrome internet browser
- If you're on an iPad or compatible Android tablet, make sure you have downloaded the app - it will not work through your browser (e.g. Safari). Click [here](#) to check compatibility
- Make sure you are on a stable internet connection

Q: The computer isn't loading games.

A: Firstly, check you are using a compatible device and browser:

- If you are on a computer, the Chrome internet browser works best
- If you're on an iPad or compatible Android tablet, make sure you have downloaded the app - it will not work through your browser (e.g. Safari). Click [here](#) to check compatibility
- Make sure you are on a stable internet connection

if you still have problems, try clearing the cache and logging in again.

<https://www.refreshyourcache.com/en/home/>

Q: I can't log in.

A: You should have received an email with login details. If not or it has been misplaced, please request the login name and/or password from your centre. Or call 01483 447 414.

Q: The games are too easy/too hard

A: Please contact your centre who will review and can adjust the level as required, this may include taking a placement test to ascertain the correct level.

Q: Why are there some scores missing when I view their report?

A: Scores are only recorded when a child plays the games. If a child takes the Placement Test, there are no recorded scores until the child starts to play the level the Placement Test has moved them to. If your child's teacher has manually changed a child's level (e.g. from level 7 to level 10), no scores are recorded for those skipped levels.

Q: There was an issue/error within a game.

A: Report to your centre. In future, hit the 'Report a Bug' tab that is onscreen when using the tool, as this will pinpoint the issue and send it directly to the supplier who can investigate.

Q: I have another question not answered here.

A: Contact your centre by phone or email for additional support.