

Accessing Sessions at Home

Third Space Learning's maths intervention provides specific learning goals that pupils tackle one-to-one with their tutors on an interactive online classroom.

Session details:

Day: _____ Time: _____

Username: _____ Password: _____

You'll need:

- A laptop or home computer with the latest version of Google Chrome (sessions can't run on ipads)
- Your child's USB headset
- Your child's login details

Setting up your session

- 1 Load up your computer or laptop**
Ensure your child can sit their session somewhere quiet so they can hear their tutor clearly.
- 2 Plug in the headset**
The headset plugs into the USB port on your computer.
- 3 Open Google Chrome**
You must not use Internet Explorer, Safari or Firefox.
- 4 Go to www.thirdspacelearning.com and click 'Log In' in the top right hand corner**
Your child will have their own login details

Starting the session

- 1** Once your child is logged in, there is a compulsory headset check that they will need to complete before they can start their session.
- 2** A permissions box should pop up on the screen. **Click 'Allow'**.
- 3** You will then see a countdown timer on the screen. When it is time for the session to begin, the 'Start Session' button will become active. Click on this button to enter the session.

Note: If the countdown timer freezes or displays an unusual time, please refresh the page. You can do this in Chrome by clicking on the circle arrow on the left of the web address bar.

Just in Case! Troubleshooting Technical Issues

Although most sessions run smoothly, in the event that you need to update your settings, we've included some extra information below. You may find that your child already knows which settings to tweak to get their session up and running!



Once the session has started you should see the green “Connected” icon in the corner of the screen. If the button says “Connecting”, the page is still loading. Continue to wait until this changes. If you see the red “Error” icon, then the audio is not yet connected.

There are several reasons this can happen:

- 1** You are not using Google Chrome: Please check that you are on the correct Internet browser. The classroom only works on Google Chrome. You can also make sure that you are using the most up-to-date version of Google Chrome by clicking on the three vertical dots in the top right hand corner, clicking on ‘Help’ and then ‘About Google Chrome’.
- 2** The microphone has been blocked: Click on the camera icon in the web address bar and make sure that “Always allow” is selected. Refresh the page after making any changes.
- 3** The wrong microphone is selected: Click on the drop-down menu in the online classroom next to the ‘Connected’ button. Choose a different device (the correct one is usually called ‘USB PnP Sound Device’.)

In-depth troubleshooting for your Windows device



Ensure your USB headset is the ‘Default device’:

1. In the bottom right hand corner of your screen, there is a speaker icon (next to the time and date). Right click on the speaker icon and click on **‘Playback devices’**, or if you don’t see this option click on **‘Sounds’** and then the **‘Playback’** tab.
2. Look for the **‘USB PnP Sound Device’** in the list - this is the name of our headsets. Right click on the **‘USB PnP Sound Device’** and click **‘Set as default device’**. If any other devices are also selected as the default device, right click on them and click **‘Disable’**.

3. Click on the **'Recording'** tab and do the same thing, making sure the **'USB PnP Sound Device'** is selected as the default device and disabling any other devices.

Check your microphone levels:

1. Right click on the speaker icon again and click **'Recording devices'**, or if you don't see this option click on **'Sounds'** and then the **'Recording'** tab.
2. Select the **'USB PnP Sound Device'** option from the list, click on **'Properties'** and then select the **'Levels'** tab from the new window.
3. Check that the microphone levels are set to the maximum. If there is a red cross over the speaker icon, this means your microphone is muted. Click on the cross to unmute it.

In-depth troubleshooting for your iOS (Mac)



Ensure your USB headset is the 'Default device':

1. Open 'System preferences' and click on the sound icon. Click on the 'input' tab and look for the 'USB PnP Sound Device', click on this to select it as the default device.
2. Click on the 'output' tab and look for the 'USB PnP Sound Device', click on this to select it as the default device.

Check your microphone levels:

1. Open 'System preferences' and click on the sound icon. Click the input tab and click on your 'USB PnP Sound Device' headset.
2. Check that the input volume is turned all the way up and that the mute button is not ticked.

In-depth troubleshooting for your Chromebook



Ensure your USB headset is the 'Default device':

1. Click on the system tray in the bottom right hand corner of your screen (where the time is displayed).
2. There is a small headset icon next to the volume slider. Click on that icon and look for the 'USB PnP Sound Device' in the input and output sections.
3. You can click on the 'USB PnP Sound Device' to select it as the default device.

Need to speak to the team?

Our Operations Team monitor all our live sessions and are able to talk you through resolving problems. Please call us on 0203 771 0096 once you've tried the steps above.