

Mathletics Issue – “My child has completed all the tasks set by the teacher, but is unable to explore other areas of the Mathletics Site.

As a school, we have been made aware of a few occasions whereby children were unable to explore Mathletics once they had completed the assigned tasks.

After contacting 3P Learning, the company behind Mathletics, they have sent us the following correspondence / solution.

If you have a different issue, please use the [homelearning@st-edmunds.suffolk.sch.uk](mailto:homelearning@st-edmunds.suffolk.sch.uk) address.

“Good Afternoon

Thank you for contacting 3P Learning, I'd be happy to help with your query.

If the activities aren't disappearing once completed, it's usually due to students using the old Mathletics App or cookies and cache data within their browser.

At 3P, our recommended browser is Google Chrome or Safari (for iOS), due to the fact that we have a lot of content within our website and sometimes other browsers can't support it fully.

I have provided you with a link to our technical help page below, where you will be able to find instructions on clearing your cookies and cache across web browsers:

[Clearing internet history](#)

At the beginning of the year, 3P brought out a new Mathletics App called 'Mathletics Students'. Please see the new Mathletics App icons attached for Android and iOS. There is another app called 'Mathletics Student' with a different icon, but this is the older version which has been known to have faults and not always work correctly. If you have the old App, please go to your App Store and download the new one.

## App Store Preview

This app is only available on the App Store for iOS devices.



### Mathletics Students 4+

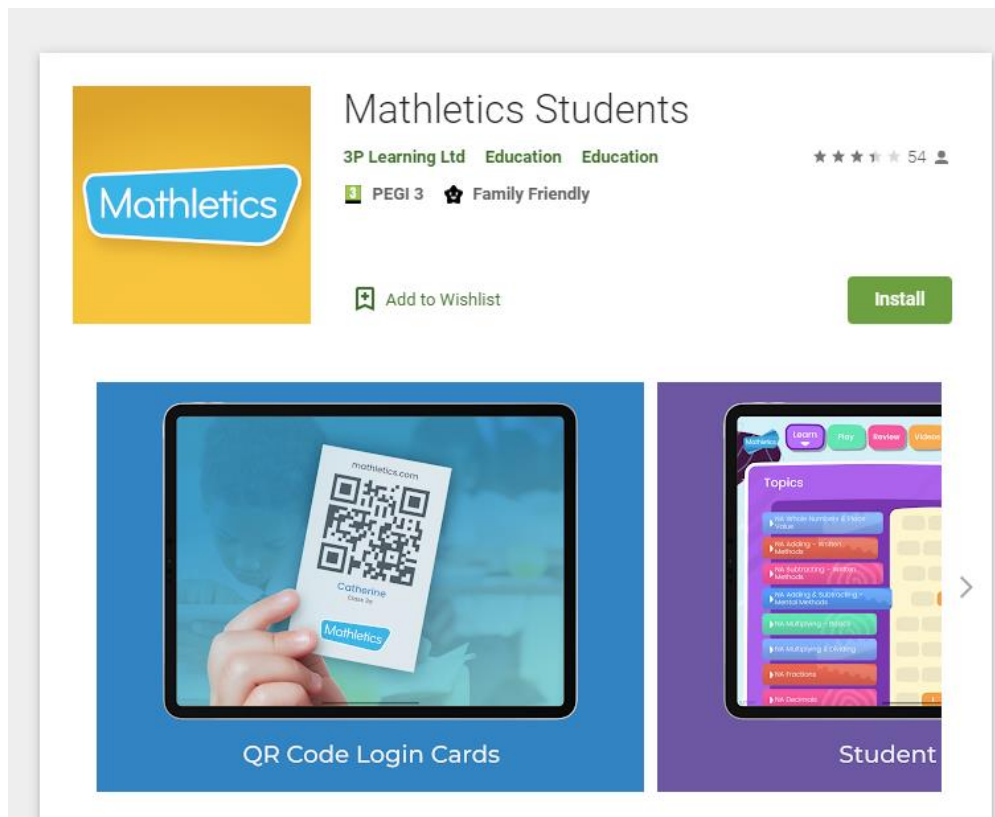
Companion app for students

3P Learning

#155 in Education

★★★★★ 3.4, 24 Ratings

Free



Please also advise parent's that they are able to contact us directly for Mathletics technical support on [support@3plearning.co.uk](mailto:support@3plearning.co.uk) or via phone on **0117 370 1990.** “