DB Primary

DB Primary is a safe and secure web based learning platform which the children can access independently at home and at school. This platform is used by the school to support teaching and provide learning activities over the internet. The site can be accessed directly at www.newlandsspring.essex.sch.uk. On the homepage of the school website there is a DB Primary icon on the bottom right of the screen, next to the twitter icon, which will take you to the login screen below.

All children are provided with a user name and password. Your child will need to enter their username and password on the log-in window. Please note these are both case sensitive.

In order for DB Primary to work properly, your computer requires a good internet connection. Some of the applications inside DB Primary will also require the following plugins:

- Flash Player
- Java

If you experience performance issues with DB Primary, the causes are likely to be related to your internet connection, your computer or both.

Although not exhaustive the list below give items to be checked to identify (and hopefully fix) the underlying cause.

1. **Old Internet Browser versions**: DB Primary is optimised for the latest browsers using HTML5. For best performance the following browsers are recommended:

   - Google Chrome
   - Mozilla Firefox
   - Internet explorer 11 or above
   - Safari
   - Ipads running latest ios
If temporary files and cookies have built on your computer, or there is corruption in your temporary files, this can slow down the browser. Clear all cookies and temporary internet files from your computer. Depending on your PC’s configuration, you may find that DB Primary runs better in one browser than another. If you experience performance issues in, say, Google Chrome, please try Internet Explorer.

2. **Old or corrupt version of Adobe Flash player:** use this link to ensure that the latest version of Flash Player is installed, and that it is working: [http://helpx.adobe.com/flash-player/kb/find-version-flash-player.html](http://helpx.adobe.com/flash-player/kb/find-version-flash-player.html)

3. **Flash Player Disabled:** Flash Player is turned off by default on certain internet browsers. If you know that your computer has up to date software check the browser settings. For some of the common browsers you can do this as follows:
   - **Microsoft Edge:** Go to **Settings** then **Advanced Settings** and ensure Flash Player is **On**. If it is on but still not working check for a **Blocked Adobe Flash Content** puzzle piece near the **Favorites** button, click it and select either **Allow Once** or **Always Allow** to allow Flash on the page.
   - **Google Chrome:** Go to **chrome://settings/content** and check that the Flash setting is set to **Always Allow Sites** and that the **Ask First option** is turned off.
   - **Internet Explorer:** If using windows 8 or 10 go to **Settings** then **Manage add-ons** and check that the **Shockwave Flash Object** is enabled.

4. **Too many applications running:** if your computer has a lot of programs and services running, this will reduce the memory and processing available for DB Primary. Third party tool bars and 3rd party add-ons/plug-ins enabled in your browser will also slow the browser down.

5. **Internet speed and bandwidth:** if your internet connection is slow, or you have a reduced bandwidth, or a high ping rate, then this may affect the speed at which the DB Primary application runs. To check the speed of your connection, go to [http://www.speedtest.net/](http://www.speedtest.net/) and click Begin Test.

6. **Device Specification:** The minimum specification for flash player can be found here: [http://www.adobe.com/uk/products/flashplayer/tech-specs.html](http://www.adobe.com/uk/products/flashplayer/tech-specs.html) but it must be borne in mind that ‘minimum’ here means that Flash Player will just run, and for the application to run well, the specification must be exceeded.

7. **Wrong log-in page:** If the log-in page does not contain the school name on it then you have reached a generic site and your child will be unable to log in. Re-type [www.newlandsspring.essex.sch.uk](http://www.newlandsspring.essex.sch.uk) into the address bar and start again.

**Contacting the School**
If your child has forgotten their login details or you wish to report a problem with the program please contact either your child’s teacher or email Mrs Ellwood (ict@newlandsspring.essex.sch.uk) with details of the problem and your child’s name and class.

In addition to this route, if your child come across any content or website link that you feel is inappropriate or upsets them you may report this by pressing the Whistle Blowing icon on the DB Primary platform and leaving a message.