



# Frequently Asked Questions

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## ***Which browser do I need?***

You need Internet Explorer 3 or above or Netscape 3 or above.

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## ***What ICT knowledge is assumed?***

Virtually none! If you can use an Internet browser such as Internet Explorer or Netscape Navigator, you can use SAM Learning. No other specialist software knowledge is necessary.

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## ***Why does my screen seem too small?***

SAM Learning has been designed for screen resolutions of 800x600 or above. It can be used at 640x480 screen resolution but this is not recommended.

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## ***How do I Login?***

Full instructions are given in this User Guide.

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## ***How do I access Progress Reports?***

You must login to access progress reports, then click on the green button on the left of the screen.

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## ***Can I login at home?***

Yes, in fact you can log in from virtually any computer that is connected to the internet. Teachers find it useful to login from home to plan their use of SAM Learning and review their classes' progress. Learners can use computers at home, in libraries, community centres, CLCs and other access points for self-directed use of SAM Learning and to complete or mark homework.

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## ***Why do I get a blank (or grey) screen?***

The problem of blank or grey screens in Revise exercises is because Java is not installed on your computer. To fix the problem, simply install the Microsoft Virtual Machine by following the instructions at: [www.samlearning.com/help](http://www.samlearning.com/help).

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## ***Why can't I type my answers in?***

Exam Practice and Exam Papers written by examiners emulate the types of questions Learners will get in their actual exams. Learners write their answers down using a pen and paper under simulated exam conditions. The answers given are thorough mark schemes so that Learners can identify areas for development and better understand how examiners will mark their work.

