

TOP SUPPORT-RELATED QUESTIONS

(Troubleshooting 4 users @ St Patricks College)

Q: I can't log in (either to browser or eReader)

Problem is either:

1. User has mistyped into the login fields or has forgotten their password –check the spelling of their email address and password carefully. User ID's are email addresses that follow the convention of first initial last name@stpats.vic.edu.au, and passwords. Use the 'Forgot your password?' link: <https://www.learningfield.com.au/login/index.html> which will direct them to enter their email address and they'll then be sent a temp password and instructions as to how to reset.
2. User is not set up in LearningField. If the user has never logged in to Learningfield and when they use the 'Forgot your password' link they see an error message that says 'User name or email is not in the system and is not a valid user to email', it means they don't have a Learningfield account. If the teacher should have a Learningfield account and does not, please email helpdesk@stpats.vic.edu.au and ask them to log a support ticket with Learningfield.

Q. How do I get the navigation options to appear when I'm reading a book in the iPad app?

Answer:

To see the navigations options, tap in the middle of the iPad screen while you are inside a book chapter. You will then see the top and bottom navigation bars on the screen.

Q: I can't download / read a chapter

Problem is either:

1. User is trying to read a chapter in the web portal (probably on iPad)
2. User is offline and trying to download a chapter in the eReader
3. There is an authentication issue with the device on the school network. (Refer to ICT team)

If none of these are the problem, please email helpdesk@stpats.vic.edu.au to advise them of the issue and they will log a support ticket with Learningfield.

Q. How do I find all of my notes in the eReader?

Answer:

1. In the iPad eReader app, you can access all of your notebooks via the navigation panel in the top left corner of the home screen (3 lines).
2. You can also access a single notebook by touching a book cover from the home screen and selecting 'view my notebook' on the bottom right of the pop-up box.
3. You can see the notes on any given page of a chapter by touching the green notebook icon in the left hand margin, or by opening the notes and highlights panel which is the second button from the right in the task bar with a notebook and a pencil on it.

Q. How / Where do I download the eReaders?

Answer:

To download the iPad eReader app, go to the iTunes app store, and search for LearningField to download the free app. For all other devices, there is a page in the LearningField web portal which contains links to the eReader downloads. Log in to LearningField and click on the link in the top navigation to the eReaders page. Then follow the links and instructions to download the eReaders.

Q. Can I print out the chapters?

Answer: Yes but you will need to be connected to an Airprint printer and are limited to printing a total of 10% of the whole book. To print using Airprint in the iPad reader, go to the settings menu.

Q. Is there a user guide?

Answer:

Yes. There are also online FAQs for most issues encountered by users and instructional videos will be accessible on the site. To access these, go to support.learningfield.com.au

Q. Are workbooks and teacher resources available on Learningfield?

Answer:

There is no interactive capability inside LearningField and only limited print functionality. Therefore most workbooks are not available in LearningField. There are some teacher resources in Learningfield, but these are in the minority. Learningfield publishers have predominantly provided 'booklist content' only.

FOR ALL OTHER SUPPORT RELATED QUESTIONS, PLEASE REFER TO THE SUPPORT SECTION ON THE LEARNINGFIELD.COM.AU WEBSITE. THERE ARE FAQ'S AND SHORT HOW-TO VIDEOS TO ASSIST USERS TO GET UP AND RUNNING WITH LEARNINGFIELD.