

Dear Parent/Carer

Access to the Virtual Learning Environment (VLE)

The VLE is now working well, and has been since yesterday.

If you are still having issues, please try refreshing your page a few times, or clearing your web browser history, or using 'incognito mode', instructions on how to do these steps are slightly different depending on your browser (Internet Explorer or Chrome) and what version of each one you are running at home, but for the most common versions of each browser, try this:

Clearing your web browser history:

Internet Explorer -

1. Press the [Ctrl], [Shift] and [Del] Key together. A Popup-Window opens. ...
2. Remove all checks except the selection "Temporary Internet files and website files".
3. Click on the Button "Delete" to empty the browser cache. ...
4. Reload the page

Chrome –

1. On your computer, open Chrome.
2. At the top right, click "More" .
3. Click "More tools" then "Clear browsing data".
4. At the top, choose a time range. To delete everything, select "All time".
5. Next to "Cookies and other site data" and "Cached images and files," check the boxes.
6. Click "Clear data".

Going into Incognito mode - In **incognito** mode, the browser doesn't track which sites you visited.:

Internet Explorer-

Simply click on the **gear icon** located at the top right of the browser window. Then click on **Safety** and then click on **InPrivate Browsing**. You can also just press Ctrl+Shift+P on your keyboard.

Chrome –

Click the 3 dots at the top right of the browser window, and choose ' **New Incognito Window**'.

Alternatively, you can press Ctrl+ Shift + N to bring up a new tab in **incognito** mode without entering the **Chrome** settings menu.

Thank you for your continued support.

Yours faithfully

Mrs J Hazzledine
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