**FAQs**

This is our Frequently Asked Questions section. We will continue to update this page of the website as we receive questions from parents. For any Home learning inquiries please address Ms Ballantyne or Mr Assad at [admin@barleylane.redbridge.sch.uk](mailto:admin@barleylane.redbridge.sch.uk) with your query.

**I can’t use PurpleMash or it isn’t working correctly!?**  
  
**1 - Change of browser**  
You may need to change the browser that you are using.  
Try these alternative browsers;

[Mozilla Firefox](https://www.mozilla.org/en-GB/firefox/new/) [Google Chrome](https://www.google.com/intl/en_uk/chrome/)[Safari](https://support.apple.com/en_GB/downloads/safari)

**2 - Update software**

You may need to update any software that you are using.  
You may need to check if your browser needs updating.  
You can check from updated software by typing -> Name of the **software/program and *latest update***  
in to an internet search engineto find the latest update for the software/program you are using.

You can also use [Filehippo](https://filehippo.com/) to search for the latest programs/software and install from there.

**I don’t have Microsoft office or word?!**

These are some solutions we can suggest.

**1 - WPS as an alternative.**

[WPS](https://www.wps.com/) is an alternative free software to office. You can use this on the desktop and do not need to use a browser. Documents can be opened and saved via WPS Office and can be converted back and forth between Microsoft Office.

**2 -Office 365**

If preferred you can create an outlook email and use Office 365. You won't be able to download the documents to your computer and edit them but you will be able to edit the documents on the browser that you are using. You can download work from purple mash, upload them to 365 and then edit them on the 365 via the browser. Download and them upload them to Purple Mash. This can be a lengthier procedure than having a form of office on your computer.

3 – Trial Office 365

You can also trial Microsoft office on your PC. Through this link – [Microsoft Office](https://www.microsoft.com/en-gb/microsoft-365/try)Once you have signed up – this will entitle you to use Microsoft Office on your PC for a 1 Month Trial.