

## First in Math FAQs

Can I use FIM on iPad or Android Tablet devices?

Yes, if the device can use Adobe® Flash® Player software, version 10 or greater. Standard video players come preinstalled on many new devices, but Flash is still by far the #1 gaming platform, and will continue to be until other technologies are able to offer the full 'gaming' experience that Flash Player currently provides. Once you have installed Flash Player (or a Flash-enabled browser) on your device, you will be able to load and play Flash games and applications from the web, including FIM.

**Apple iOS devices** can take advantage of apps that are used in place of the Safari Web Browser, and function by connecting remotely to a browser that supports the Adobe Flash Player. Two examples of these that our users have had success with are:

- [Rover](#) (rated 3.5 stars in iTunes)
- [Photon Flash Web Browser](#) (rated 4.5 stars in iTunes)

Once the app is downloaded from the Apple iTunes Store, you will need to launch it, and you will then be presented with the familiar website address bar. From there you can navigate to the First In Math website by entering [www.firstinmath.com](http://www.firstinmath.com) like you would have in the standard Safari Browser.

*The FIM program is not affiliated with any of these software apps. Please contact the developer if you have issues with their functionality, or to find out if a particular app is compatible with your device.*

**The newest Android devices**—Android 4.0 or earlier devices may have had Flash Player pre-installed by the manufacturer. Newer devices (after August 2012) including versions of the Samsung Galaxy Tab, Amazon Kindle Fire, Nook Tablet and several others—can support Flash Player, but may not come with it preinstalled. This link may be helpful: [Flash Player FAQs](#), but you may have to research what is available for your particular device. (Android 4.1 devices, which thus far have only reached the market in a limited degree, may or may not function with the instructions in the previous FAQ link.)

**Note to Kindle Fire users:** Be sure that you choose ALWAYS ON in the Enable Flash settings preference.

Why am I having trouble viewing the site?

If your computer does not have Adobe Flash Player version 10 or higher, you may have problems viewing new/updated content. **Please update your version of Flash Player to take full advantage of the new games and modules on the FIM site.** To find out what version of Flash you have installed, go to the [Adobe Flash Site](#) or click this link: <http://www.firstinmath.com/flash>

WINDOWS XP or higher:

1. Newest version of Adobe Flash Player - version 10 or higher required
2. Will function with: Firefox 4.0 or higher; Internet Explorer 8.0 or higher; Safari 5.0 or higher or Google Chrome 10 or higher.
3. Cookies: Always allow.
4. JavaScript must be enabled.
5. Browser preferences should be set to always load new pages (no page caching)
6. Make sure FIM is a "Trusted Site" in IE (Tools>Internet Options>Security>Trusted Sites>Sites-then add <http://www.firstinmath.com>)

Macintosh Operating Systems\*:

1. Newest version of Adobe Flash Player - version 10 or higher required
2. Will function with: Safari 5.0 or higher, Firefox 4.0 or higher or Google Chrome 10.
3. Cookies: Always allow (never ask)
4. JavaScript must be enabled
5. Preferences should be set to always load new pages

## KidBiz3000 FAQs

### System requirements

- Achieve3000's solutions are accessed through the Internet via a Web browser. *Your IT department will not need to implement or maintain the solutions, and there is no hardware, software or network equipment to purchase.*

To improve your online experience, we require the following minimum specifications:

Hardware	Operating System	Software
<b>IBM and compatible PC</b>	Windows XP with SP3 or higher Windows XP x64 with SP2 or higher	Mozilla Firefox 10.0.5 and 13.0.1 or higher Internet Explorer 7.0 or higher Adobe Flash Player 7 or higher
<b>Macintosh</b>	OS 10.5 or higher	Safari 3.0.x or higher Mozilla Firefox 10.0.5 and 13.0.1 or higher Adobe Flash Player 7 or higher

### Mobile Devices

KidBiz3000/TeenBiz3000/Empower3000 has been tested on these devices and is supported:

- Android
- iPhone
- iPad

Please note: Due to the nature of the technology, some features may not be fully supported on all mobile devices.

### Additional Notes

- All web browsers must have cookies enabled.
- Popup blockers, if installed, must be disabled or an exception must be created for Achieve3000's URL's.
- Due to the dynamic nature of Achieve3000's content, networks that use caching/proxy servers should have a bypass rule for Achieve3000's websites.
- While any connection speed is acceptable, the solutions will perform at optimum speeds with a faster Internet connection. For best performance, bandwidth of 10-15kbps per user on average is recommended.
- Screen resolutions of 1024x768 or above are recommended for optimal viewing.
- Headphones are recommended for sound-related features.

### Web Filtering

Locations that use a web filtering device or service should be sure to specify these as allowed addresses. Furthermore, it is advised that access to websites through filters should not be allowed based on keyword alone. Strict rules specifying exact URLs to websites are recommended to avoid accidental navigation to sites not owned by Achieve3000.

**Please use the links on the website under Resources:Student or on the wiki to access the sites. Do not go to the sites through Google. This will ensure that your child accesses the site through our school portal.**