

Trouble-shooting

The activities aren't launching when I click on LAUNCH.

Your pop-up blocker is preventing you from downloading pop-ups. You need to either:

- a) tell your pop-up blocker that it's okay to accept pop-ups from this site. (This is the option to choose if you want to continue to block pop-ups from other sites when you have finished using Mapping our World). If you look at the top of your screen, just beneath where the address is typed, you should find an icon for your pop-up blocker or a sentence saying a pop-up was blocked. Choose the option to 'always accept pop-ups' from this address.
- b) turn off your pop-up blocker entirely. (This is the option to choose if you want to accept all pop-ups from all websites). Go into TOOLS at the top of your browser, then choose INTERNET OPTIONS. From the tabs at the top, choose PRIVACY and you'll see a box at the bottom called POP-UP BLOCKER. If that box is ticked, it will block pop-ups. If it has no tick, it will accept pop-ups from all websites, including this one.
- c) For accessibility reasons, you can enter the product via a route which doesn't use pop-ups at all. From the home screen, click on ACCESSIBILITY. This will give you instructions for how to launch the website in the accessible mode which is better for people who use text readers and which does not use pop-ups.

I don't have Flash on my computer.

All of the activities are made in Flash so you will need to download the Flash Player to use this product. The Flash player is a free piece of software which you can get by following the instructions on the link below. Simply download the Flash player onto your computer and then launch Mapping our World again.

How do I make the menus move to the other side of the whiteboard?

If you go to the Accessibility section of the Home screen, you will find buttons to enable you to move the menus to the left or right-hand side.

How do I turn sound or captions on and off?

In the Globe Unwrapped, you can turn the questions off so that you just have the globe on its own. Do this by clicking QUESTION MODE OFF at the bottom of the screen.

In Holey Moley, Which Map is Best?, How Many Times? and Walk the Plank there are controls to alter sound etc at the bottom of the screen once you have launched the activity. You can click SKIP to ignore the opening animation and go straight to the activity. In the Projection Objection Chat Show, there are controls at the bottom of the screen to alter volume or pause or fast-forward the action. If you want to turn the subtitles off, click the SUBTITLES OFF box on the launch screen (ie before the chat show starts).

How do I stop the animations from playing every time?

Every opening animation has a SKIP button at the bottom of the screen. There are also SKIP buttons where necessary during the activities eg in Holey Moley you can skip the animation where Moley digs through the Earth if you don't want to watch it every time.

How do I get to the teacher instructions or lesson plans?

Every activity comes with a Teacher's Notes page on the launch screen of that activity. These include the aims and objectives of the activity, some lesson plan ideas and any important information relating to the game. Do read the Teacher's Notes before starting the activity with your class because they also contain helpful cheats, such as how to make Moley pop out in the different environments. There are also Plenary questions to explore with the class after each activity. You'll see the icon at the bottom of each activity.

Why can't I rotate the globe in every direction in Globe Unwrapped?

The globe is designed to rotate on its axis and it will tilt in a north-south direction to show the poles. This activity is designed to work in a step-through way, firstly showing the globe rotating on its axis, and then how it can tilt, and then how it flattens into a map.

How do I turn off the questions and just have the globe on its own in Globe Unwrapped?

At the bottom of the screen you will see QUESTION MODE ON/OFF. Just click OFF to turn the questions off.

I closed an activity and Mapping our World disappeared!

This is because there are two windows open when you use Mapping our World: one showing the Home screen of Mapping our World and one showing the activity that you chose to play. The activities all play in a pop-up window and when you close that pop-up window you will see whatever was underneath that window; this might be another window or your desktop. But the Home page of Mapping our World is still there - look at the bottom of your screen and there will be an icon for it in the task bar to show it is still open. Just click that icon to bring the Home page of Mapping our World back onto your screen. If you would prefer not to play the games in a new window, you could try using the Accessible version of Mapping our World. See Accessibility button on the Home screen.

How do I launch the accessible version of the product?

Mapping our World is available online in two versions: the default version and the more accessible version. If you use a text reader, or if opening new windows or launching pop-ups causes you difficulties for other reasons, you might prefer our accessible version which does not use pop-ups. Simply click the Accessibility button on the Home page to find out how to switch to accessible mode. Once activated, accessible mode will then apply in all areas of the product.

Also, within each activity, we have been careful to make sure that wherever there is dialogue, we have also provided captions for people with hearing difficulties. We have also designed the product to comply as much as possible with the guidelines for creating accessible web content.

How do I start a new round in Holey Moley?

The first round of Holey Moley is designed as a demonstration round for the teacher to show the class how the activity works. Once that round is complete, you must click on PLAY AGAIN to refresh the screen and play the next round. Do remember that for all subsequent rounds you can move Moley's starting point to anywhere you choose.

When I choose Peters or Eckert IV in Map Merging, I get the Mercator projection

This is because the Mercator projection is the default view. The idea is that you start with the Mercator map and then compare it with either the Peters or the Eckert IV. Move the slider upwards (it's on the left-hand side of the screen) to fade-in the map you chose to compare with the Mercator projection.

How do I focus on a particular country in Map Merging?

To focus in and out on one country, use the plus and minus signs on the ZOOM tool. Once you have zoomed in, you might find that you want to re-orient the map so that the country you're interested in is in the middle. To move the map around, either use the up, down and sideways arrows at the top, or sweep your finger along it on the whiteboard, or click the mouse and hold down the button as you sweep it along the map.

When pupils play Find the Right Place on the whiteboard, the flags keep flying back to their starting points before they have had a chance to place them.

To place the flags you need to touch the flag and then maintain smooth and even pressure on it as you move it into the right place on the map. If the pressure becomes too light at any point, the whiteboard might assume that you have taken your finger off. The flag will then fly back to its starting point because it will think you have dropped it in an incorrect place. If pupils aren't used to using a whiteboard they might find it difficult to maintain smooth and even pressure, so it might be easier if they shout "left a bit, right a bit" while you move the flag yourself for the opening round. The subsequent rounds can then be played by pupils on computers using a mouse to move the flags.

Why are the maps so small in Walk the Plank?

Simply click on the map and you will be able to view a much larger version of it. Click on 'back' to return to the screen where the question is posed.

If you have any other problems that are not resolved by this document, please get in touch. You'll find our details in the Contact Us section