



# Gumdale State School

An Independent Public School  
Always Our Best

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## Bug Club

Please find below options for fixing issues when trying to log into Bug Club.

Firstly, make sure you are accessing Bug Club via the Australia site:

<https://www.activelearnprimary.com.au>

### Windows desktop or laptop – Unable to login

The issue will most likely be with the web browser, so the first thing to try is clearing the cache and cookies.

#### Option 1 – Clear cache

To clear cache: Press **Ctrl+Shift+Delete** altogether and follow the prompts.

#### Option 2 – Use ‘Private’ browsing

Before trying to login: Click on the three vertical dots icon on top right of your browser > New incognito window Or **Ctrl+Shift+N** altogether. Then enter the web address.

### Mac desktop or laptop – Unable to login

#### Option 1 – Clear browsing history

Open Safari and navigate to the top of the screen > Safari > Preferences > Privacy > Manage Website Data > find: activelearnprimarty.com.au and select ‘Remove’.

#### Option 2 – Use ‘Private’ browsing

Before trying to login: Open Safari > File (at the top of the page) > New Private Window. Then enter the web address.

### iPad – Unable to login

### **Option 1 – Clear cache:**

Go to: Settings > Safari (down on the left side) > Clear History and Website Data (down on the right side in blue writing) > and press 'Clear'. **NOTE:** This will **not** affect the Auto Fill function.

### **Option 2 – Use 'Private' browsing:**

Go to Safari: Click and hold on the two overlapping squares in the top right corner > New Private Window > enter the web address.

**NOTE:** Tap on the two squares again to turn 'Private' browsing on and off by tapping the word.

### **Account locked**

Please email your child's name, class, the platform (e.g. Bug Club) and the device you are using (e.g. iPad, Windows laptop) they are having trouble with to:

[learningathome@gumdaless.eq.edu.au](mailto:learningathome@gumdaless.eq.edu.au)

**NOTE:** It is also advised that you manually type the account details rather than autofill.