To make your **WordFlyers** experience most enjoyable on your **tablets**, you will need, at a minimum:

- **iPad**: Compatible with iPad 2, iPad 3, iPad 4 and mini (iOS 6.0+)
- **iPad Browser**: Safari 6.0 or Chrome 29
- **Android**: Galaxy Tab 2, Galaxy Tab 3, Nexus 7 or Nexus 10 running OS 4.1 or later
- **Android Browser**: Chrome 29.0 or later
- A high speed internet service
- Device Orientation – Landscape mode recommended

Users on Chrome 55 should upgrade to Chrome 56.

If you do come across a technical issue, please try the following:

- Refresh the page
- Clear browser cache and cookies
- Restart the browser and device
- Check firewalls / security settings / content filters as sometimes these block content, like sound
- Make sure the sound is not muted on device
- Modify proxy/content filter settings to accept larger files up to 5 MB in size.
- If traffic from our CDN is not cached, there will likely be an unnecessary increase in bandwidth expenditure on the school's network. The relevant URL to cache is:

  *.readingeggsassets.com

- It is essential that content relating to the IP address for our web server (corresponding to wordflyers.com.au) is not cached. All other content should be cached. To determine the IP, run the following in the command line (If using Windows computer, please download dig dns tool before running these commands):

dig +nostats +nocomments +nocmd wf-student-app-production-2113347585.us-west-2.elb.amazonaws.com

dig +nostats +nocomments +nocmd wf-teacher-app-production-1371670232.us-west-2.elb.amazonaws.com

- The following file extensions should be allowed in the group policy:
    - .mp3
    - .mp4
    - .png
    - .jpg
    - .js

- Please ensure that the following lists of URLs are accessible through your school network in order to use the site:

  *.wordflyers.com.au
  student.wordflyers.com
  teacher.wordflyers.com.au
  *.typekit.net
  *.tiles.mapbox.com
  *.readingeggsassets.com

Should you have any questions or require some assistance, please contact our **WordFlyers** team via:
Email: contact@wordflyers.com.au
Phone: 1300 784 088