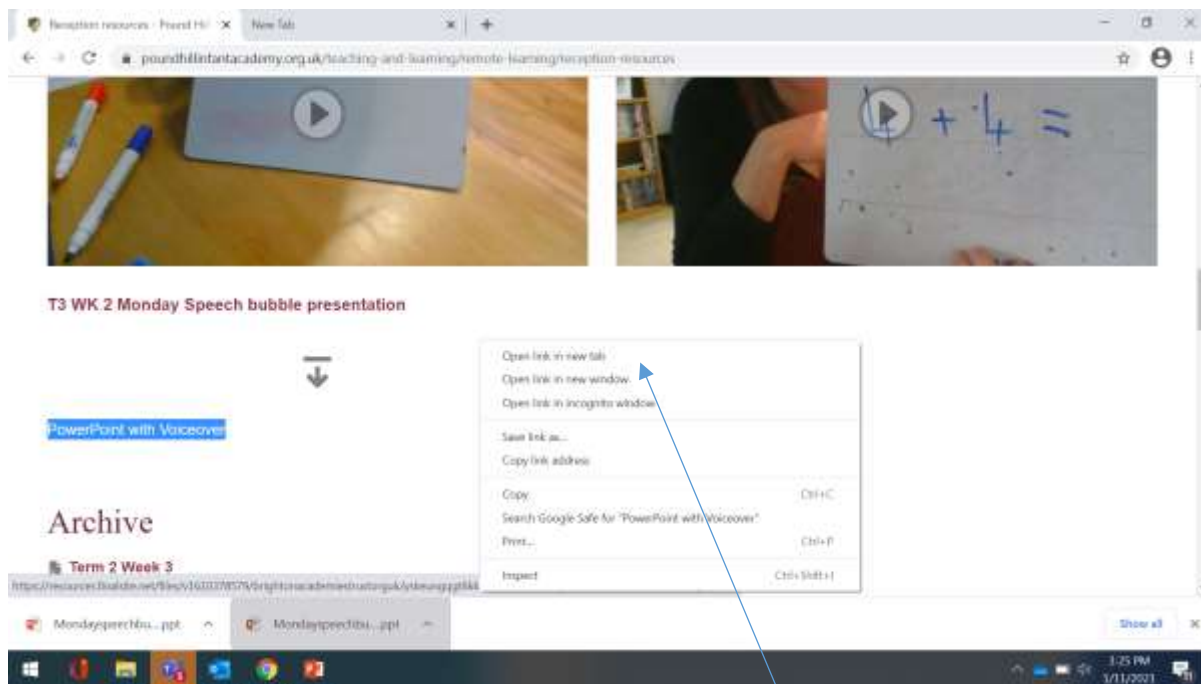


**Troubleshooting tips for accessing the Remote Learning Powerpoints in the Additional Resources section of the PHIA website:**

How files behave in a web browser entirely depends on the software being used and what web browser is being used to open a particular file type. For example: Powerpoint is not a universal format so will not open the same for all users. You therefore may find some files will open in the browser while some will download. We are currently exploring an alternative to help you access the additional remote learning resources that is not affected by these factors. In the meantime, please see if either of the options below help:

**1) Option 1**



Right click on the arrow and click on open link in a new tab.

**Option 2:**

Try opening the PowerPoint in another browser e.g. Google Chrome.

The academy continues to be fully committed to supporting all parents and carers to support your child's remote learning offer. The academy will continue to keep you updated once further technical advice is received.

Thank you for your support and understanding.