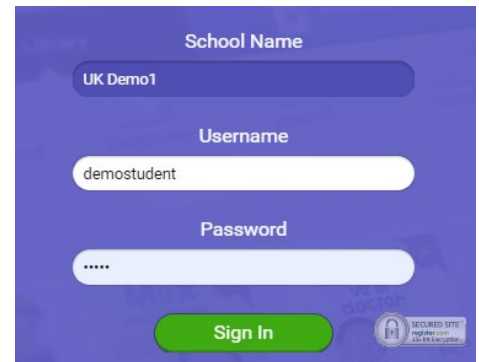


FAQ for Families

My child cannot log into myON.

You can find instructions on how to log into myON in the Parent Guide [here](#). If you are still not able to login, please check the following:

- You are logging into www.myon.co.uk (please note, .com will not work).
- When you type in the school name, please select it in the drop-down box. If done correctly, the school name box will turn purple.
- The username does not include any spaces.
- The password is entered carefully as it is case-sensitive.



My child completed a Star Reading test in school, how do we connect their results?

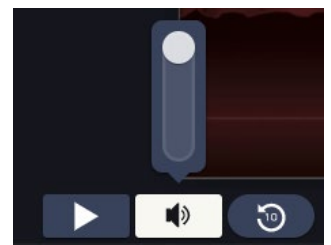
On the home page click the Connect Now button in orange. You will be asked to re-enter your child's username and password and approve the connection. The connection will take around 24-hours to complete. Once completed, your child's book Recommendations (under Library) will be personalised to their age, reading ability and interests.

If your child has not yet taken a Star Reading test, you can still find suitable books for their ability level by using the Search feature (check out the Parent Guide [here](#)) and by encouraging them to activate audio narration to support their reading.

The audio narration is not working.

Almost every book comes with audio narration. This is a fantastic feature for your child to use if they are very young or if they have selected a book which is either quite challenging for them or is about an unfamiliar topic. If audio is not working, please check the following:

- Have you clicked the play button and turned up the volume within myON?
- Is the volume turned up high enough on your device and if your child is using headphones, do they work? Try playing some music or a video from another website to check.
- Is the volume turned on and up on your device?

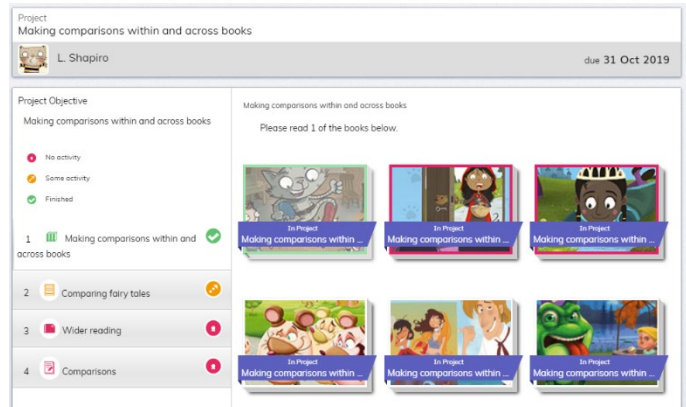


Can myON books be read offline?

Children can download up to 20 books to read offline using the free myON apps. These are available for [iPads](#), [Android tablets & Kindle Fires](#) and can be found in their associated app stores. Once children re-connect to the internet, their progress will be updated on their dashboard and their teacher's account. Please note, while you can log into myON on your mobile phone, the apps will not work on these devices as the screen size is too small for children to easily view the books.

My child's teacher has assigned them a myON Project. What does this mean?

A myON project is a collection of tasks which have been assigned by a teacher. The Project may include a reading list as well as writing tasks that can be completed and submitted within myON. Some Projects may only take a few minutes to complete, others may include enough work for a week or more, so please encourage your child to read their teacher's instructions carefully.



Your child can view assigned work on their myON homepage and by clicking the Projects button at the top of the page. Please note, Projects cannot be accessed via the myON apps. A short student video about myON Projects can be found [here](#).

How else can I help my child with their reading?

- Encourage your child to read every day for 30-minutes. If your child struggles to focus initially, try building up the time slowly and spreading it throughout the day.
- Talk to your child about their book. What is it about? What new words have they come across? Who is their favourite character? What do they predict will happen next?
- Read to your child, or listen to a myON book together, and listen to them read aloud to you (even strong readers will benefit from this time).
- Consider setting up a regular 'story time' with other members of the family, even if they live elsewhere (e.g. using video calls to read a book to their grandparents).
- Model reading by taking time to enjoy your own book, newspaper or magazine in view of your child.
- Monitor your child's reading by reviewing their myON reading dashboard:

