

# Frequently asked questions



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## **1. Can Yellow Door software be used on a Mac as well as a PC?**

Yes, all Yellow Door software can be used on both a PC and a Mac.

## **2. Can I use a Yellow Door CD-ROM on an interactive whiteboard?**

Yes, Yellow Door CD-ROMs are designed with the interactive whiteboard in mind.

The 'Tell it Yourself' section in *Come Alive Stories* and *Come Alive Nursery Rhymes* is particularly appropriate for a whiteboard, as the children can move the characters with their fingers onscreen, retelling the story or inventing their own. In *Come Alive Phonics* also takes advantage of the whiteboard by offering opportunities for children to do large-scale letter formation as they drag characters around the letters onscreen.

CD-ROMs from the *Come Alive* range also include a SMART Notebook and Promethean Flipchart, as well as scenes and pictures that can be copied across into whiteboard software.

## **3. I have a Yellow Door CD-ROM with a single user licence – how many computers can I use it on?**

You may use and/or install the program on one computer only, to be used in one classroom only. You can print out sheets or images from the Teacher Resources folder for use within your school or setting only.

## **4. I have a Yellow Door CD-ROM with a site licence – how many computers can I use it on?**

You may use and/or install the program on any number of computers or on a network, but only within your school or setting. The program can also be used and/or installed on a computer which is used in more than one classroom (e.g. on a trolley), within your school or setting only. You can print out sheets or images from the Teacher Resources folder for use within your school or setting only.

## **5. Who can I contact if I need more help?**

You can email us at [support@yellow-door.net](mailto:support@yellow-door.net) or phone us on 0845 603 5309.

## For PC users

### **6. My computer uses Vista, and my Yellow Door CD-ROM doesn't work properly – can you help?**

We can! Since Vista was released, we have solved the problem that customers with Vista experienced trying to run our software, by producing an updated version. If you are having trouble using our software with Vista, you can contact us at [support@yellow-door.net](mailto:support@yellow-door.net) or phone us on 0845 603 5309.

### **7. I've bought a Yellow Door CD-ROM with a site licence – how can I use the software without inserting the disk every time?**

To make the software available on your computer without inserting the CD-ROM every time, you can install it using the link on the first screen that appears after inserting the disk.

Some of our older *Come Alive Stories* disks did not have installers on them. However, you can still make the software available by simply copying the folders onto your computer (or network):

- Insert the disk into your disk drive. The program should autorun, so close it.
- Go to 'Start' then 'My Computer'.
- Right-click on the CD-ROM icon and select 'Explore'.
- Right-click on the folder with the story title (e.g. 'LittleRedRidingHood' or 'BillyGoatsGruff'), go to 'Send To' and select 'My Documents'.
- You may also wish to copy the 'Teacher Resources' folder into 'My Documents'. To do so, right-click on the 'Teacher Resources' folder, go to 'Send To' and select 'My Documents'.
- The folders will now be saved in your 'My Documents' folder, and you can then move them to wherever you wish to store them. (If you have purchased more than one title in the *Come Alive Stories* series and want to copy the folders onto the same computer, please bear in mind that you will need to rename the 'Teacher Resources' folder to avoid overwriting it if you save them in the same place.)

### **8. I've installed the software onto my computer – how can I create a shortcut on my desktop for the children to access it easily?**

- Go to your 'Start' menu, then 'All Program', then 'Yellow Door'.
- Now right-click on the title of the program (e.g. 'The Gingerbread Man'), then go to 'Send To' and click on 'Desktop (create shortcut)'.
- A shortcut will then appear on your desktop.

### **9. How do I access the 'Teacher resources' section on my Yellow Door CD-ROM?**

The instructions for accessing the folders are on the Teacher resources page on the CD-ROM:

- Insert the disk into your disk drive. The program should autorun, so close it.
- Go to 'Start' then 'My Computer'.
- Right-click on the CD-ROM icon and select 'Explore'.

- Select the 'Teacher Resources' folder.

**10. Do I need to insert the CD-ROM every time I want to use the 'Teacher resources' folder?**

No, you can copy the 'Teacher Resources' folder onto your computer very easily by following the instructions under question 7.

## For Mac users

### **11. I've bought a Yellow Door CD-ROM with a site licence – how can I use the software without inserting the disk every time?**

To make the software available on your computer without inserting the CD-ROM every time, you can install it using the link on the opening screen.

Some of our older *Come Alive Stories* disks did not have installers on them. However, you can still make the software available by simply copying the folders onto your computer (or network):

- Insert the disk into your CD-ROM drive.
- Double click on the disk icon that appears on your desktop.
- Drag the folder with the story title (e.g. 'LittleRedRidingHood' or 'BillyGoatsGruff') into your Applications folder.
- You may also wish to drag the 'Teacher Resources' folder into your Applications folder. If you then drag the 'Teacher Resources' folder into the folder with the story title, it will be easier to locate in future. This will also prevent the folder being replaced accidentally by another Teacher's Resources folder if you purchase and load another *Come Alive Stories* CD-ROM.

### **12. How do I access the 'Teacher resources' section on my Yellow Door CD-ROM?**

The instructions for accessing the folders are on the Teacher resources page on the CD-ROM:

- Insert the disk into your CD-ROM drive.
- Double click on the disk icon that appears on your desktop.
- Double click the 'Teacher Resources' folder to open it.

### **14. Do I need to insert the CD-ROM every time I want to use the 'Teacher resources' folder?**

No, you can copy the 'Teacher Resources' folder onto your computer very easily by following the instructions under question 11.