Activity Help

Frequently Asked Questions

What hardware or software do I need to run Everybody Up Online Practice?

How do I download Flash Player?

How can I change my personal information? (i.e., name, password, email address)

How do I add a new book?

How do I listen to the audio for my book?

How do I join a class?

How do I change a class ID code?

Do I have to join a class?

How do I view my progress report?

Why can’t I hear my audio?

How do I go to a different unit?

Where can I go if I need more help?
System Requirements

PC requirements
- Intel® Pentium® 1GHz or faster processor
- Windows 2000, Windows XP with Service Pack 2; Windows Vista® Home Premium, Business, Ultimate or Enterprise; Windows 7
- CSS2-compliant browser: Internet Explorer 7+, Firefox 3+, Safari 2+ (Note: Safari 3 will be supported on Windows XP and Vista but not on Windows 7). Note: Chrome is NOT recommended for this product.
- Adobe Reader
- Flash Player 10.1+
- 512 MB RAM
- 32-bit color monitor (1280 x 1024 minimum resolution)
- mouse
- headphones or speakers
- microphone (can be built-in, separate, or part of a headset)
- printer (optional)

MAC requirements
- Mac®: PowerPC G4, 1 GHz or faster processor or Intel Core™ Duo 1.83 GHz or faster processor
- Mac OS® X v10.4.910 or 10.5.1 (PowerPC), Mac OS X v10.4.9 or later; 10.5.1 (Intel); 10.6 (Intel)
- CSS2-compliant browser: Firefox 3+, Safari 3+ (Note: not supported on 10.6)
- Adobe Reader
- Flash Player 10.1+
- 512 MB RAM
- 32-bit color monitor (1280 x 1024 minimum resolution)
- mouse
- headphones or speakers
- microphone (can be built-in, separate, or part of a headset)
- printer (optional)
Frequently Asked Questions

What hardware or software do I need to run Everybody Up Online Practice?
- Check the System Requirements listed above for all the recommended hardware or software.

How do I download Flash Player?
- Go to the following site to download the latest version of Flash Player: http://get.adobe.com/flashplayer/

How can I change my personal information? (i.e., name, password, email address)
- Click on the Edit Profile button at the top of the screen to open the “Edit Profile” screen. On the Edit Profile screen you may change your name, password and email address.

How do I add a new book?
- From your Home screen, click on the “Add a New Book” button. Follow the steps to add a new book.

How do I listen to the audio for my book?
- From your Home screen, select your book. On the book screen, click the Download Songs button. Select song titles to download songs.

How do I join a class?
- If you did not enter a class ID code during registration, there will be a “Join a Class” button on your book screen. Click the “Join a Class” button, enter your class ID code, and click the “Save” button to return to your book screen. You can get your class ID code from your instructor.

How do I change a class ID code?
- On your book screen, click the “Change Class” button. Enter your new class ID code and click the “Save” button to return to your book screen. You can get your class ID code from your instructor.

Do I have to join a class?
- No. You can use Everybody Up Online Practice without joining a class.

How do I view my progress report?
- From your book screen, click the “View Progress Report” button to open the report.

Why can’t I hear my audio?
- There are a few reasons why you may not be able to hear your audio.
  1) Check that your speakers are turned on and plugged in.
  2) In the volume settings on your computer, check that your volume is up and not muted.
  3) Did you unplug your headphones? Unplugging your headphones after loading the website or while playing an audio track may cause the audio player to...
stop working. To solve the problem, close your browser completely and then restart the program.

**How do I go to a different unit?**
- Within an activity, click on the arrow next to the unit number on the top left of the screen. Scroll down and click on the number of the unit you want. Once you are in the unit, you can go to a specific activity by clicking on the category tab.

**Where can I go if I need more help?**
- For additional support, email EUsupport@oup.com. Please include the following information in your email:
  - Your type of computer (for example, PC or Mac)
  - Your operating system (for example, Windows XP 2002, Service Pack 3)
  - Your browser (for example, Firefox 3.5.15)
  - A description of the problem, including any specific actions that were taken before the problem occurred