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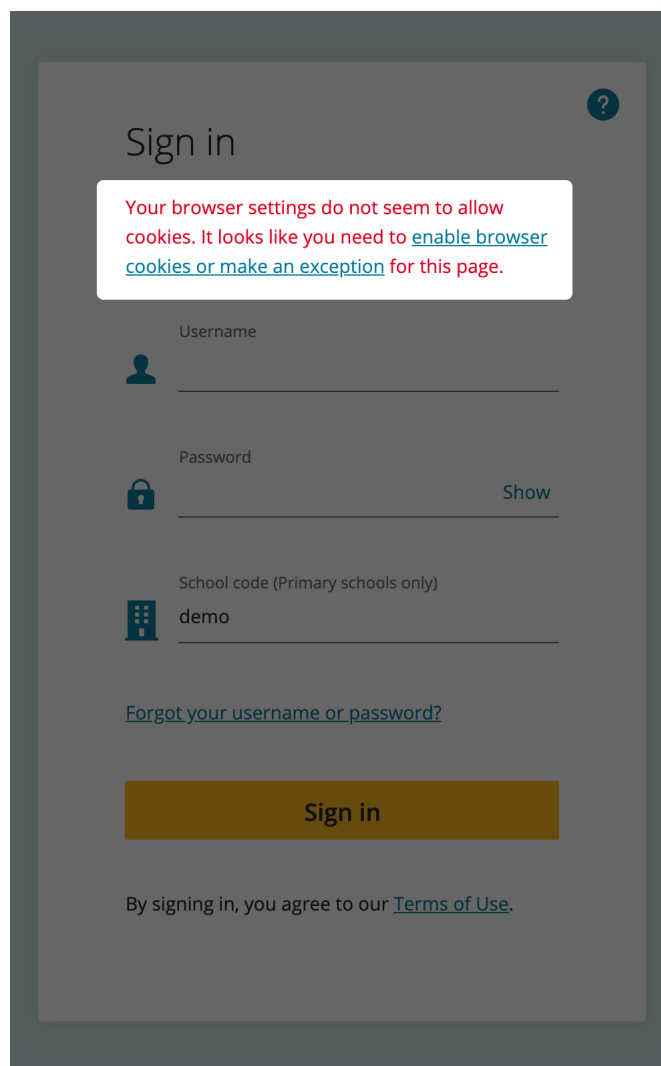
ActiveLearn Primary: iPad Login Issues

This guidance may help resolve login issues on iPads for ActiveLearn Primary.

🕒 Jan 5, 2021 · Knowledge

Issue

You cannot log in to ActiveLearn Primary on your iPad, and see a loading icon (such as a colourful circle) or an error message like the one below:



Good to Know

An update to ActiveLearn Primary is planned for January 2021 which will resolve these issues. We expect this update to also resolve similar issues for Safari on the Mac.

Please follow the below troubleshooting steps to try to work through issues when logging into ActiveLearn on your iPad.

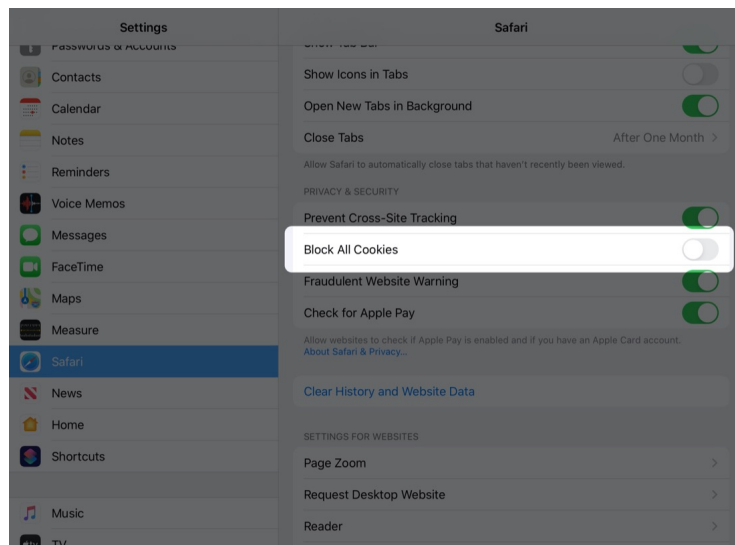
Detailed Instructions

Update your version of iPadOS

The first step we recommend is making sure you are using the latest version of iPadOS. At the time of writing this is iPadOS 14.

Allow cookies in Safari

Within **Settings**, find the section for **Safari**, and toggle the control labelled "Block All Cookies" so that it is **off**.



More on this topic: [ActiveLearn Primary: Allow Third Party Cookies \(https://support.pearson.com/uk/s/article/ActiveLearn-Primary-Third-Party-Cookies\)](https://support.pearson.com/uk/s/article/ActiveLearn-Primary-Third-Party-Cookies)

Allow Cross-Site Tracking

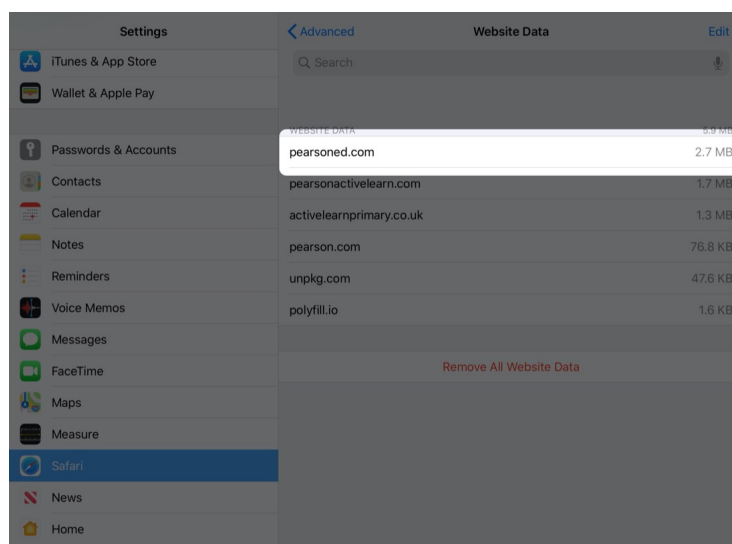
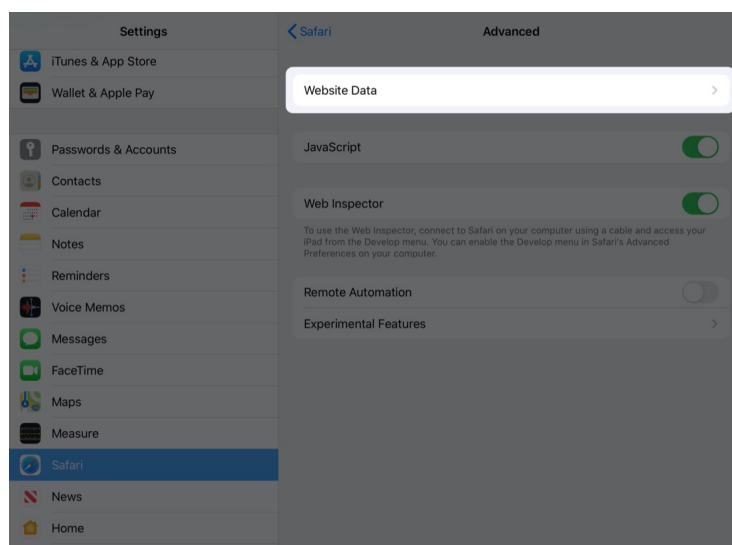
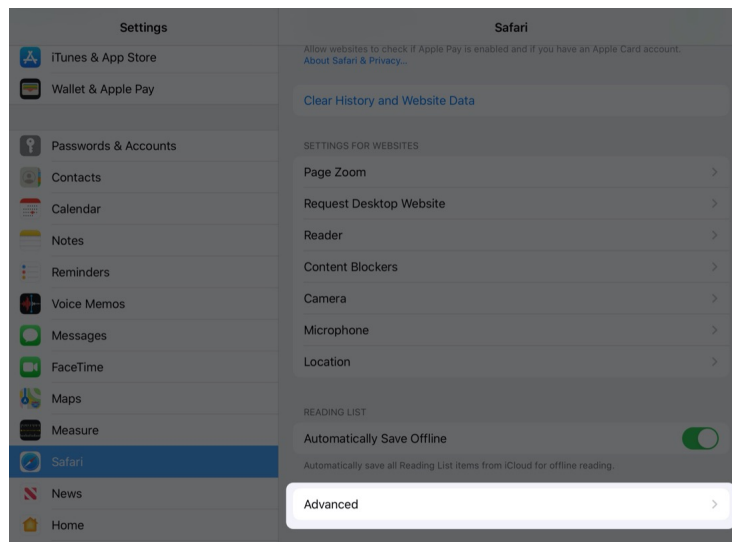
Although you may be able to log in even though you are seeing an error message, turning off the setting for **Prevent Cross-Site Tracking** and refreshing the login page in Safari will help to dismiss the error message entirely. If you are unable to log in at all, it may help with that issue as well.

Good to Know

This step may also be helpful for Safari on Mac, where this setting can be found in **Preferences > Privacy**.

Clear your browser cache

If the issue persists, you may need to clear your stored website data. This can be done from **Settings > Safari**, from the **Advanced** section. Under the **Website Data** list, swipe to delete the entries for [pearsoned.com \(http://pearsoned.com\)](http://pearsoned.com) and [activelearnprimary.co.uk \(http://activelearnprimary.co.uk\)](http://activelearnprimary.co.uk).



Make sure ActiveLearn is fully allowed on your network

Another step to try is to make sure all parts of Activelearn Primary are allowed on your network. To test this, we advise trying to load/log in to ActiveLearn Primary through a different internet connection, such as mobile data or home WiFi. If you are able to successfully log in, then you will need to speak to your Internet Service Provider or school ICT technician to ensure the following domains (URLs) are allowed on your normal network:

- <https://pi.pearsoned.com/> (<https://pi.pearsoned.com/>)
- <https://www.activelearnprimary.co.uk> (<https://www.activelearnprimary.co.uk>)
- <https://resources.activelearnprimary.co.uk> (<https://resources.activelearnprimary.co.uk>)
- <https://www.pearsonactivelearn.com> (<https://www.pearsonactivelearn.com>)

More on this topic: [ActiveLearn Network Connection Problems \(https://support.pearson.com/uk/s/article/ActiveLearn-Network-Connection-Problems\)](https://support.pearson.com/uk/s/article/ActiveLearn-Network-Connection-Problems)

Attachments

ActiveLearn Primary
(/uk/s/topic/0TO0N000000kWgvW...

Digital-browsearticle
(/uk/s/topic/0TO0N000000tpa9W...

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ActiveLearn Primary: Solving Cookie-Related Login Issues
(/uk/s/article/ActiveLearn-Primary-Third-Party-Cookies)



Permissions

[Cookies \(https://www.pearson.com/uk/about-us/permissions.html\)](https://www.pearson.com/uk/about-us/permissions.html)

[Privacy Policy \(https://www.pearson.com/uk/pearson-privacy-and-you/cookie-policy.html\)](https://www.pearson.com/uk/pearson-privacy-and-you/cookie-policy.html)

[Legal Statement \(https://www.pearson.com/uk/pearson-privacy-and-you/privacy-policy.html\)](https://www.pearson.com/uk/pearson-privacy-and-you/privacy-policy.html)

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