

Dear Parents/Carers,

If you have had any trouble updating to the new version of DoodleMaths, please find the troubleshooting steps for this below.

Make sure your operating system is up to date

In order to update to the latest version of the Doodle apps, it is important that your operating system is up to date first. To update the operating system, go to the device settings.

If you are accessing Doodle on a PC/laptop/Chromebook via a web browser, you will also need to make sure that your browser is updated to the latest version.

Tech requirements

Check your device settings to make sure that it meets the minimum requirements:

iOS - iOS 10.0 or higher (up from iOS 9)

Android - OS 4.4 or later (up from 4.1)

WebGL - Firefox 52+ Chrome 57+, Safari 11+, Edge 16+

Please find a full list of iOS devices at the end of this letter if you would like to check your specific device.

Make sure you are updated to the latest version of the Doodle apps

Go to the app store, search for DoodleMaths, click on the icon to open in the store, and click update or install. Our latest app versions are: DoodleMaths 7.0.4, DoodleTables 4.0.4, DoodleEnglish and DoodleSpell 2.0.4

We would recommend that you enable automatic updates on your device to ensure that for any future releases you always have the latest version without needing to update manually.

If you need any help

Our parent support team can be contacted by clicking on the green chat icon in the bottom right corner of the screen on the website, parent dashboard, or parent app. They can help you to find out what device you have, or if you let them know the details of your device they can help you with any of the steps above.

If your device does not meet the tech requirements

It has always been our mission to make Doodle accessible to as many children as possible, and we have always done our utmost to make Doodle available for as many devices as we possibly can. The vast majority of software companies are now only supporting iOS 11 or 12, where we have worked hard in the lead up to the release to make it possible for iOS 10 devices to run Doodle.

The platform on which Doodle was previously built ceased operating about a year ago, so we were left with no choice but to move over to a new platform, as running our apps on an unsupported platform would have meant no changes, improvements, or fixes could be made into the future, and an increasingly unstable platform for all of our users. Unfortunately, due to the requirements of modern software building platforms, as well as Apple's own testing facilities, it was absolutely impossible to build or test a version of the app that would run on iOS9.

Models running iOS that were discontinued by Apple more than 8 years ago (which are no longer supported by Apple, and are unlikely to be able to run any current apps) will now not be able to update to the required operating system. We have made it supportable as far back as we possibly could, so hopefully these will be few and far between.

As we have worked hard to make Doodle accessible in lots of different ways and on lots of different devices, we hope that you will be able to find an alternative way to access Doodle:

- PC/laptop/Chromebook

You can open your web browser and head to students.doodlemaths.com, students.doodlemaths.com/tables, students.doodleenglish.com, students.doodleenglish.com/spell to access Doodle without needing to download the apps

- Smartphones

You can download the Doodle apps on any smartphone running iOS10/Android 4.4. or above

- Kindle

You can also download Doodle onto a Kindle Fire

Please contact the parent support team if you would like any help with finding an alternative that will work for your family.

If your child had a long streak which they lost because they were not able to access Doodle

Please contact our parent support team, as they will be able to reinstate that streak for you, to keep your child's excellent efforts with their Doodling!

Best wishes,

The Doodle Team

iOS device lists:

The app will not install on any device running iOS 9 or below.

These include:

iPod touch 5th Generation and lower

iPad 3rd generation and lower

iPad mini (1st generation)

iPhone 4S and lower

Here's a list of iOS devices the app will run on:

iPhone 5

iPhone 5c

iPhone 5S

iPhone 6

iPhone 6 Plus

iPhone 6S

Phone 6S Plus

iPhone SE

iPhone 7

iPhone 7 Plus

iPhone 8

iPhone 8 Plus

iPhone X

iPhone XS

iPhone XS Max

iPhone XR

iPhone 11

iPhone 11 Pro

iPhone 11 Pro Max

iPhone 12

Phone 12 Pro

iPhone 12 Mini

iPhone 12 Pro Max
iPod Touch 6th Generation
iPod Touch 7th Generation
iPad (4th Generation)
iPad (5th generation)
iPad (6th generation)
iPad (7th generation)
iPad (8th generation)
iPad Mini 2
iPad Mini 3
iPad Mini 4
iPad Mini (5th generation)
iPad Air (1st generation)
iPad Air 2
iPad Air (3rd generation)
iPad Air (4th generation)
iPad Pro 12.9-in. (1st generation)
iPad Pro 9.7-in.
iPad Pro 12.9-in. (2nd generation)
iPad Pro 10.5-in.
iPad Pro 12.9-in. (3rd generation)
iPad Pro 11-in. (1st generation)
iPad Pro 12.9-in. (4th generation)
iPad Pro 11-in. (2nd generation)



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