

Fuse Online Community Support

Introduction

Fuse Online Community is a website for users of Fuse Creator, exciting software that makes it easy to create interactive content. Signing up to the website gives you the ability to talk about Fuse Creator in the forums, download Fuse activities created by other users and share your own Fuse activities with the world in the File Sharing area. You also get 10MB of personal storage; files in this section can only be seen by you and your friends (you can request to be the “friend” of any user on the site). There’s also a wealth of information about Fuse Creator itself.

Suggested Platforms / Browsers

Fuse Online Community has been tested on the following platforms and browsers:

- Windows XP with Service Pack 2, using Internet Explorer 6.
- Windows XP with Service Pack 2, using Internet Explorer 7.
- Windows Vista, using Internet Explorer 7.
- Mac OS X 10.4 using Safari.
- Mac OS X 10.5, using Safari.

The site is likely to work fine on other major platforms and browsers, but it hasn’t been tested so we can’t guarantee it.

Signing Up

You can sign up to the website by clicking the “Join” link at the top of the main page. You will then be asked to fill in some details about yourself and choose a username. You are also asked to choose the type of user you are. If you are a student you should choose “Student” as your user type. If you are a teacher, or you work for an educational authority or establishment you should choose “Teacher”.

Once you’ve signed up you can add more information about yourself if you wish by editing your profile.

When you click the “Join Now” button, the signup process is complete, and you will receive an email containing your password within about 5 – 10 minutes. You can then log in with the username you chose and the password you receive.

Support

Please note that the Fuse Community is a free website, and there is no telephone support. If you are having trouble with something, please ask a question in the forums.

FAQ

1. **Where's my personal space?** Once you've signed up and logged in you can access your personal space by clicking the "My area" link. Then look for the blue "My files" box and click "Upload Files".
2. **I haven't received the email with my password in.** If you have a junk mail filter, please check that the email has not been delivered to there by mistake. In the unlikely event of not receiving the email at all, please email fusecommunity@rm.com, and a member of the Fuse Community team will send a password to you.
3. **The information I entered when I signed up has changed, or I made a mistake. How do I change it?** Sign in and then click "Edit profile" at the top of the page.
4. **How do I change my password?** This is also done via the "Edit profile" page.
5. **What if I forget my password?** Click on "Sign in" and then click the "I forgot my password" link. You will be asked to enter your email address, and within 5 – 10 minutes you will receive an email with instructions on how to reset your password.
6. **Some people on the forums have a birthday and gender set. How do I do this?** Again, use the "Edit profile" page – there are some extra fields on here (e.g. "Gender") that you cannot set when you sign up, but you can optionally set them up later.
7. **How do I change the silhouette by my forum posts so it's a picture of me?** This isn't possible at the moment.
8. **Why can't I see my file in the file sharing area when I upload it?** All files are moderated by RM first. Your file will appear once it has been checked.
9. **I got a "Permission Denied" message. What happened?** This usually happens if you are not logged in and you try to view a file or forum post, or if you're a student user and you're trying to access a teacher area.
10. **Some Flash doesn't seem to be displaying properly.** You need Flash 8 or higher to view the Flash on the site, and to play Fuse Creator activities. There are known issues with Flash 7 and below.

Known issues

If you are a Safari user there are a few small issues you may come across, but none of them should seriously affect your use of the site:

1. Unwanted data can occasionally be seen on the "Post a Message" window in the forums. This happens very occasionally when using Safari, and is nothing to worry about – it does not prevent you from making a forum post. Refreshing the page usually makes it go away.
2. In small bold text, lower-case "i" can sometimes look like lower-case "l" in Safari. This only affects a few text items in the site. If you use a custom stylesheet with your browser you may be able to override the default font.
3. An error page appears if you try to upload a Mac application package instead of a Fuse Creator file. It's not possible to upload non-Fuse files to the site anyway, so this should not be a problem. If this happens, just press the "Back" button on your browser.