



SKILLS TO SUCCEED ACADEMY

TECHNOLOGY GUIDE



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INTRODUCTION

1. PURPOSE

The purpose of this guide is to ensure the Skills to Succeed Academy runs effectively on your systems. The Skills to Succeed Academy is available online so all you'll need is an internet connection. You can access the Skills to Succeed Academy from most devices, however we strongly recommend that you complete your training on a PC or tablet. The highly interactive content of the Skills to Succeed Academy is better viewed on a larger screen and our Activity packs are easier to download and complete on a PC.

2. CHECKING YOUR TECHNOLOGY

You will need to check that the website runs on all the computers or tablets in each location where you will be running the Skills to Succeed Academy training.

Before running a session, especially those where you will be accessing the training on multiple computers at the same time, please complete a basic check on the computers or tablets you plan to use. This check should be completed on all computers that will be used for Skills to Succeed Academy training and at a time when the network is busy with other users:

1. Turn on the sound on all computers (Left click on the volume button on the bottom right of the screen, then left click on the volume slider button to unmute).
2. Log on to the Skills to Succeed Academy on all computers.
3. Check that there are no restrictions that are hindering access to the site.
4. Click on the 'Getting a Job' course menu on all computers.
5. Click on module 17: Sam and FuturoSystems
6. Make sure the module introductory video runs smoothly when all computers are being used simultaneously.
7. If videos do not run smoothly, please note down which computers had issues. Examples of issues that can occur are:
 - Video doesn't load for over three minutes.
 - Video doesn't load at all (buffering message does not stop).
 - Sound is out of sync with images.
 - Excessive buffering of content whilst the video is loading.
8. If you do have technology issues it is likely that one of the simple actions in the table below will resolve them.

If the actions in the table below do not resolve your technology issue, contact your organisation's internal IT team.



TROUBLESHOOTING TECHNOLOGY ISSUES

3. TROUBLESHOOTING TECHNOLOGY ISSUES

Please refer to the other Support Materials hosted in the site's Support Area and the FAQs page for any additional information you may require. However, if issues occur, use this list to speak with your internal IT team to resolve them.

If your participants are using their own devices they will need to meet the below specifications.

| ISSUE | TECHNICAL AREA | TECHNICAL REQUIREMENT | TROUBLESHOOTING |
|---|--------------------|---|---|
| Training will not load | Internet Browser | <p>PC:</p> <p>Optimised on Chrome or Internet explorer 11 and above</p> <p>TABLET:</p> <p>Optimised on Chrome or Safari</p> | <p>PC:</p> <p>Download Microsoft Internet Explorer 11 or higher versions here: http://windows.microsoft.com/en-GB/internet-explorer/downloads/ie-8</p> <p>Download the most recent version of Google Chrome here: https://www.google.com/chrome/</p> <p>TABLET:</p> <p>The latest version of your browsers will be updated when you update your tablet's operating system.</p> |
| Training will not load | Tablet Software | <p>TABLET ONLY:</p> <p>iOS 10 or Android 5.1.1 or above</p> | <p>TABLET:</p> <p>Download the latest software update available for your tablet before attempting to run the Skills to Succeed Academy. You can do this by navigating to:</p> <p>iOS: <i>Settings > General > Software Update</i></p> <p>Android: <i>Settings > General > About Device > Software Update</i></p> |
| Training content loads slowly or will not load at all | Internet bandwidth | Bandwidth above 400kb/s is needed | <p>On a search engine, type in 'test bandwidth speed' and run a test to see bandwidth amount per computer e.g. http://www.speedtest.net</p> <p>Speak with your internal IT team to resolve low bandwidth issues</p> |

| ISSUE | TECHNICAL AREA | TECHNICAL REQUIREMENT | TROUBLESHOOTING |
|---|-----------------------|---|---|
| Training content will not load | Firewall restrictions | Firewalls must allow access to the Skills to Succeed Academy sites | <p>Speak with your internal IT team to resolve any firewall issues. The following domains and all sub-domains should be added to the firewall exceptions list by your IT team to make sure the Skills to Succeed Academy runs effectively:</p> <p>s2sacademy.com</p> <p>replayfilmscloud.com</p> <p>45c6474d206483dad5b8-794f36a48578ff274f04c191417ab7f.f.r11.cf3.rackcdn.com</p> <p>(This is where all the media files are stored)</p> <p>Email addresses:</p> <p>contact@s2sacademy.com and donotreply@s2sacademy.com</p> <p>from the following domains:</p> <p>www.sendgrid.com www.mailgun.com</p> |
| Content such as videos may load very slowly | Media management | <p>Your organisation's network management system, this is a system whereby the owner of the network gets to prioritize certain sites or activities over others in order to divide up the bandwidth.</p> <p>This may deprioritise the Skills to Succeed Academy content or limit the amount of bandwidth that the training can use</p> | <p>Speak with your internal IT for support. Your organisation may have a network management system that manages different media. The Skills to Succeed Academy site may need to be added to a prioritisation list(s) to run effectively. The following domains and all sub-domains should be added to the prioritisation list by your IT team to make sure the Skills to Succeed Academy runs effectively:</p> <p>s2sacademy.com</p> <p>replayfilmscloud.com</p> <p>45c6474d206483dad5b8-794f36a48578ff274f04c191417ab7f.f.r11.cf3.rackcdn.com</p> <p>(This is where all the media files are stored)</p> <p>Email addresses:</p> <p>contact@s2sacademy.com and donotreply@s2sacademy.com</p> |

| ISSUE | TECHNICAL AREA | TECHNICAL REQUIREMENT | TROUBLESHOOTING |
|---|----------------|--|---|
| | | | from the following domains: www.sendgrid.com www.mailgun.com |
| Documents such as Activity Packs will not download from the site | Adobe reader | Any Adobe reader version installed | <p>PC:</p> <p>The latest Adobe PDF reader can be downloaded at http://get.adobe.com/reader/</p> <p>TABLET:</p> <p>The latest Adobe PDF reader for tablets can be downloaded for free from either from the App Store or Google Play. Keep in mind, you will only be able to read, not edit Activity Packs on Tablets.</p> |
| Audio and video will not load | JavaScript | Any JavaScript version installed | The latest JavaScript can be downloaded at http://java.com/en/download/index.jsp |
| Videos will not play in Internet Explorer | ActiveX | Any ActiveX installed | ActiveX controls add-ons to websites in Internet Explorer such as videos. When accessing the Skills to Succeed Academy site, a pop-up bar at the top of the screen will appear if ActiveX is not installed. To enable ActiveX, follow the steps on this webpage: https://support.microsoft.com/en-us/help/17469/windows-internet-explorer-use-activex-controls |
| You are unable to see certain screens on the site, e.g. you click to view a Course and see a white screen | Flash Player | Flash Player 11.7 or above installed | <p>PC:</p> <p>The latest Flash Player can be downloaded at http://get.adobe.com/flashplayer/</p> |
| Training will not all show on the screen (in particular you cannot | Screen size | <p>PC:</p> <p>Resolution of 1024x768 or above</p> | <p>PC:</p> <p>For Windows 10: right click on the desktop, left click 'Display Settings,' "Advanced Display settings" change</p> |

| ISSUE | TECHNICAL AREA | TECHNICAL REQUIREMENT | TROUBLESHOOTING |
|-------------------------|-----------------------|--|---|
| see the buttons) | | <p>TABLET:</p> <p>7 to 10 in/17 to 25 cm</p> | <p>'resolution' to 1024x768', and left click 'ok'.</p> <p>For Windows 7: right click on the desktop, left click 'screen resolution', change 'resolution' to 1024x768', and left click 'ok'.</p> |
| The sound does not work | Headphones / speakers | A sound enabled computer with a headphone port or speakers | <p>Mute/unmute. To unmute sound, left click on the volume button on the bottom right of the screen then left click on the volume slider button.</p> <p>Headphones. Make sure headphones are fully inserted into the headphone socket (not the microphone or other)</p> <p>Other/sound card. If there is still no sound, there may be an issue with the sound card. Contact your internal IT team.</p> |

4. TIPS AND TRICKS FOR USING THE ACADEMY ON A TABLET

This section of the Technology Guide provides tips and guidance for using the Skills to Succeed Academy on a tablet.

4.1 BEST PRACTICES

- Connect to wi-fi to allow the Academy to run at maximum speed, and to save on data costs.
- Plug into a power source to avoid battery depletion in the middle of a session.
- It is recommended that you lock the device in landscape mode, as per instructed in your device's user manual.

4.2 SCREEN NAVIGATION

When navigating the Skills to Succeed Academy on your tablet, a "Play" button will appear. Tap this button to enter each module.

In order to select a module, swipe left or right through the module folders.

4.2.1 TRANSCRIPTS

Transcripts allow you to read a written version of the audio for each of the videos within the Academy.

- Transcripts will often require scrolling in order to view the entirety of the text, although they may not have a visible scroll bar. Use one finger to drag the text upward until you have reached the bottom.
- Drag only within the transcript box to avoid scrolling the entire webpage.
- Once the transcript is open tap the *Return* button on the transcript window to return to the video.
- Note: Transcripts and video audio may load at different speeds.

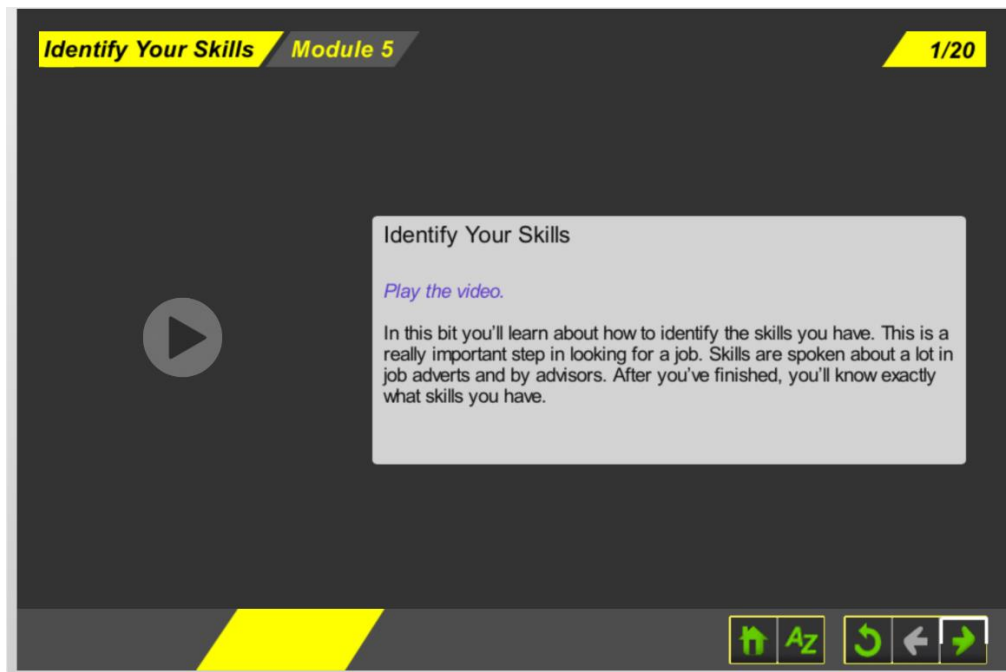
4.2.2 DRAG AND DROP

In certain modules, there are activities which require you to "drag and drop" matching responses to a list of related terms.

- Press and hold down the item you wish to move. Drag it into the desired area and let go. There is no need to double tap the item in order to move it.
- On Android, dragging some visual elements from the top of the page to the bottom may accidentally refresh the webpage. Be careful while performing the drag & drop activity.

4.2.3 PLAYING VIDEOS

Depending on the operating system of your mobile device, videos in the Learn It modules may not have a thumbnail image to identify that the video is ready to play. There will, however, always be a grey 'Play' button where a video is present on screen, often coupled with guidance in the text and audio (see below for an example).



4.2.4 TOOLBAR TIPS

Please note the size of the toolbar buttons can be small depending on the size of the device's screen. Take care when tapping.

- If any of the toolbar buttons fail to engage after a few taps, try refreshing the page on your browser.
- If you inadvertently *zoom* while attempting to tap one of the toolbar buttons, there are two ways you can zoom out:
 - Pinch your thumb and pointer finger together to *zoom out*.
 - Use one finger to double tap the screen in the area that you wish to *zoom out of*.

4.3 ACTIVITY PACKS

Remember to download Adobe PDF reader in order to view the activity packs on your tablet.

- You can only edit the activity packs on a desktop. However, you can open the PDF in your tablet's browser and opt save it to your device.
 - For iOS devices, tap the anywhere on screen to reveal the Safari toolbar. Tap the *Share* button and select *Save to Files*.
 - For Android devices, tap the three-dot menu button to bring up the sharing menu. Select *Print*, and once the print preview has been created, you can opt to *Save to PDF*.
 - We recommend emailing yourself a copy of the activity pack so you can open it on a desktop, or printing the document from your mobile device.