

TROUBLESHOOT GUIDE

WHAT BROWSER SHOULD I USE?



GOOGLE CHROME

PLEASE USE GOOGLE CHROME OR THE LATEST VERSION OF INTERNET EXPLORER.

WHAT IF THE VIDEO ISN'T PLAYING?

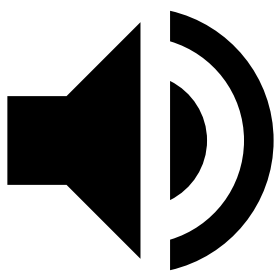
HARD REFRESH

IF THE VIDEO IS BUFFERING OR NOT PLAYING YOU CAN DO A HARD REFRESH BY PRESSING CTRL F5.

WHAT IF I'M WATCHING IN SCHOOL & CAN'T SEE VIDEO?



IF YOU ARE WATCHING IN A SCHOOL SETTING AND THE SCREEN IS BLANK OR YOU CAN'T SEE THE CHAT FACILITY, YOU WOULD NEED TO SPEAK TO A MEMBER OF THE IT DEPARTMENT AND ASK THEM TO ADD US ONTO YOUR WHITE LIST.



WHY IS THERE NO SOUND PLAYING?

PLEASE PRESS THE SOUND BUTTON ON THE VIDEO PLAYER TO TURN THE SOUND ON.



CONTACT US

IF YOU STILL NEED HELP YOU CAN CONTACT OUR CUSTOMER SERVICE TEAM ON THE DETAILS BELOW AND THEY WILL BE HAPPY TO HELP.

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