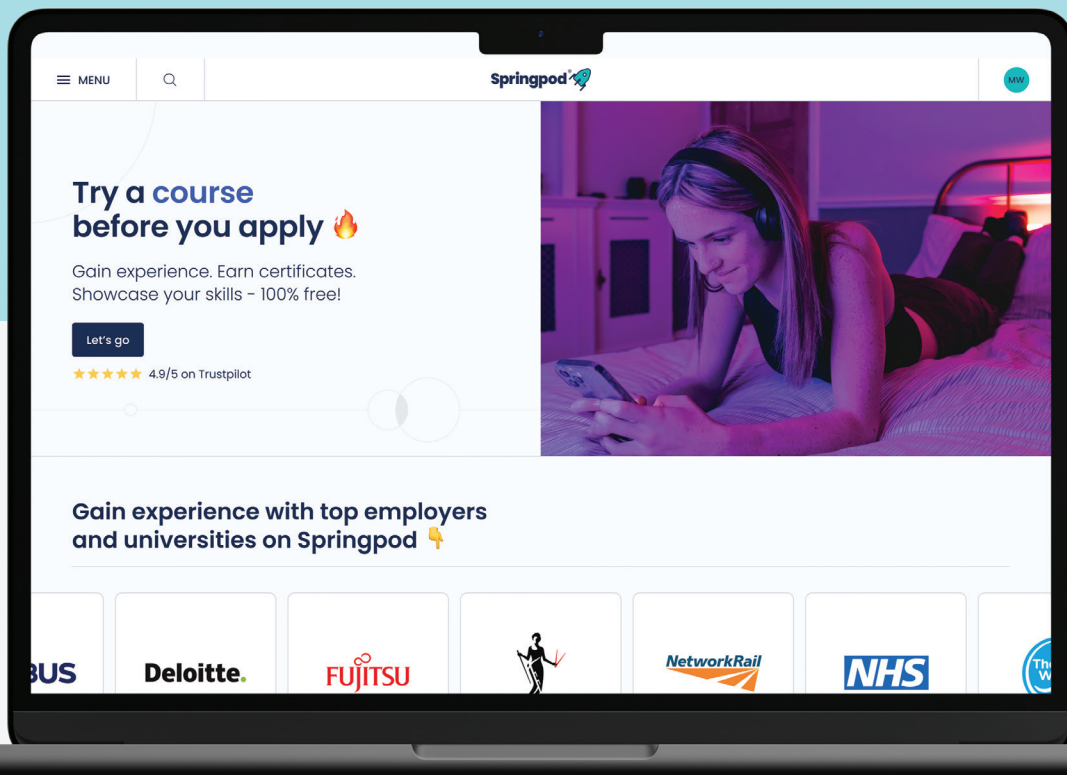




Tech troubleshooting checks

Share this document with your IT department to ensure everything runs smoothly

The platform is designed to be user-friendly and should run smoothly; however, here are a few technical checks you should perform before starting.



We recommend students use Google Chrome to access Springpod.

If access is restricted to the websites below, it may block some of the content for the student, or they may have difficulties uploading their work.

Check that your students can receive external emails from no-reply@springpod.com (a code is sent to them when creating their account).

Ask your IT department to whitelist the following websites:

- <https://www.springpod.com/>
- <https://experience.springpod.co.uk/>
- <https://space.springpod.com/sign-up>
- <https://www.youtube.com/>
- <https://vimeo.com/>
- <https://genially.com/>
- <https://www.typeform.com/>
- <https://wobo.app/>
- <https://app.clickup.com>
- <https://www.articulate.com/>
- <http://rise.eu.articulate.com/>



If you need a list of Vimeo URLs, you can find them [here](#).

You may also need to whitelist the following if you have issues uploading assignments.

All of [Cloudflare](#) on port 443

The following IP addresses:

- 52.86.252.13
- 52.201.178.57
- 35.174.148.98

Common Issues

Students cannot log in.



Make sure your students are signing in to the correct URL. To access their account, they need to:

1. Sign in to their account – <https://space.springpod.com/sign-in>
2. If they have forgotten their password, there is a 'Forgotten Password' link on this sign-in page.
3. If they have created a Springpod account with **Social** (Apple or Google), the forgotten password link will not work. They will need to sign into that Apple or Google account and manage their password there.

Students cannot find an experience in progress

Log in to their account – <https://space.springpod.com/sign-in>

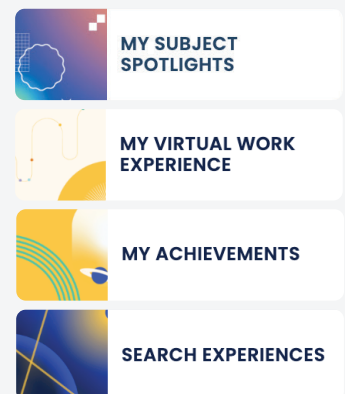
Go to **Dashboard** by either:

Clicking the **Menu** on the left and selecting **Dashboard**

Or

Clicking the **Springpod logo** at the top of the page.

Click on **My Virtual Work Experience** or **My Subject Spotlights**. Any progress will be saved.



Students cannot find their certificate

Once a student has 100% completed their experience they will need to:

Log in to their account – <https://space.springpod.com/sign-in>

Go to **Dashboard** by either:

Clicking the **Menu** on the left and selecting **Dashboard**

Or

Clicking the **Springpod logo** at the top of the page.

Click on **My Achievements**

Students cannot upload assignments

Students cannot upload assignments

If your students are having issues uploading assignments, there are a few additional checks you can share.

1. Make sure the work does not exceed the allowed size.
2. Ask the students to download their work as a PDF and then upload their work via their downloads folder. This works better than trying to link to a Google Drive or OneDrive folder.
3. IF they are experiencing issues in school/college can you ask them to try on a personal device at home? ***This will allow us to see if it is a local issue on the school/college network.***
4. Try logging in with a different browser, such as Google Chrome. We have identified some issues with Safari.
5. Clear cache and cookies on the web browser
6. Ask your IT to whitelist the following IP addresses:
 - 52.86.252.13
 - 52.201.178.57
 - 35.174.148.98



Whitelist all of **Cloudflare** on port 443

Teacher/Adviser cannot log in to the Engagement Report

Teacher/Adviser cannot log in to the Engagement Report

If you have requested an engagement report, this is accessed via a link and a password shared with you by jo.bishop@springpod.com.

Contact Jo if you need this sent again.

If you have not requested this yet, you will need to complete a form and accept a data sharing agreement accessed [here](#).

If you have any other queries or your students have issues, you can email hello@springpod.com