



EDUCATION PARTNER RESOURCE

Tech Troubleshooting Guide for Education Partners

Share this guide with your IT department to keep everything running smoothly for your students.

The Springpod platform is designed to be user-friendly and should run smoothly. Here are a few technical checks worth doing before you get started.

Before you start

- ✓ **Use Google Chrome** — it's the browser we recommend for accessing Springpod.
- ✓ **Check students can receive emails from no-reply@springpod.com** — a verification code is sent to them when they create their account.

Whitelist these websites

If access is restricted, some content may be blocked or students may have trouble uploading their work. Ask your IT department to whitelist:

springpod.com

www.experience.springpod.com

space.springpod.com/sign-up

youtube.com

vimeo.com

genially.com

typeform.com

wobo.app

app.clickup.com

articulate.com

rise.eu.articulate.com





Need the full list of Vimeo URLs? [You can find them here.](#)

From September 2025, institutions blocking Vimeo content need it classified as All Audiences, Unrated, or Mature — Unrated and Mature content requires age verification. All Springpod Vimeo uploads are classified as All Audiences as standard. [More on Vimeo's age verification](#) →

Having trouble with uploads?

You may also need to whitelist all of Cloudflare on port 443, plus these IP addresses:

52.86.252.13

52.201.178.57

35.174.148.98

Common issues

Quick fixes for the issues we see most often.

1 Students can't log in

Make sure they're signing in at the correct URL: `space.springpod.com/sign-in`

- Forgotten their password? There's a 'Forgotten password' link on the sign-in page.
- Signed up with Apple or Google? The forgotten-password link won't work — they'll need to reset their password directly with that Apple or Google account.

2 Students can't find an experience in progress

Log in at `space.springpod.com/sign-in` and click **Resume** from their dashboard — all progress is saved automatically.

3 Students can't find their certificate

Once they've 100% completed an experience: log in at `space.springpod.com/sign-in`, then click **My Achievements** in the menu.





4 Students can't upload assignments

A few additional checks worth sharing:

1. Make sure the work doesn't exceed the allowed file size.
2. Ask them to download their work as a PDF and upload it from their downloads folder — this works better than linking to a Google Drive or OneDrive folder.
3. If they're having issues on a school/college network, ask them to try on a personal device at home, or in an incognito browser — this helps us see whether it's a local network issue.
4. Try a different browser, such as Google Chrome — we've identified some issues with Safari.
5. Clear the cache and cookies on the web browser.
6. Ask your IT department to whitelist the IP addresses and Cloudflare (see page 2).

5 Teacher or adviser can't log in to the Educator Portal

Already requested an Educator Portal? [Log in here](#).

Not requested one yet? Complete this [form](#) and accept a data-sharing agreement.



Still stuck?

Email hello@springpod.com and we'll help you sort it.

