Headtorch™ WORKS

Dramatic e-learning

**…a mentally healthy workplace
makes good business sense**

Frequently Asked Questions

What software do I need to access Headtorch WORKS?

+ An internet connection via computer, tablet or mobile and a Web browser.

+ For security reasons, it is *always* recommended to update the latest browser versions. Headtorch WORKS supports most browsers, including mobile.

+ Support is provided for:

Windows (latest versions)	*Mac (latest versions)*
- Microsoft Internet Explorer	- Apple Safari
- Mozilla Firefox	- Mozilla Firefox
- Apple Safari	- Mac OSX
- Google Chrome	

What settings do I need to adjust in my web browser?

+ Cookies and JavaScript must not be blocked either in the browser or corporate firewall.

+ To check if these setting are enabled visit:
  https://customer.mirata.ltd.uk/mysettings

You will see a screen similar to the following. If this check fails, then you will need to adjust your computer settings.

Operating System Microsoft Windows 7		**Screen Resolution** 1440 x 900	
Web Browser Mozilla Firefox 43		**Browser Size** 1440 x 801	
IP Address 123.456.789.12		**Colour Depth** 24 bit	
JavaScript Is Enabled		**Flash** 20	
Cookies Are Enabled			
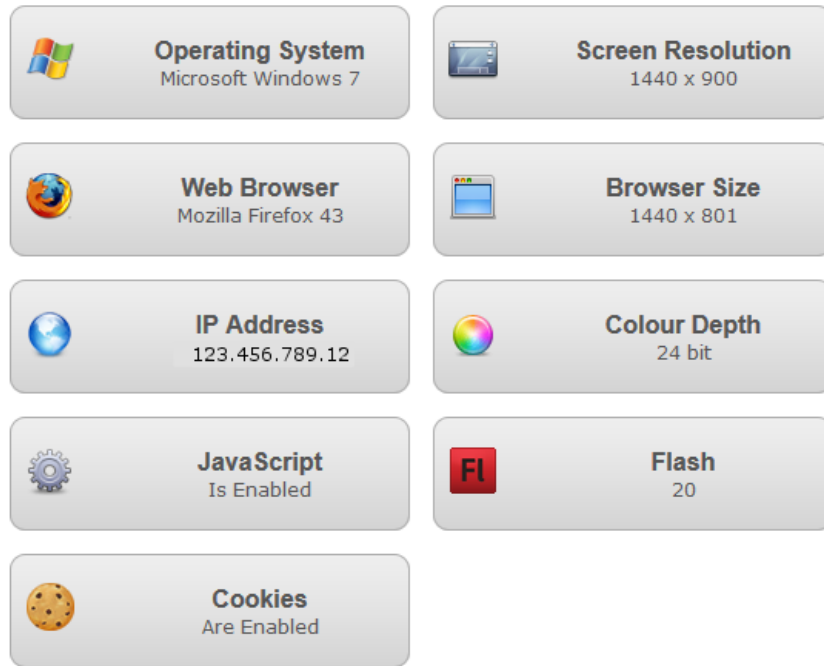
+   Please make sure that you have **access to the following URL's**:

    *.headtorchworks.org
    *.vimeo.com
    *.vimeocdn.com
    *.akamaihd.net
    *.amazonaws.com

+   **Access to** Adobe PDF Reader.   This software is free, downloadable here: https://get.adobe.com/reader

+   Standard ports 83 and 443 need to be open on a firewall.

+   Users may encounter problems viewing videos over Citrix and Remote Desktop thin client services. These issues can be overcome by using Google Chrome.

NB: While we make every effort to support most common browser types and versions, we cannot guarantee that our sites or web applications will render or function correctly in browsers other than the most recent version of Chrome, Firefox or Internet Explorer.

We make every effort to support most operating systems, however, we cannot guarantee that our sites or web applications will render appropriately or that all website functions will be supported. In addition, we cannot be held responsible for an individuals PC settings that may cause a site to render inappropriately.

My one time access code does not work

+   Ensure that the code does not have any spaces or quotes before and after it. Codes only contain numbers and letters.

+   If you have already entered this once you do not need to use it again. Login as a registered user using the email address and password that you initially submitted.

The sound does not work

+   Make sure the sound is turned up on your computer

The videos are sticking/ not playing - how do I fix this?

Options:

+   Press the refresh button and try again.

+   Close extra browser tabs or other applications that may be using up your bandwidth.

+   If possible, make sure that you are using the latest version of your browser.

+   The Internet connection may be slow – you can test the connection speed here: http://www.speedtest.net

+   If there is a speed issue, you may need to postpone the session.

+   Headtorch WORKS uses Vimeo for some of its functionality – you can check its status here: http://www.vimeostatus.com

+   The videos do not play well on Citrix or Remote Desktop systems – if you are working on either of these you need to use Chrome to access the Programme.

The video shows an unusual message, eg: *Dag-nab-it*

+   This message is caused by some old browser versions incorrectly requesting the loading of the Flash player. Update your browser - usually there is an option in the help menu to check for updates.

If I still have a technical problem, what should I do?

Contact support@headtorch.org and record your question.

You will receive a response within 24 hours.

Headtorch   0141 255 2909 | info@headtorch.org | www.headtorch.org