



## Kapow troubleshooting list 2023

### Videos

#### Videolinks

Issue: I can't access links on VideoLink - they appear to be blocked

*Have ready*

✓ Link: 'Ella Fields - Stereo - A film about reversed gender stereotypes' on VideoLink

#### Solution

Safelist [www.youtube-nocookie.com](http://www.youtube-nocookie.com)

### Kapow videos are not loading or appear blank

#### Solution

Safelist <http://fast.wistia.net/> (where our videos are hosted).

### Audio

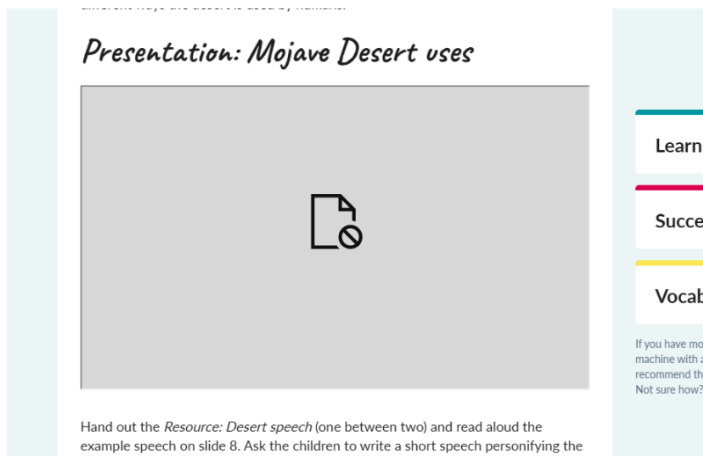
I can't play audio from your website.

#### Solution

1. Ensure [www.cookiebot.com](http://www.cookiebot.com) is safelisted and cookies are accepted.
2. Check your firewall settings: Port 443 (and, just to redirect, port 80).

# Presentations

Issue: If you see a symbol like this when you want to view a presentation, your school firewall is blocking some of our content.



## Solution

Ask your IT team to check your firewall. This is the information they need: Port 443 (and, just to redirect, port 80).

Issue: Does the presentation appear completely blank?



Either:

Use slide 1 and play each audio file in turn, getting the children to guess the name of the animal making the sound.

Safelist :

[genial.ly](https://genial.ly)  
[api.genial.ly](https://api.genial.ly)  
[app.genial.ly](https://app.genial.ly)  
[view.genial.ly](https://view.genial.ly)  
[auth.genial.ly](https://auth.genial.ly)

Also, we recommend using port 443.

Also: check that your browser and all extensions are up-to-date.

Try using a different browser to access the content.

Issue: Google slides have error messages

Solution:

The school's IT provider needs to go to @google workspace  
then go to settings for drive and docs  
option - sharing settings  
sharing option - then tick allow users in (OUname)  
to receive files from users outside of allowed user domain.

## Locked out from a specific lesson

I am blocked from accessing one lesson or resource, the rest are fine

**Solution**

Log out, clear your cache and log in again. To clear your cache cntrl, shift, delete works on most browsers.

