

# FAQ

## Using the Thinkific Learning Platform

### General Information

Thinkific is the course building software we have chosen to use for our on-line classes. The following sections provide information on issues that may arise in the use of the Thinkific Learning platform. While every effort is made to have the class material available on the many different devices available in the market, we cannot ensure that all of the options will work on all devices and operating systems.

As well, different operating systems may display the course content differently than displayed in any of the following help images or videos.

The material and help information provided here is based on a Windows 10 machine using the Chrome browser, with limited extensions or plug-ins. Your particular web browser may not have the same functionality, may work differently, or you may have installed browser extensions or plug-ins that affect how the system will respond to you.

For those using tablets or Smartphone's, the displays and functionality may also be different.

### Frequently Asked Questions

In the sections below I have outlined some of the issues we have responded to in the first few months. The information provided may be of help if you find yourself with the same issue. I have grouped the information into **Computer** and **Tablet** sections to make it easier to find the relevant sections that may apply to your issue.

The following questions are answered below.

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## Computers:

### Cannot download videos

Note: You always have access to the class on-line. Downloads are optional.

- I have tested downloads using a Windows 10 machine with both Chrome and Edge browsers. Both of these work the same way. Clicking on download opens up a popup with an option to save the file to a location on your computer. If you are having difficulties with the download, first try a different browser if you have one on your device.
- If you do not get these options, try using an Incognito browser session, Chrome, or an InPrivate browser Window, Edge. If that does not work, try turning off your browser extensions and trying again. If it now works, turn on your browser extensions one by one to see which one causes the problems, or just leave the extensions off, download the videos and PDFs and then turn on your extensions again. You can also try another browser like FireFox.
- Here is a link to some info on browser extensions.  
<https://www.howtogeek.com/169080/beginner-geek-everything-you-need-to-know-about-browser-extensions/>

### Videos not displaying on the right when video is selected from the list

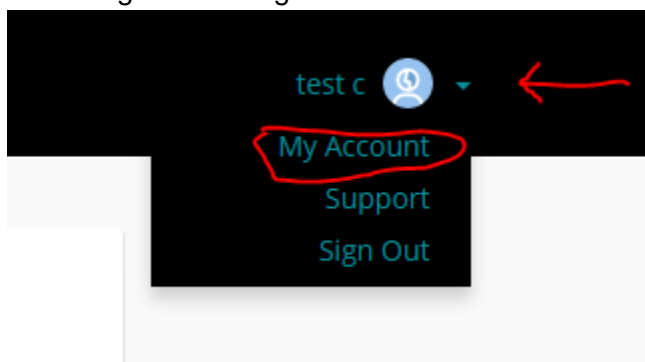
- This seems to be a browser extension issue. Turn off extensions and see if that resolves the issue or try a different browser.
- Here is a link to some info on browser extensions.  
<https://www.howtogeek.com/169080/beginner-geek-everything-you-need-to-know-about-browser-extensions/>

### Macbook Sierra issues

- Downloaded videos not playing on a MacBook Pro, with Sierra 10.12.1 operating system. This OS version does not seem to play videos in the WMV format. You will need to install a different video player that can handle these types of video files, or have an app that can convert them to a MOV file which is used by the Apple video player.

### Thinkific screens not in correct language

- There is a setting for the language in the Account section, which is found in the same dropdown as the Sign-in and Sign Out functions.




Profile

Password

Billing

Order History

## Your Profile



Upload New Image

Email

First name

Kathy

Last name

Company

Professional Title

Timezone

Select your timezone

Site Language

English

Country (required)

Save Changes

## Tablets

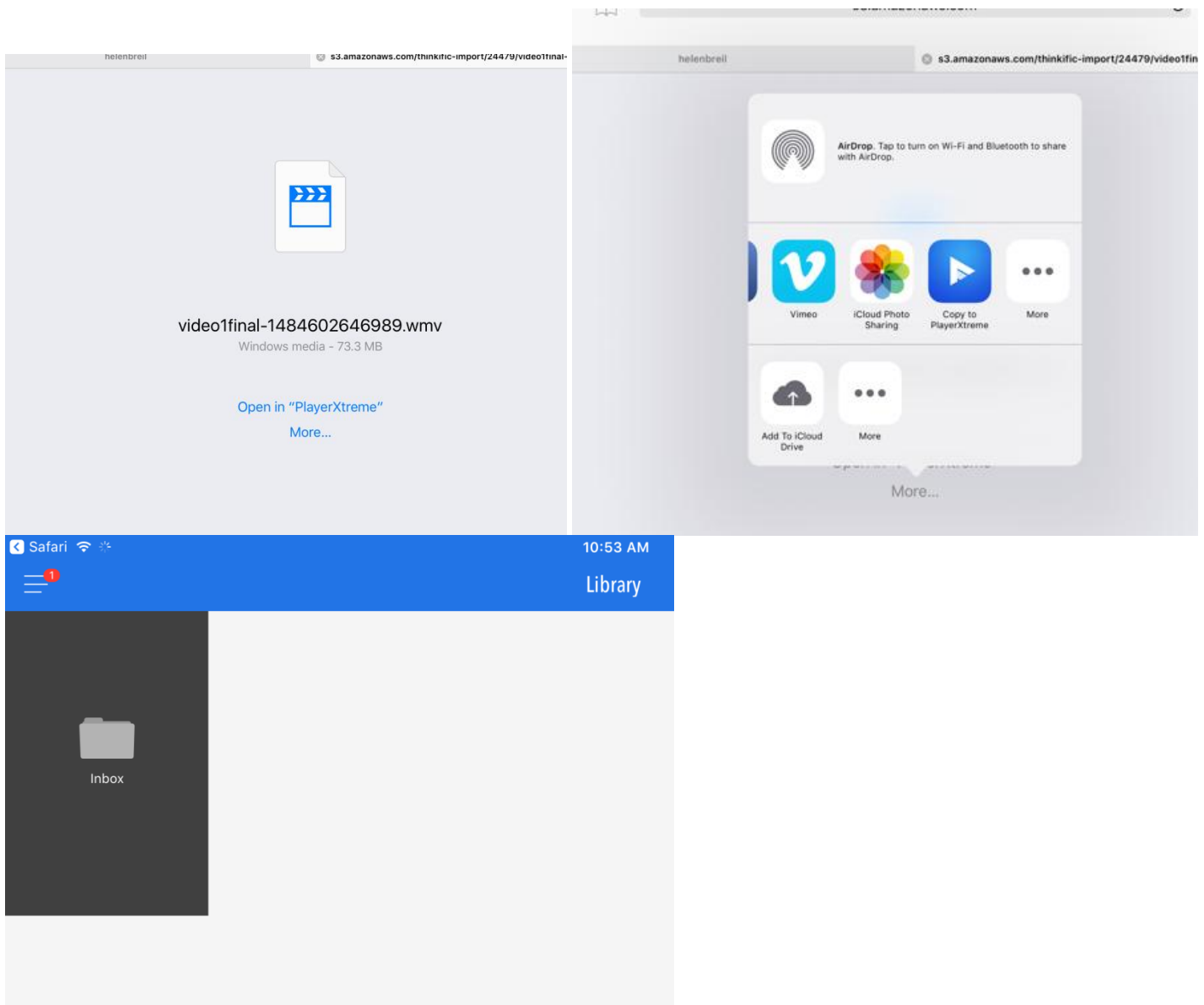
The following information is based on an Ipad tablet using IOS 10.3.2

### Downloading videos

You can download the videos to your device, however you will need a video app on your device so that the files can be saved to that app's library. There are various free apps you can use. I have used both Player Extreme and Moli-Player in the past and these are available for free from the app store. There may be issues if you are using the Chrome browser on your iPad, but everything works if you use the Safari browser on your iPad.

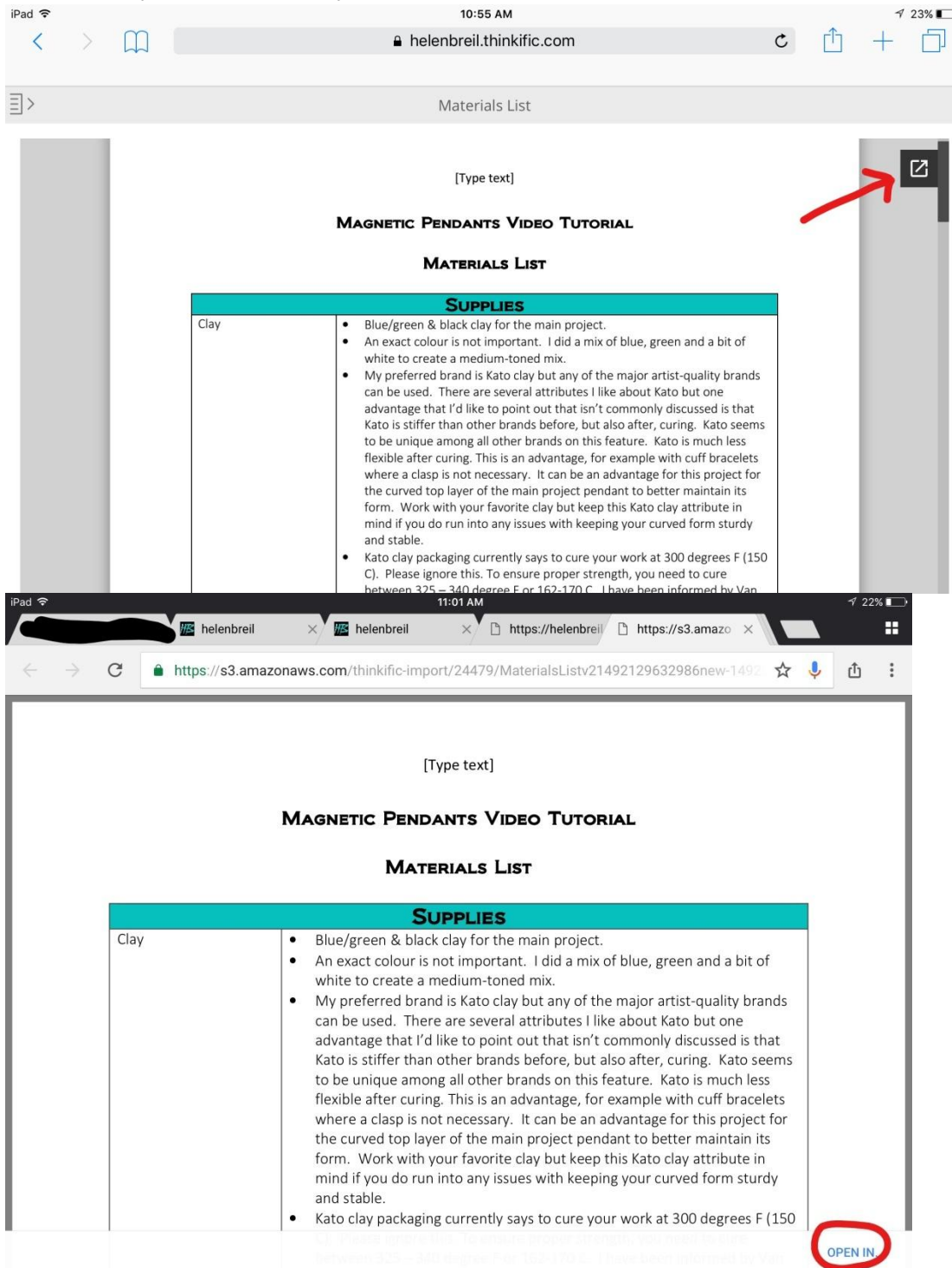
Initially the Chrome browser was fine for video downloads, but at this time, July 2017, it does not work for me. The Safari browser works fine and here are some images to help guide you through the process.

After clicking on the Download option, a new tab will open, with a option to use one of your video player apps. Clicking on the "More" button should give you an option to save the file in the apps library. The video will be in the Inbox or library depending on the app.



## Download PDF on iPad using Safari

While you are in preview mode, click on the arrow at the top right. This will open a new screen. Touch that screen and you will see an "Open In" option at the bottom right. Click on that to Open in iBooks. The file will be saved to your iBooks library in the PDF folder.



## Course content not showing on left

The red arrow points to the icon that will open up the course content list. Clicking on that will take you from full screen to a screen listing the content with a preview window on the right.

The top screenshot shows a full-screen view of a course page titled "MAGNETIC PENDANTS VIDEO TUTORIAL". Below the title is a section labeled "MATERIALS LIST" which contains a table of supplies. A red arrow points to a list icon in the top left corner of the screen. The bottom screenshot shows the same course content in a split-screen view. On the left is a sidebar with a "Dashboard" section, a "Rate this course!" button, and a "Sections" section. The "Sections" section lists "Introduction To The Class" (checked), "Project Essentials & PDFs", "2. Project Essentials" (with a "FREE" tag), "Materials List" (checked), "Shape Templates A-I", "Shape Templates J-R", and "Pendants Listing". The right side of the screen shows the "Materials List" section, which is a table with two columns: "SUPPLIES" and "DESCRIPTION". The table lists various materials and their uses, such as "Clay", "Blue/green & black clay for the main project", "An exact colour is not important. I did a mix of blue, green and a bit of white to create a medium-toned mix.", "My preferred brand is Kato clay but any of the major artist-quality brands can be used.", "Stencil Brush", "Mica Powders", "Ruler or Sewing Gauge", "Black Prisma Marker", "Other Colouring Products for Brushed Metal Technique (#2)", "Sculpey Diluent or Liquid Clay", "Black Pan Pastels", "Magnets & Adhesives", "Acetone", "Supplies for Adhering Magnets", and "Matte Black Acrylic Paint".

SUPPLIES	
Clay	<ul style="list-style-type: none"><li>Blue/green &amp; black clay for the main project.</li><li>An exact colour is not important. I did a mix of blue, green and a bit of white to create a medium-toned mix.</li><li>My preferred brand is Kato clay but any of the major artist-quality brands can be used. There are several attributes I like about Kato but one advantage that I'd like to point out that isn't commonly discussed is that Kato is stiffer than other brands before, but also after, curing. Kato seems to be unique among all other brands on this feature. Kato is much less flexible after curing. This is an advantage, for example with cuff bracelets where a clasp is not necessary. It can be an advantage for this project for the curved top layer of the main project pendant to better maintain its form. Work with your favorite clay but keep this Kato clay attribute in mind if you do run into any issues with keeping your curved form sturdy and stable.</li></ul>

SUPPLIES	DESCRIPTION
PYM II Spray Sealer	Here is some helpful information on sealers from Ginger Davis, Blue Bottle Tree blog: <a href="https://thebluebottletree.com/spray-sealer-for-polymer-clay/">https://thebluebottletree.com/spray-sealer-for-polymer-clay/</a>
Liquid & Spray Satin Varathane	<a href="https://thebluebottletree.com/varathane-best-polymer-clay-sealer/">https://thebluebottletree.com/varathane-best-polymer-clay-sealer/</a>
Golden Matte Varnish with UVLS	Ginger mentions a few alternatives for those outside of North America: <a href="https://thebluebottletree.com/seal-polymer-clay/">https://thebluebottletree.com/seal-polymer-clay/</a>
Stencil Brush	Instructions from Varathane Manufacturer: Allow the finish to cure for 24 hours before light use. Wait 3 days before subjecting the surface to abrasion.
Mica Powders	With good stiff bristles to scratch up your clay.
Ruler or Sewing Gauge	I used a combination of Pearl Ex "Aztec Gold" and "Super Copper" project bottom layer. I don't recommend Perfectly Pearls brand a graininess that can scratch up the clay surface.
Black Prisma Marker	I'm using a sewing gauge in the video, purchased at a fabric store. It's a handy item!
Other Colouring Products for Brushed Metal Technique (#2)	Other markers can turn purple over time therefore I only recommend I use this for colouring edges.
Sculpey Diluent or Liquid Clay	Alternative to mica powders for Surface Technique 2 – Brushed Viva Decors Precious Metal Color Paint or acrylic metallic paints.
Black Pan Pastels	Use these products to ensure really soft, stretchy clay for any of the techniques.
Magnets & Adhesives	Create a soft blended border to your pieces with Black Pan Pastels.
Craft Knife or Needle Tool	Please see Magnet & Adhesives Instruction PDF for details on the use of magnets.
Acetone	Used for scratching up your surface before applying the 2-part adhesive.
Supplies for Adhering Magnets	Most nail polish removers contain acetone.
Matte Black Acrylic Paint	Disposable container for mixing, mixing stick (mini popsicle stick (toothpicks), gloves and a flat bottom non-magnetic tool for priming the surface.

## Sign in issues

On small devices, or in portrait mode on iPads and some other tablets, the Sign In header is switched to Menu. Click on Menu to reveal the sign in option in the centre of the header.

