

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

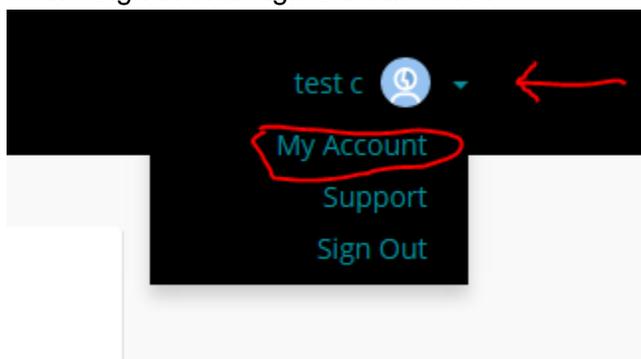
- This seems to be a browser extension issue. Turn off extensions and see if that resolves the issue or try a different browser.
- Here is a link to some info on browser extensions.
<https://www.howtogeek.com/169080/beginner-geek-everything-you-need-to-know-about-browser-extensions/>

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

Last name

Company

Professional Title

Timezone

Site Language

Country (required)

Save Changes

Tablets

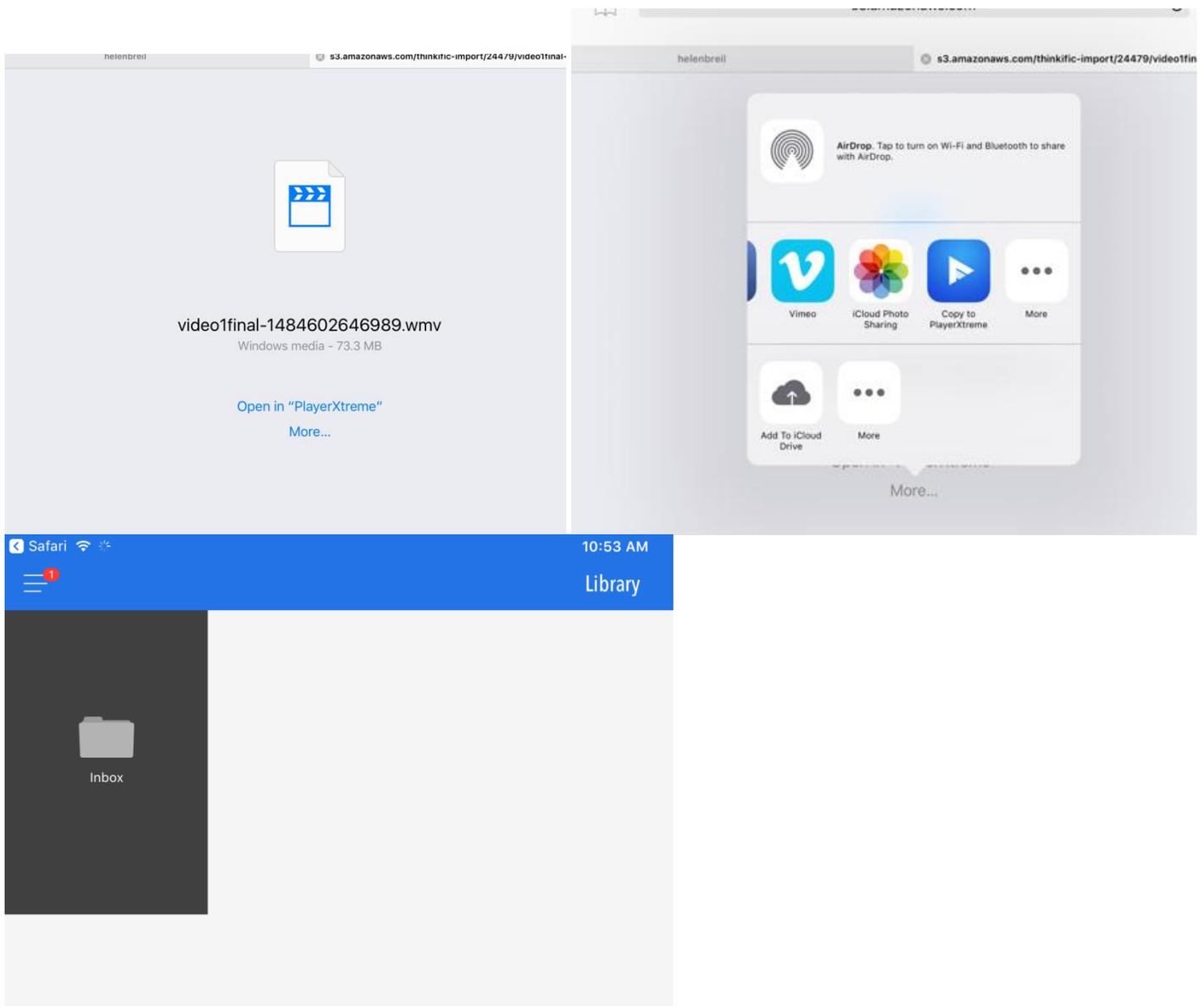
The following information is based on an Ipad tablet using IOS 10.3.2

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.

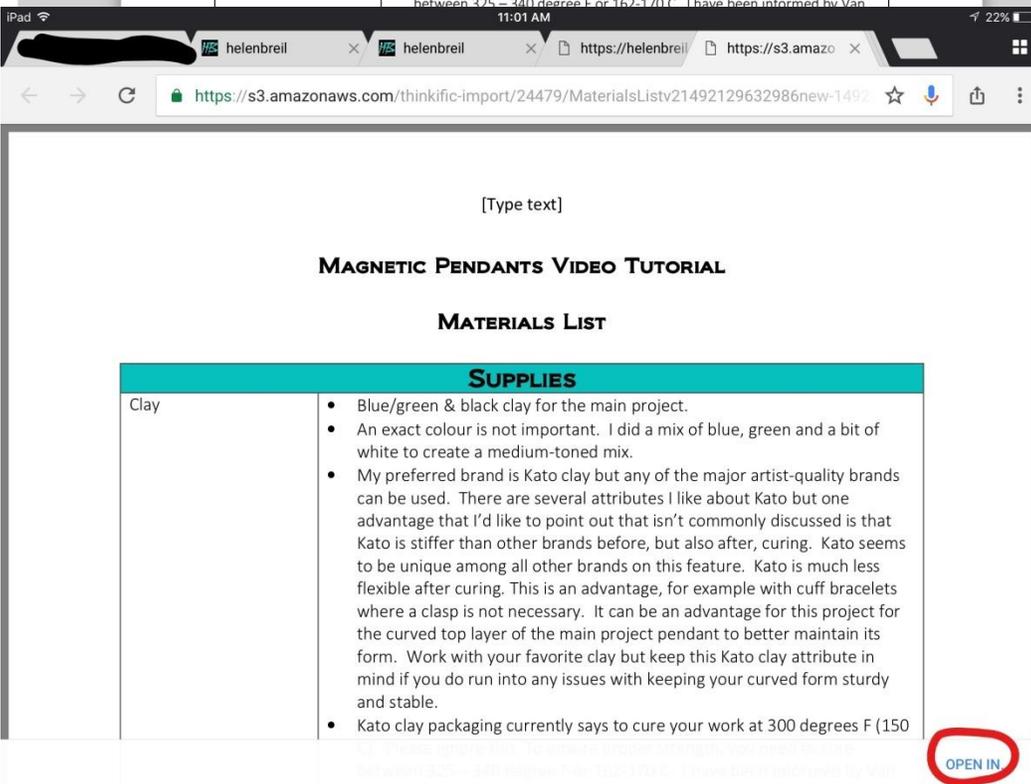
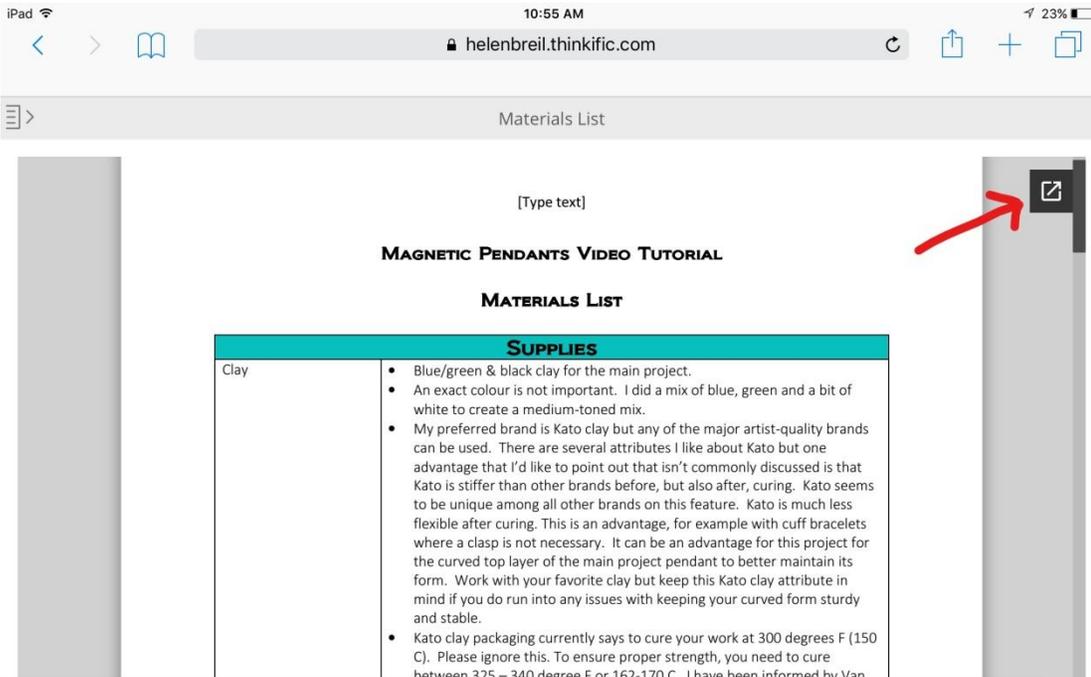
Initially the Chrome browser was fine for video downloads, but at this time, July 2017, it does not work for me. The Safari browser works fine and here are some images to help guide you through the process.

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.



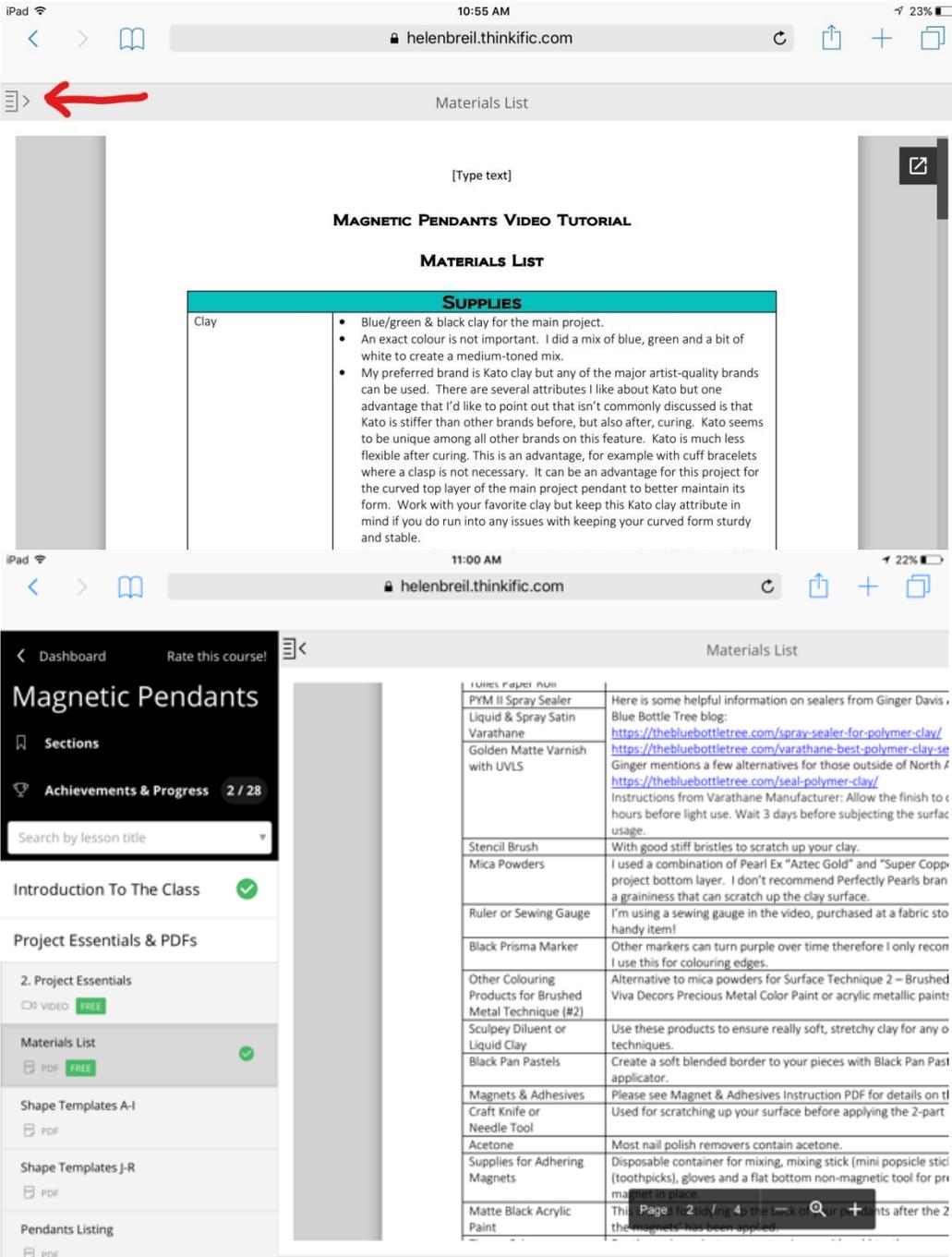
Download PDF on iPad using Safari

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.



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.

