

# Technical Guide

How to ensure FlashAcademy is setup and accessible in school

## Prerequisites

- The platform requires internet access.
- The platform is available on Android (4.4 Kit Kat and above with at least 2GB of RAM) from the GooglePlay Store.
- The platform is available on iOS devices (iOS 10 and above with at least 2GB of RAM) from the Apple App store.

## Domain Whitelisting

The following domains should be whitelisted to avoid the platform from being blocked by any firewalls:

- [app.flashsticksapp.com](https://app.flashsticksapp.com)
- [\\*.flashacademy.com](https://*.flashacademy.com)
- [content.flashsticksapp.com](https://content.flashsticksapp.com)
- [web.flashacademy.com](https://web.flashacademy.com)
- [\\*.flashsticksapp.com](https://*.flashsticksapp.com)
- [edu.flashacademy.com](https://edu.flashacademy.com)

## Windows Computers

FlashAcademy can also be accessed through a browser at [web.flashacademy.com](https://web.flashacademy.com) Laptops (Minimum Windows 7 Service Pack 1). The following browsers are supported:

- Chrome 57 and newer
- Firefox 52 and newer
- Edge 16 or newer
- Safari 11 or newer

N.B. Does not support Internet Explorer.

## Apple Mac Computers

FlashAcademy can be accessed through a browser on Apple Mac computers (OS X Yosemite 10.10 or later). The following browsers are supported:

- Chrome 57 and newer
- Firefox 52 and newer
- Edge 16 or newer
- Safari 11 or newer

## Google Chromebooks

The latest version of FlashAcademy® is also available on some Google Chromebooks via Google Play. You can check if your Chromebooks are compatible by emailing [support@flashacademy.com](mailto:support@flashacademy.com) with the make and model number.

## Install Test

Follow the steps below to verify that the FlashAcademy® platform functions correctly in your environment:

1. Download and install the app on one of the devices that students will access the app on.
2. Ensure that you are connected to the same Wi-Fi that students will access the platform on.
3. Launch the platform, select your home language, click “Next”.
4. Select “School, College or Work” and enter your login details (found in your Welcome Email).
5. Click “Sign in”, select a language to learn and click “Continue”.
6. After the download, you should see a list of categories. Select the first category.
7. On the next screen, select the first lesson and then select “Start Lesson”.
8. At the start of the lesson, you should see a flash card appear. Flip the flash card using the button at the top-right. This should reveal an icon/image.
9. Below the flash card, you will see two buttons for video & audio. Press both of these and ensure that you can see the video & hear the audio. If you are able to complete these steps, the platform is correctly configured.

## Device Permissions

On Apple devices, please ensure that the app has been granted the following permissions:

- Camera
- Microphone

On Android devices, please ensure that the app has been granted the following permissions:

- Camera
- Microphone
- Storage

These can be granted individually on each device, or through your device management dashboard (e.g. Meraki)

If you encountered issues during any part of this process, please email [support@flashacademy.com](mailto:support@flashacademy.com) and tell us where in the process the problem occurred.