

FAQ's

What browsers do we support?

We support the latest version of Chrome, Edge, Firefox and Safari however we recommend using Google Chrome.

What devices do we support?

Apple iOS

The app is tested on iOS 14, the app should be compatible with iOS 11 and above. However, some functionality may be impaired on older devices.

Android

The app is tested on Android 9.0, the app should be compatible with Android 5.1 and above. However, some functionality may be impaired on older devices.

What if I get an error preventing me from logging in?

If you are using the app on iOS or Android then it's likely there is a problem with your licence, please contact support for assistance.

If you are trying to access the service through a web browser then there could be a problem with your licence or your security/firewall could be preventing access to the app. The service uses Google Firebase and YouTube and these may need unblocking by your IT department if the machine is on a restricted network. The firewall/proxy must allow access to `firestore.googleapis.com` on port 443 via TCP.