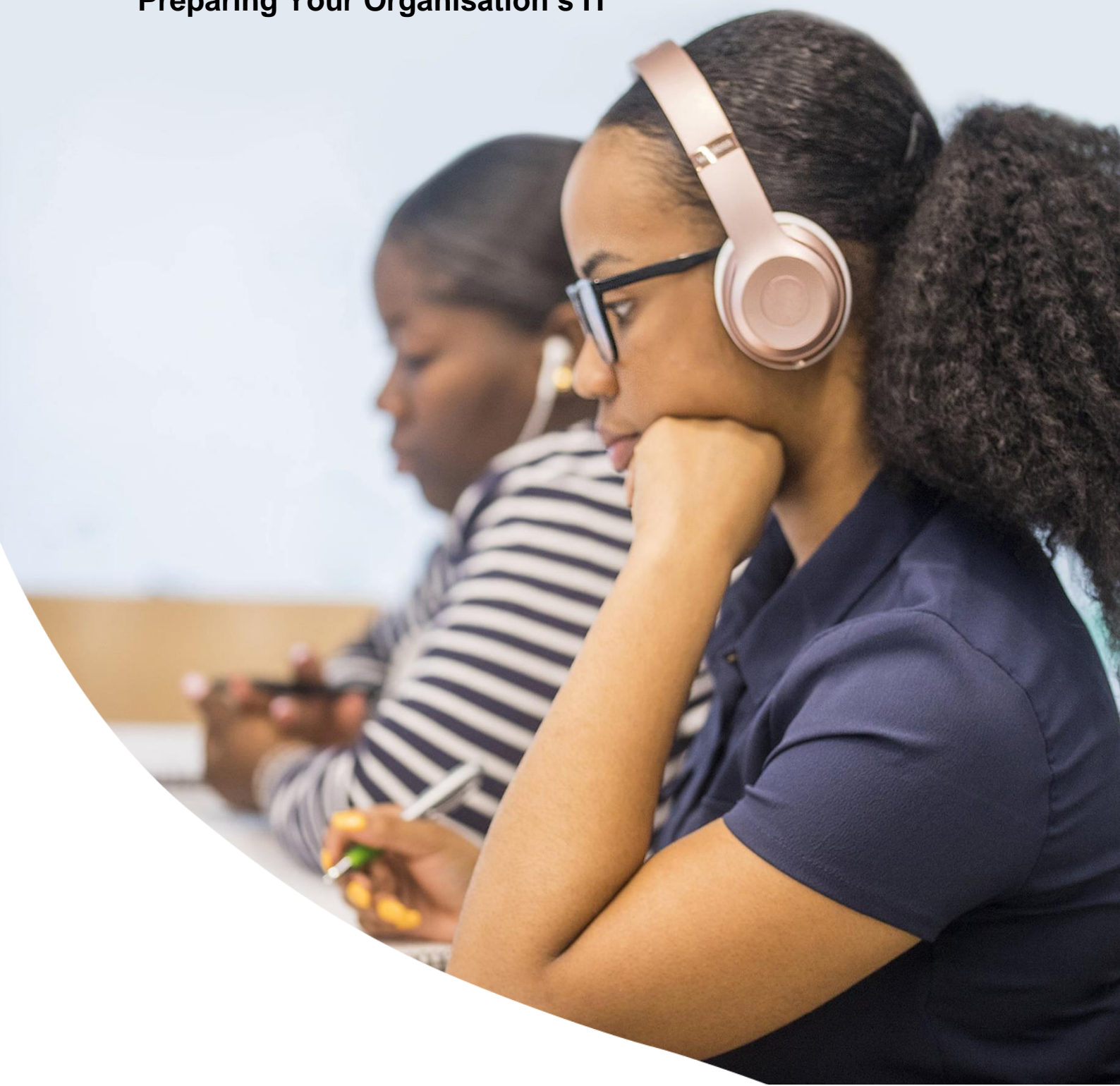




# SKILLS TO SUCCEED ACADEMY

Preparing Your Organisation's IT



# TABLE OF CONTENTS

- Section 1: Contents .....3
- Section 2: Engage Internal IT Team.....4
- Section 3: Check Technology Specifications .....5
- Section 4: Using the Academy on a Tablet .....9
  - 4.1 Best Practices .....9
  - 4.2 Screen Navigation .....9
  - 4.3 Transcripts .....9
  - 4.4 Drag and Drop .....9
  - 4.5 Playing Videos .....9
  - 4.6 Toolbar Tips .....10
  - 4.7 Activity Packs.....10
- Section 5: Technology Checks .....11
  - 5.1 Ensure Advisors Check Their Technology .....11
  - 5.2 Complete Ongoing Technology Checks .....11

## **SECTION 1: CONTENTS**

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The Skills to Succeed Academy contains rich multi-media content such as videos and audio. To make sure that participants and Advisors can use the training effectively, checks are essential to make sure that computers are set up properly before any sessions are held. As the Skills to Succeed Academy Coordinator, you will need to manage the testing of the technology.

To successfully manage this testing, you will be provided with support from the Accenture Skills to Succeed Academy team and will need to work with your organisation's IT team to test the specifications of your organisation's computers, run a simple specification test and update any specifications needed to run the Skills to Succeed Academy. This guide provides you and your IT team with information on the following areas to help:

- Engage your organisation's internal IT team
- Check technology specifications of computers
- Tips and tricks for using the Academy on a tablet
- Ensure Advisors check their technology
- Complete on-going technology checks
- Engage Accenture support as needed

## SECTION 2: ENGAGE INTERNAL IT TEAM

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Reach out to your organisation's technical support contact to help run technology preparation activities. It is important to ensure the IT team is introduced to the Skills to Succeed Academy and:

- Understand the Skills to Succeed Academy and the different learning technologies employed and the importance of running technology tests to make sure the training runs effectively in your organisation
- Can provide support in assessing technology capability
- Identify any actions required to optimize the running of the Skills to Succeed Academy in your organisation
- Resolve any on-going IT issues
- Provide technical support during delivery of the Skills to Succeed Academy as part of the issue management process

## SECTION 3: CHECK TECHNOLOGY SPECIFICATIONS

If your participants are using their own computer to run the Skills to Succeed Academy, please note that the training is currently compatible with tablets but not smart phones.

If you are using your organisation’s own computers, ask your Skills to Succeed Academy Coordinator whether they have checked to ensure the Skills to Succeed Academy runs effectively on your organisation’s IT. However, you will still need to check that the site runs on all the computers in each location where you will be running the Skills to Succeed Academy training.

Before running a session, please complete a basic check on the computers you plan to use and at a time when the network is busy with other users to understand typical performance at your location:

1. Turn on the sound on all computers (Left click on the volume button on the bottom right of the screen, then left click on the volume slider button to unmute).
2. Navigate to <http://s2sacademy.com.au> and log on. If you haven’t previously registered, contact your coordinate for the appropriate staff code for your location. For each computer, perform the following steps.
3. Click Courses to navigate to the main menu. Allow the page to fully load.
4. Click on the Getting a Job course menu. Allow the page to fully load.
5. Click on the first module. Make sure the module introductory video runs smoothly (Sam’s video diary appears).
6. If videos are running smoothly, repeat these steps for the You and Your Career course and Success in Work course. These steps will cache the videos on a local content server, helping them to load faster for your learners.
7. If videos do not run smoothly, please note which computers had issues. Examples of issues that can occur are:
  - Video doesn’t load for over three minutes.
  - Video doesn’t load at all (buffering message does not stop).
  - Sound is out of sync with images.
  - Excessive buffering of content while the video is loading.
8. If you do have technology issues it is likely that one of the simple actions in the table below will resolve them. If the actions in the table below do not resolve your technology issue, contact your organisation’s internal Skills to Succeed Academy Coordinator and / or internal IT team.

ISSUE	TECHNICAL AREA	TECHNICAL REQUIREMENT	TROUBLESHOOTING
Training will not load	Internet Browser	<p><b>PC:</b> Optimized on Chrome or Internet explorer 11 and above</p> <p><b>Tablet:</b> Safari</p>	<p><b>PC:</b> Download Microsoft Internet Explorer 11 or higher versions here: <a href="http://windows.microsoft.com/en-GB/internet-explorer/downloads/ie-8">http://windows.microsoft.com/en-GB/internet-explorer/downloads/ie-8</a> Download the most recent version of Google Chrome here: <a href="https://www.google.com/chrome/">https://www.google.com/chrome/</a></p> <p><b>Tablet:</b></p>

# SKILLS TO SUCCEED ACADEMY

ISSUE	TECHNICAL AREA	TECHNICAL REQUIREMENT	TROUBLESHOOTING
			<p>The latest version of your browsers will be updated when you update your tablet's operating system.</p>
<p>Training will not load</p>	<p>Tablet Device Software</p>	<p><b>Tablet only:</b> iOS 10 or Android 5.1.1 or above</p>	<p><b>Tablet:</b> Download the latest software update available for your tablet before attempting to run the Skills to Succeed Academy. You can do this by navigating to:</p> <p>iOS: <i>Settings &gt; General &gt; Software Update</i></p> <p>Android: <i>Settings &gt; General &gt; About Device &gt; Software Update</i></p>
<p>Training content loads slowly or will not load at all</p>	<p>Internet bandwidth</p>	<p>Bandwidth above 400kb/s is needed</p>	<ul style="list-style-type: none"> <li>• LAN - The optimal performance will be obtained via connecting by cable directly to the LAN network.</li> <li>• Wi-fi - Connect to the wi-fi if there are available networks for you to use.</li> <li>• 4G - It is possible to run the Skills to Succeed Academy training on 4G if no wi-fi networks are available, but connectivity may be more unstable so use wi-fi if possible. To connect to 4G, turn off your wi-fi so that your device will prioritize using 4G over searching for wi-fi networks.</li> </ul> <p><b>Test Bandwidth speed:</b></p> <p>Test bandwidth speed using the following webpage:</p> <p><a href="http://www.speedtest.net">http://www.speedtest.net</a></p> <p>Speak with your internal IT team to resolve low bandwidth issues.</p>
<p>Training content will not load</p>	<p>Firewall restrictions</p>	<p>Firewalls must allow access to the Skills to Succeed Academy sites</p>	<p>Speak with your internal IT team to resolve any firewall issues. The following domains and all sub-domains should be added to the firewall exceptions list by your IT team to make sure the Skills to Succeed Academy runs effectively:</p> <ul style="list-style-type: none"> <li>• s2sacademy.com.au</li> <li>• replayfilmscloud.com</li> <li>• 45c6474d206483dad5b8-794f36a48578ff274f04c191417ab7ff.r11.cf3.rackcdn.com</li> <li>• (This is where all the media files are stored)</li> </ul>

# SKILLS TO SUCCEED ACADEMY

ISSUE	TECHNICAL AREA	TECHNICAL REQUIREMENT	TROUBLESHOOTING
			<ul style="list-style-type: none"> <li>Email address: <a href="mailto:contact@s2sacademy.com.au">contact@s2sacademy.com.au</a> from the following domains: <a href="http://www.sendgrid.com">www.sendgrid.com</a> <a href="http://www.mailgun.com">www.mailgun.com</a></li> </ul>
Content such as videos may load very slowly	Media management	<p>Your organisation's network management system, this is a system whereby the owner of the network gets to prioritize certain sites or activities over others in order to divide up the bandwidth.</p> <p>This may deprioritize the Skills to Succeed Academy content or limit the amount of bandwidth that the training can use</p>	<p>Speak with your internal IT for support. Your organisation may have a network management system that manages different media. The Skills to Succeed Academy site may need to be added to a prioritization list(s) to run effectively. The following domains and all sub-domains should be added to the prioritization list by your IT team to make sure the Skills to Succeed Academy runs effectively:</p> <ul style="list-style-type: none"> <li>s2sacademy.org</li> <li>replayfilmscloud.com</li> <li>45c6474d206483dad5b8-794f36a48578ff274f04c191417ab7ff.r11.1.cf3.rackcdn.com</li> <li>(This is where all the media files are stored)</li> <li>Email address: <ul style="list-style-type: none"> <li><a href="mailto:contact@s2sacademy.com.au">contact@s2sacademy.com.au</a></li> <li>from the following domains: <ul style="list-style-type: none"> <li><a href="http://www.sendgrid.com">www.sendgrid.com</a> <a href="http://www.mailgun.com">www.mailgun.com</a></li> </ul> </li> </ul> </li> </ul>
Documents such as Activity Packs will not download from the site	Adobe reader	Any Adobe reader version installed	<p><b>PC:</b></p> <p>The latest Adobe PDF reader can be downloaded at <a href="http://get.adobe.com/reader/">http://get.adobe.com/reader/</a></p> <p><b>Tablet:</b></p> <p>The latest Adobe PDF reader for tablets can be downloaded for free either from the App Store or Google Play. Keep in mind, you will only be able to read, not edit Activity Packs on Tablets.</p>
Audio and video will not load	JavaScript	Any JavaScript version installed	The latest JavaScript can be downloaded at <a href="http://java.com/en/download/index.jsp">http://java.com/en/download/index.jsp</a>
Training will not all show on the screen (in particular you cannot	Screen size	<p><b>PC:</b> Resolution of 1024x768 or above</p> <p><b>Tablet:</b></p>	<p><b>PC:</b></p> <p>For Windows 10: right click on the desktop, left click 'Display Settings,' "Advanced Display settings" change 'resolution' to 1024x768', and left click 'ok'.</p>



# SKILLS TO SUCCEED ACADEMY

ISSUE	TECHNICAL AREA	TECHNICAL REQUIREMENT	TROUBLESHOOTING
see the buttons)		7 to 10 in/17 to 25 cm	For Windows 7: right click on the desktop, left click 'screen resolution', change 'resolution' to 1024x768', and left click 'ok'.
The sound does not work	Headphones / speakers	A sound enabled computer with a headphone port or speakers	<p>Mute/unmute. To unmute sound, left click on the volume button on the bottom right of the screen then left click on the volume slider button.</p> <p>Headphones. Make sure headphones are fully inserted into the headphone socket (not the microphone or other)</p> <p>Other/sound card. If there is still no sound, there may be an issue with the sound card. Contact your internal IT team.</p>



## **SECTION 4: USING THE ACADEMY ON A TABLET**

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This section provides tips and guidance for using the Skills to Succeed Academy on a tablet.

### **4.1 BEST PRACTICES**

- Connect to wi-fi to allow the Academy to run at maximum speed, and to save on data costs.
- Plug into a power source to avoid battery depletion in the middle of a session.
- It is recommended that you lock the device in landscape mode, as per instructed in your device's user manual.

### **4.2 SCREEN NAVIGATION**

When navigating the Skills to Succeed Academy on your tablet, a "Play" button will appear. Tap this button to enter each module.

In order to select a module, swipe left or right through the module folders.

### **4.3 TRANSCRIPTS**

Transcripts allow you to read a written version of the audio for each of the videos within the Academy.

- Transcripts will often require scrolling in order to view the entirety of the text, although they may not have a visible scroll bar. Use one finger to drag the text upward until you have reached the bottom.
- Drag only within the transcript box to avoid scrolling the entire webpage.
- Once the transcript is open tap the *Return* button on the transcript window to return to the video.
- Note: Transcripts and video audio may load at different speeds.

### **4.4 DRAG AND DROP**

In certain modules, there are activities which require you to "drag and drop" matching responses to a list of related terms.

- Press and hold down the item you wish to move. Drag it into the desired area and let go. There is no need to double tap the item in order to move it.

On Android, dragging some visual elements from the top of the page to the bottom may accidentally refresh the webpage. Be careful while performing the drag & drop activity.

### **4.5 PLAYING VIDEOS**

Depending on the operating system of your mobile device, videos in the Computer Based Training modules may not have a thumbnail image to identify that the video is ready to play. There will, however, always be a grey 'Play' button where a video is present on screen, often coupled with guidance in the text and audio (see below for an example).

**Identify Your Skills**
**Module 5**
**1/20**



**Identify Your Skills**

*Play the video.*

In this bit you'll learn about how to identify the skills you have. This is a really important step in looking for a job. Skills are spoken about a lot in job advertisements and by Advisors. After you've finished, you'll know exactly what skills you have.

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↺
↻
↷

## 4.6 TOOLBAR TIPS

Please note the size of the toolbar buttons can be small depending on the size of the device's screen. Take care when tapping.

- If any of the toolbar buttons fail to engage after a few taps, try refreshing the page on your browser.
- If you inadvertently *zoom* while attempting to tap one of the toolbar buttons, there are two ways you can zoom out:
  - Pinch your thumb and pointer finger together to *zoom out*.
  - Use one finger to double tap the screen in the area that you wish to *zoom out* of.

## 4.7 ACTIVITY PACKS

- Remember to download Adobe PDF reader in order to view the Activity Packs on your tablet.
- You can only edit the Activity Packs on a desktop. However, you can open the PDF in your tablet's browser and opt to save it to your device.
  - For iOS devices, tap the anywhere on screen to reveal the Safari toolbar. Tap the *Share* button and select *Save to Files*.
  - For Android devices, tap the three-dot menu button to bring up the sharing menu. Select *Print*, and once the print preview has been created, you can opt to *Save to PDF*.
  - We recommend emailing yourself a copy of the Activity Pack so you can open it on a desktop or printing the document from your mobile device.

## **SECTION 5: TECHNOLOGY CHECKS**

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### **5.1 ENSURE ADVISORS CHECK THEIR TECHNOLOGY**

After you have completed organisation-wide technology tests, Advisors delivering the Skills to Succeed Academy must check they are able to run the training smoothly on their local computers before delivering any training sessions. Remember:

- Advisors should make sure the Skills to Succeed Academy runs on all their computers in their training room before delivering the Skills to Succeed Academy for the first time. To check computers, the Advisor should run the Skills to Succeed Academy on each computer using the checks listed in the Training Handbook
- Any technology issues should be raised to you in the first instance and then passed on to your organisation's IT team for investigation
- If you and your organisation's internal IT team cannot resolve a technology issue, contact the Accenture Skills to Succeed Academy team
- The issue and query management process are documented in the Training Handbook for Advisors to follow. You should remind Advisors how to follow this process.
- Information to help you communicate to Advisors is provided in the Skills to Succeed Academy guide to preparing your people

### **5.2 COMPLETE ONGOING TECHNOLOGY CHECKS**

Once your organisation's technology has been checked and the Skills to Succeed Academy is being delivered, it is important to make sure that any technology changes that occur in your organisation are monitored to understand if they will impact the running of the Skills to Succeed Academy. The following instances may require additional technology testing to be completed:

- Your organisation's technology is changed / upgraded – in this instance, request your organisation's IT team to test the Skills to Succeed Academy using the information in this guide
- The Skills to Succeed Academy is integrated in new locations or programs in your organisation – Run the technology preparation activities in this guide on any computers which have not previously been used to run the Skills to Succeed Academy training

### **5.3 ENGAGE ACCENTURE SUPPORT IF NEEDED**

Please keep in mind the following key points when preparing your technology:

- You must engage your organisation's IT team to support you in testing and preparing your computers to run the Skills to Succeed Academy using the information in this guide
- In addition to this guide, you may also want to consult the Skills to Succeed Academy FAQs found in the main course menus on the Skills to Succeed Academy site for further information

If your organisation's IT team are not sure how to complete some technology preparation activities, you should contact the Accenture Skills to Succeed Academy team who will be happy to help ([contact@s2sacademy.com.au](mailto:contact@s2sacademy.com.au)).