Parent Resources FAQs

**What will I need to do the course?**

* A computer, tablet, or smartphone on which you can play video and sound.
* A good internet connection.
* Any modern web browser (like Chrome, Mozilla Firefox, Safari, or Microsoft Edge). These courses will NOT work with Internet Explorer.

If needed you can download the latest version of Chrome [here](https://www.google.co.uk/chrome/?brand=CHBD&brand=YTUH&gclid=Cj0KCQjw5oiMBhDtARIsAJi0qk0AQ-Wqyc8IyOsHF_LwfaBbydB-ipqcVzRkatgxyT6il67BZpsCBNAaAsSzEALw_wcB&gclsrc=aw.ds)

If you need to change your default browser to something other than IE please follow the instructions [here](https://support.microsoft.com/en-us/windows/change-your-default-browser-in-windows-10-020c58c6-7d77-797a-b74e-8f07946c5db6)

**I am unable to find my council’s unique link**

Go to <https://www.oneplusone.org.uk/parent-guide-for-england>. Please select the region you are from on the map. Listed under each map will be a list of towns & cities to choose from. The practitioner from your local council who sent you the link should be able to confirm this if you are unsure which one to choose.

**Where do I register?**

You can do this via your region link above.

**I have already registered where do I log in?**

Go to <https://skills.oneplusone.org.uk/users/sign_in>

**I have forgotten my password**

Go to <https://skills.oneplusone.org.uk/users/sign_in> and click the ‘Forgot Password’ link. This will ask you for the email address you registered with and once entered will send you a link to reset your password to this same email address.

**I see the following error “Internet Explorer does not support the Thinkific platform”**



This means you are opening the course within Internet Explorer. Please open the link in a different browser as mentioned above.

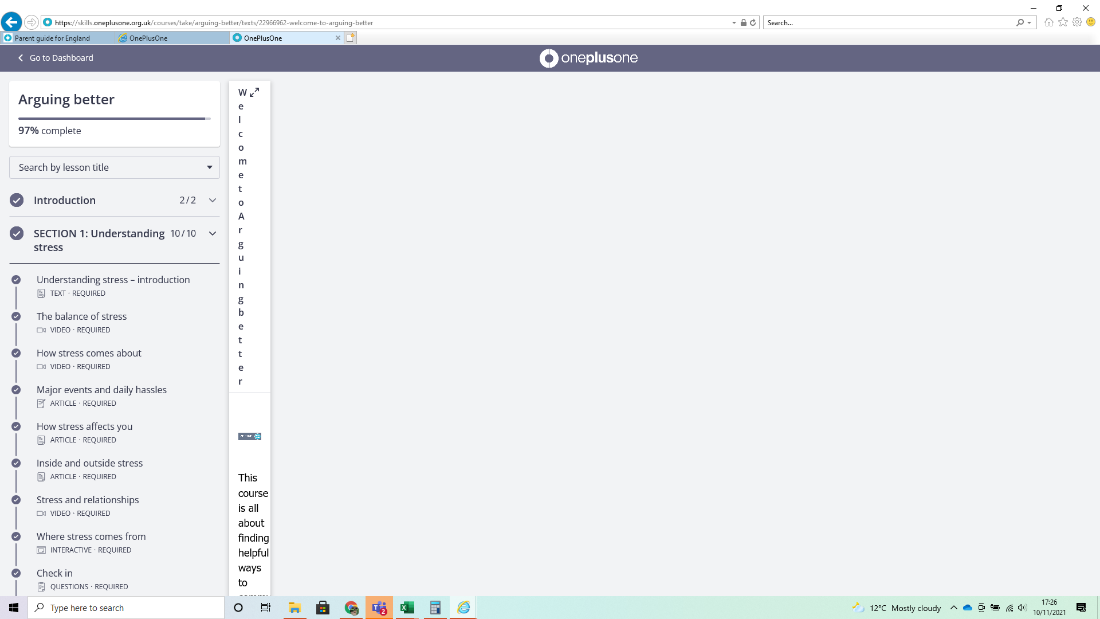
**I am logged in, but I do not see any courses (as below)**

Graphical user interface, text, application

Description automatically generated

Click on “My Dashboard” at the top right. If you still do not see anything please email [info@oneplusone.org.uk](mailto:info@oneplusone.org.uk) with your email address along with your local council's name and this issue will be resolved as soon as possible.

**I am logged in but I see the course scrunched up to the left-hand side (as below)**



This means you are opening the course within Internet Explorer. Please open the link in a different browser as mentioned above.

**Videos are not playing**

<https://www.nucleustechnologies.com/blog/fix-embedded-videos-not-playing-in-google-chrome/>

**I see a box saying, “Requirements have not yet been completed!”**

Please answer the ‘getting to know you’ questions. These should only take 3 minutes to complete.

**Will I get a certificate at the end of the course?**

Yes, you will get a certificate for each course completed. The name on the certificate will be the name you registered with at the start.

**What information is stored about me?**

Please see our Privacy Policy [here](https://skills.oneplusone.org.uk/pages/privacy)