Doddle: Technical Troubleshooting

This guide is designed to resolve common technical issues faced by users.
For more support materials about using Doddle, including data policies and minimum specification, please see
https://www.doddlelearn.co.uk/support.

First steps – trying another setup

By varying the system you are using, together we can pinpoint the root cause of the issue. Here are some things to try:

- **Use a different browser on the same device** – For example, on a Windows machine, if you are using Internet Explorer try Google Chrome and vice versa. If this solves the problem, try clearing the cache of your original browser. You can find instructions on how to do this for your browser here: www.refreshyourcache.com.
- **Use a different device –** If changing browser and clearing your cache did not solve the problem, then using the site on a different device may help. Doddle is designed to work on desktops and tablets so if you are experiencing a problem with one, please try the other if you have one available.
- **Use a different internet connection** – If changing browsers and the device you are working on did not solve the problem, you could try to access the site from an entirely different internet connection. If you are experiencing the problem at school on a laptop or tablet, try accessing the site at home or via your mobile data connection.
- **If you have filtering or caching in place, access Doddle directly by bypassing this network device** – This is useful as a troubleshooting exercise; we are not advising you do this as permanent solution. If this resolves the issue then it points to the problem lying somewhere within your network setup and will need to be investigated by your IT Support team. It may be an issue caused by filtering at the LEA or Internet Service Provider level.

If you have tried some or all of these steps and the issue is still occurring, please help us by following the steps below to report the problem.

Reporting the problem

To help us troubleshoot any problems, the more information you can give us the better. To begin with, click the **'Feedback'** button on the right of the Doddle webpage. Please fill in the small form with a description of the problem you are having, as well as your **name**, **school name** and **email address**. Ensure that you select the 'I have a problem' category and the 'I'd like a response' heading, so we can get back to you as soon as possible. Reporting the problem in this way will let us know what Operating System you are using as well as detailed browser information and other pertinent details.

Other things that would be helpful to know and could be entered in to the form or emailed to us at
hello@doddlelearn.co.uk are:

- A brief outline of the above steps that you have taken;
- Whether the problem is occurring at school or at home;
- If there is an error message, and if so, what it says;
- Which assignment/resource you are trying to access;
- A screenshot of the issue.

With this information we can try to recreate the problem ourselves. If we are able to replicate the issue and it is a bug with the website, we will fix it as soon as we can.

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54 Marston Street
Oxford
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t: 01865 208 440
e: hello@doddlelearn.co.uk
www.doddlelearn.co.uk

Problems with Doddle on a school network

We would like to assure you that the Doddle infrastructure is set up in such a way that we support 1000s of users accessing the system at any one time. The system is scalable so that no matter the number of users connecting to the system it should always provide an excellent experience.

To provide a little more detail, Doddle is hosted on Amazon's AWS platform. Amazon's datacentre, based in the EU, provides bandwidth which is to all intents and purposes unlimited. The Doddle platform automatically scales the resources available according to the demand placed on the system so that no matter how many users are connected there should always be a webserver available to handle the request in a timely fashion.

We don't want you to feel like we are passing the buck in any way but, for these reasons, we believe it is likely that the issue originates somewhere on your school's connection to the internet. Below is advice on how to set up the network to minimise these issues. We are happy to arrange for our technical support to talk to your Network Manager directly if that would help to identify and resolve these problems.

Advice on set-up:

Please ensure that the Doddle site is not cached or filtered at any level on your network. We recommend adding the below address to your whitelist:

.doddlelearn.co.uk/

You may have additional filtering or caching in place at a higher level (perhaps by the local authority or other internet service provider). In the past we have found that these setups can interfere with the connections between the Doddle servers and an individual browser session and whitelisting at this higher level has resolved the issue.

Creating a Trusted Location within Excel across a network:

Individual users can find instructions on how best to view Doddle reports here:
https://www.doddlelearn.co.uk/downloadhelp

Many of the Progress reports generated by Doddle utilise macros within Microsoft Excel and are delivered as .zip files. To successfully run the reports, extract all files from the .zip to a folder on your system. We recommend that the folder you extract the files to is set as a Trusted Location within Microsoft Excel.

It is possible to use Group Policy templates to set a Trusted Location across a network. The folder designated as a Trusted Location can reside on the local disk or on a shared area of the network. To set a Trusted Location using Group Policy follow these steps:

1. Download the Group Policy templates for your version of Office and install them in to your Group Policy store
2. Open the Group Policy Editor and edit the following settings in a Group Policy Object (GPO):
    i. Enable the setting at Microsoft Excel > Excel Options > Security > Trust Center > Trusted Locations > Trusted Location #1
    ii. As an example, if you wanted to set a folder named 'Doddle Reports' which resided in the user's profile area as a Trusted Location you would add '*%USERPROFILE%\Doddle Reports*' to the Path variable, enter an optional Date and Description for this folder and tick '*Allow sub folders*'
    iii. Enable the setting at Microsoft Excel > Excel Options > Security > Trust Center > Trusted Locations > Allow Trusted Locations on the network
3. Apply this GPO to your users

Enabling Flash within Chrome across a network:

Certain versions of Google Chrome disable Flash by default. Individual users can re-enable Flash by clicking Enable on the affected instance of Flash.

To enable Flash within Chrome across a network it is possible to utilise the Group Policy templates made available by the Chromium project. To do this you will need to follow these steps:

1. Navigate to this website: https://support.google.com/chrome/a/answer/187202?hl=en
2. Expand the 'Windows and Linux' sub-heading
3. Download the zip file containing the Google Chrome templates
4. Extract the administrative template and the supporting language files (chrome.admx and chrome.adml) to your Group Policy store
5. Open the Group Policy Editor and edit the following settings in a Group Policy Object (GPO):
    i.   User Configuration > Administrative Templates > Google > Google Chrome > Content Settings > Allow plugins on these sites > Enabled > Show…
    ii. Add the following entry to the list of allowed sites: https://www.doddlelearn.co.uk
6. Apply this GPO to your users

More information with regards to this setting, and other Google Chrome administrative template options, can be found here: https://www.chromium.org/administrators/policy-list-3#PluginsAllowedForUrls.

If you have tried all of the above suggestions and still have problems or questions that you would like us to help you resolve, then please don't hesitate to get in touch and we can work through the issue together. Our offices are open Monday-Friday, 08:30-17:30. You can get in touch by:

- Completing the feedback form on Doddle;
- Calling us on 01865 208 440;
- Emailing hello@doddlelearn.co.uk.