

Dear IT Co-ordinator

One of your members of staff needs to log into their Words on Screen™ Download Player. It seems likely that your school or organization is using a 'proxy server' that is stopping the player from accessing the internet. To resolve this, the following should be a permanent solution, but does not work for all proxy servers.

The Download Player attempts to connect to **www.outoftheark.co.uk** using SSL over port 443. When in school, if the user's computer is sending all web traffic through a proxy then you need to put in place an exception so that traffic to **www.outoftheark.co.uk** is not sent to the proxy, or so that traffic from **www.outoftheark.co.uk** is sent back to the client computer un-edited by the proxy (e.g. decrypted and then re-encrypted using your in-house certificate). Please also note that it is **www.outoftheark.co.uk** - not **outoftheark.co.uk** - the www prefix is essential. Ideally, your proxy exception should be made using the domain name and not the IP address. This is because the latter is occasionally subject to change. However, if you are only able to create exceptions by IP address, our current website IP is **72.32.211.105**. This document will be updated when we are aware of an IP change.

Please try putting this in place for your member of staff. If this doesn't work for you, then please remind your member of staff that there are 3 other options that can be tried in order to play their song(s). These are:

### Quick Solutions:

#### **Option 1. Register your device online to continue with your Download Player.**

This is a quick temporary solution that will last as long as you remain logged in. Click '**Trouble Logging In?**' on the Download Player login screen and follow the instructions that will take you to our website to register your device. To remain logged in at the end of your session, simply close the program without logging out (click on the red cross and Exit, but do not log out).

#### **Option 2. Play your songs online in your Streaming Player.**

You can use the Streaming Player from any computer with a good internet connection. You will need to be logged into your account on our website to use this option – simply go to your account and choose '**Stream Online**' from your '**MyWords on Screen™ Online**' area. This will open a player in your internet browser containing all of your songs and eSongbooks. The Streaming Player works in exactly the same way as the Download Player (performance depends on your internet connection speed).

### Alternative Long Term Solution:

#### **Download your songs to your PC or Mac laptop at home first.**

Download all of the songs from your account that you need on your laptop at home, and then just close the application (click on the red cross and Exit, but do not log out). When you reopen the application on the same laptop at school, you will not need to log in, and you will be able to play the songs without needing to connect to the internet through the proxy server.

To help us to improve the Words on Screen™ Player and our service to you, please let us know which of the above solutions worked for you. You can email us at **support@outoftheark.com** or call **+44 (0) 20 8481 7202**.

Thank you.