

Future First online alumni portal

Guide for school/college IT system administrators

About the platform

Your school/college has signed up to use Future First's online alumni portal. This system allows:

- former students and those who will soon be leaving the school to sign up to the alumni network: <https://networks.futurefirst.org.uk/register>. Students who will soon be leaving school are advised to sign up with a personal (non-school) email address.
- staff to login to a portal to search, mail and manage alumni at <https://networks.futurefirst.org.uk/login>, as well as provide access to our toolkit (<http://toolkit.futurefirst.org.uk/>) which contains resources and guides to building, engaging and mobilising the alumni network.

Contact details

If you have any questions about the alumni portal or this guide, please contact us on 020 7239 8933 or email support@futurefirst.org.uk.

Troubleshooting guide

From time to time school staff have issues with the portal not loading, loading very slowly or displaying incorrectly. This is often caused by the browser or security settings within the school's network.

This guide is designed for IT system administrators and outlines what to check, and what to do next if this does not resolve the problem. We can also set you up a user profile for the portal to make this easier to troubleshoot.

1. Supported browser

Please ensure that the user is using one of the supported browsers:

IE	Edge *	Firefox	Chrome	Safari	Opera	iOS Safari *	Opera Mini *	Android Browser *	Chrome for Android
			49					4.4	
8	13	47	51			9.2		4.4.4	
11	14	48	52	9.1	39	9.3	all	51	51
		49	53	10	40				
		50	54	TP	41				
		51	55						

2. Browser settings

- Please ensure that JavaScript is enabled on the user's browser.
- If the user is using one of the supported version of Internet Explorer and the portal is not displaying correctly then please:

- Open Internet Explorer.
- Click the Tools button, and then click Compatibility View Settings.
- Under Add this website, enter <https://networks.futurefirst.org.uk/> and then click Add.

Please be aware that the alumni portal is not currently mobile responsive.

3. Web filters

If there are any web filters or similar in place, please add the following sites to the whitelist:

- <https://networks.futurefirst.org.uk/> (The portal site)
- <https://cdnjs.cloudflare.com/ajax/libs/angular-material/1.1.1/angular-material.min.css> (This is a library of tools we use for the forms and display within the portal)

If you use Smoothwall web filter, please ensure categories 'education and reference' and 'charities and non-profit' are unblocked.

4. Test with a different browser

If the above steps do not resolve the issue, please try using a different browser.

5. Check hardware and internet speed

The portal does load a lot of data, so it may be that the speed of the user's computer or internet is slowing them down:

- Try loading the portal without any other tabs or programmes open.
- Check the internet speed and see if they are uploading or downloading files at the same time as using the portal.

Issue still not resolved?

Following the steps above usually resolves the issue. However if the issue is not fully resolved please provide as much as possible of the following information by email to networks@futurefirst.org.uk or call us on 020 7239 8933 to allow us to look into the issue further:

- **Issue:** What is the issue? Attach a screenshot if possible.
- **User affected:** Which users are affected? Have they been able to use the platform at all? If so, when did they start having problems?
- **Browser and version:** What browser and version of the browser are they using?
- **Web filtering:** Are there web filtering programmes or other security programmes within the school network? Please confirm that the sites listed in (3) above have been whitelisted for the user.
- **Firewall:** Please describe the user's firewall settings.
- **Steps taken to resolve the issue:** Please outline the steps taken to resolve the issue.