



Developing English Pedagogy

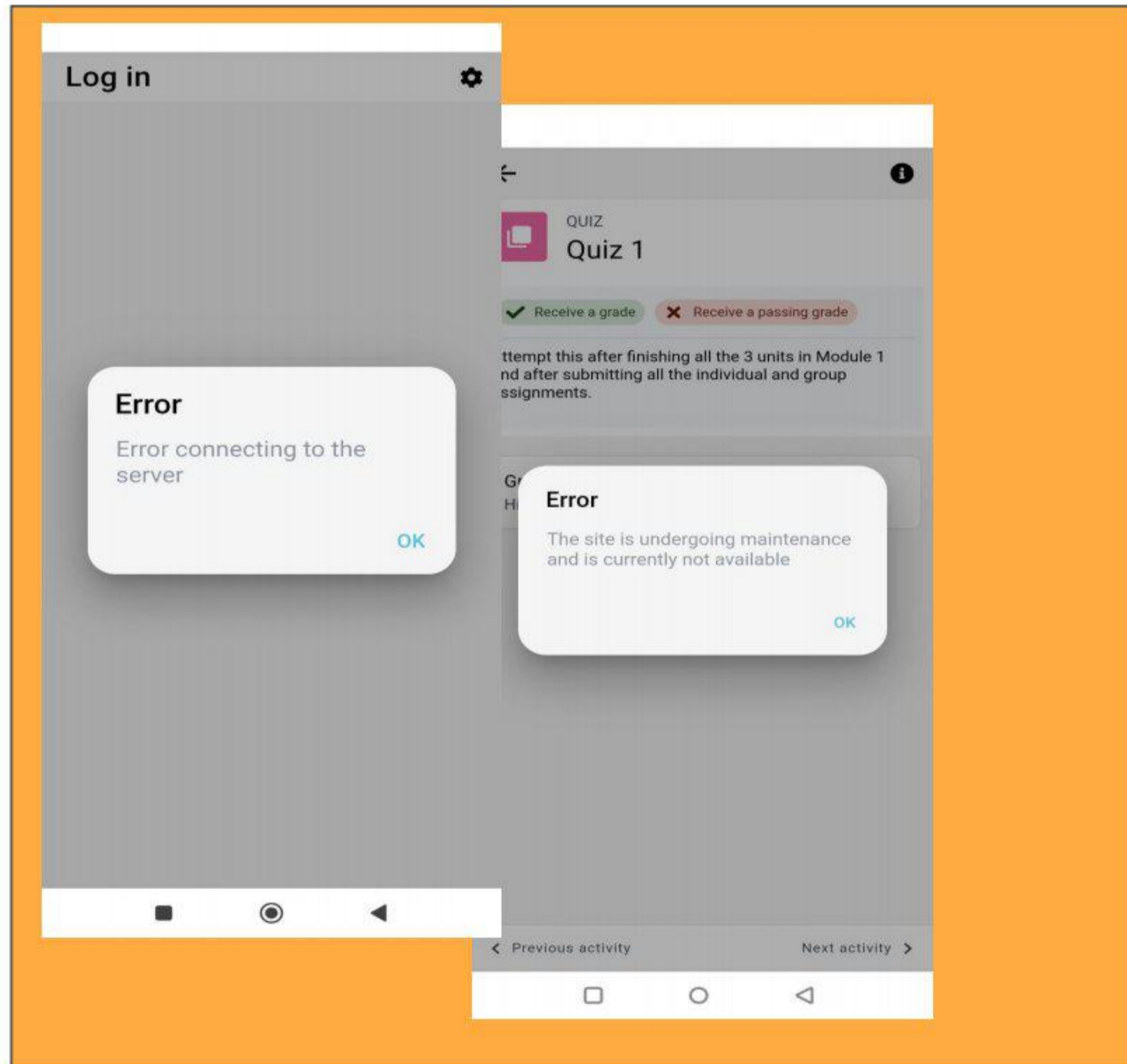


Firki technical

Issues & solutions

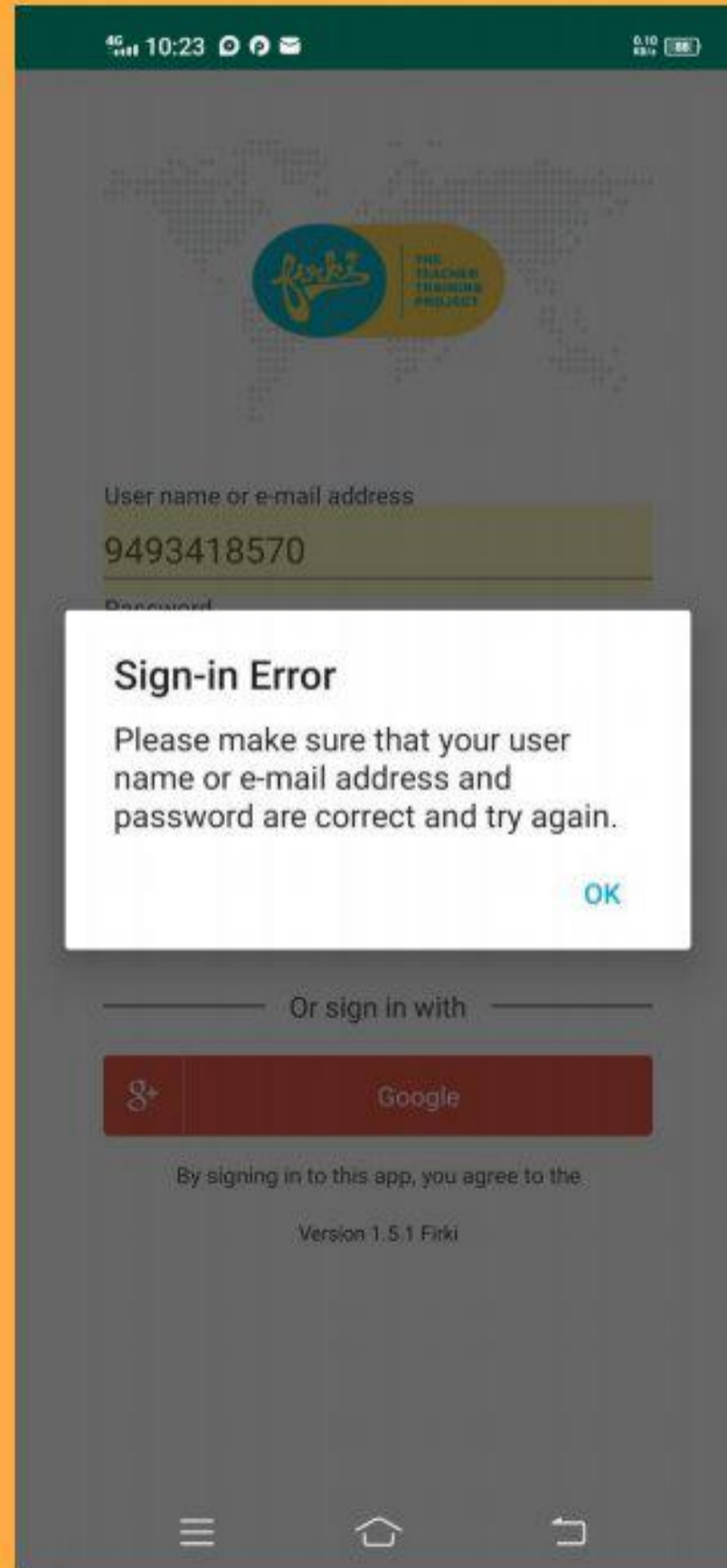
SOLVE

Issue 1: App is not connecting to the server



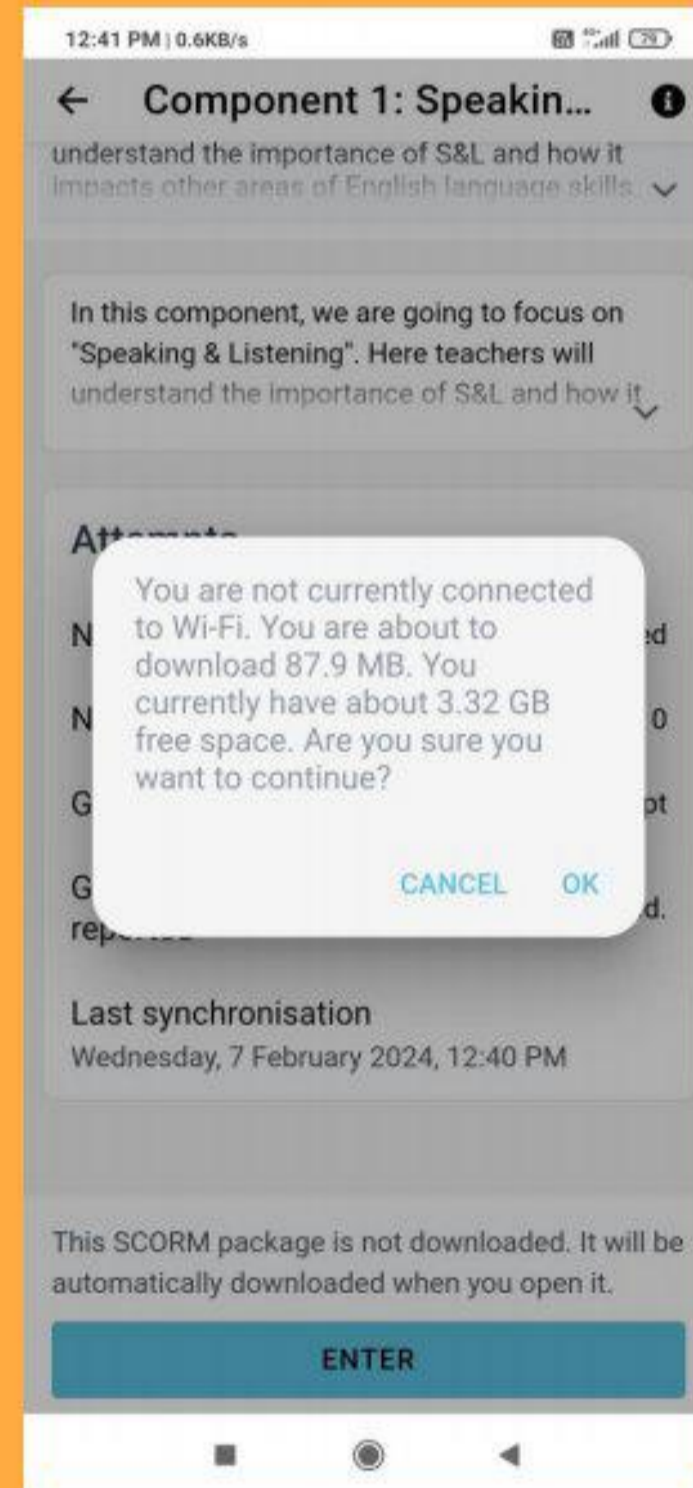
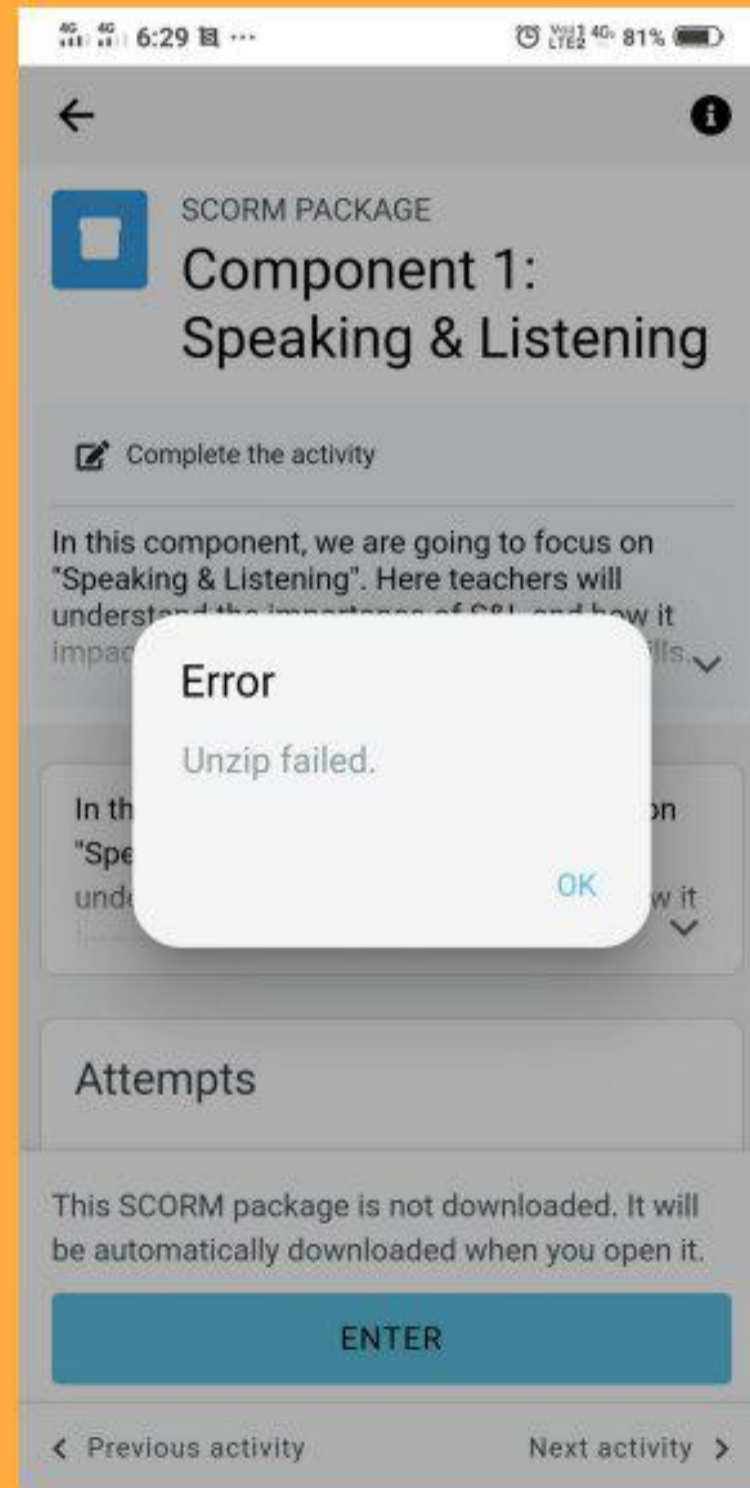
- Check for the internet connection and see if any other website is loading.
- Check if you have a strong internet connection or not
- If not, try after a few minutes, turn off the mobile internet connection and turn it on again

Issue 2: Putting incorrect credentials



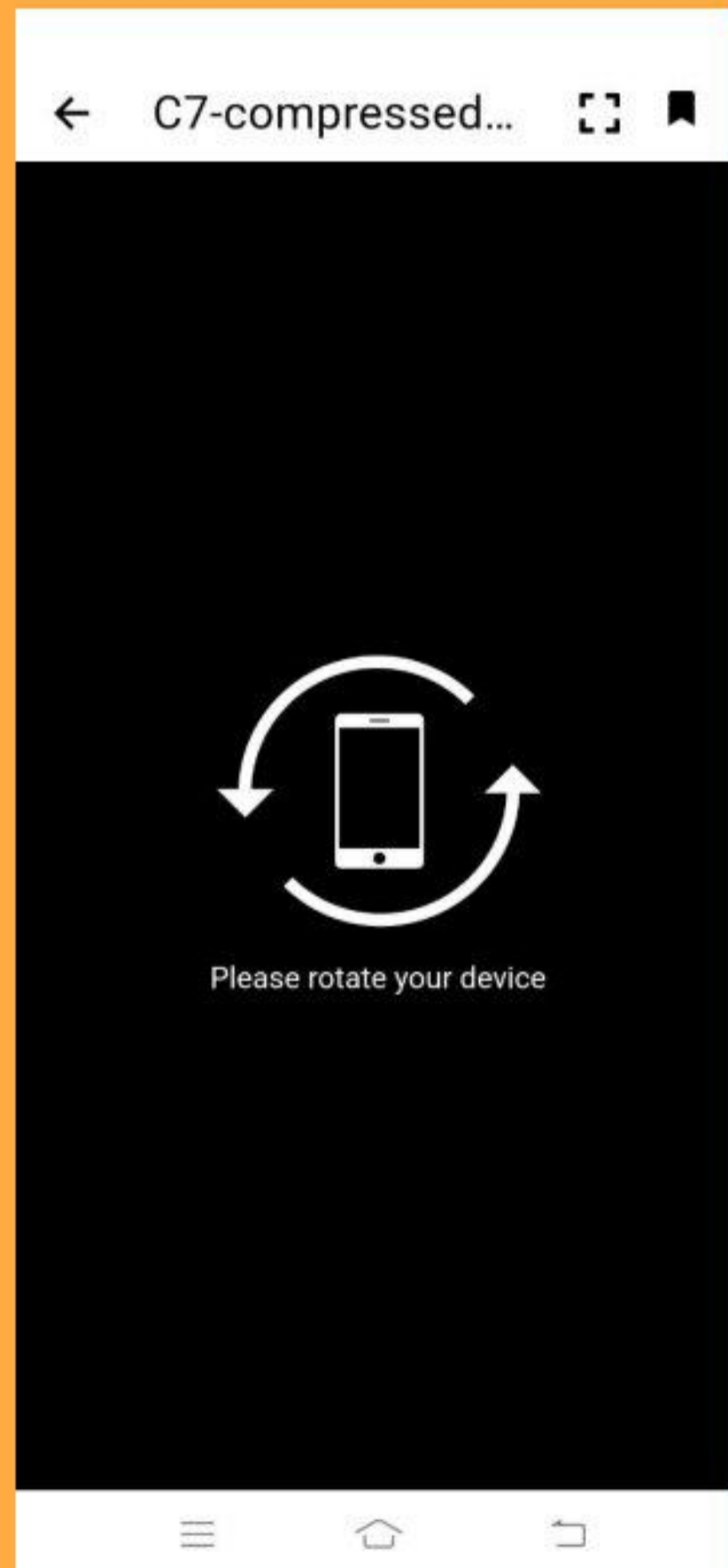
- Let's read the message shared by users
- It is clearly written that credentials given are wrong
- Re apply the correct credentials

Issue 3: Asking to download and unzip while accessing the course or video component



- Ensure that there is good connectivity
- Download the zip file and continue the course
- If the unzip failed , please refresh the course and do it again

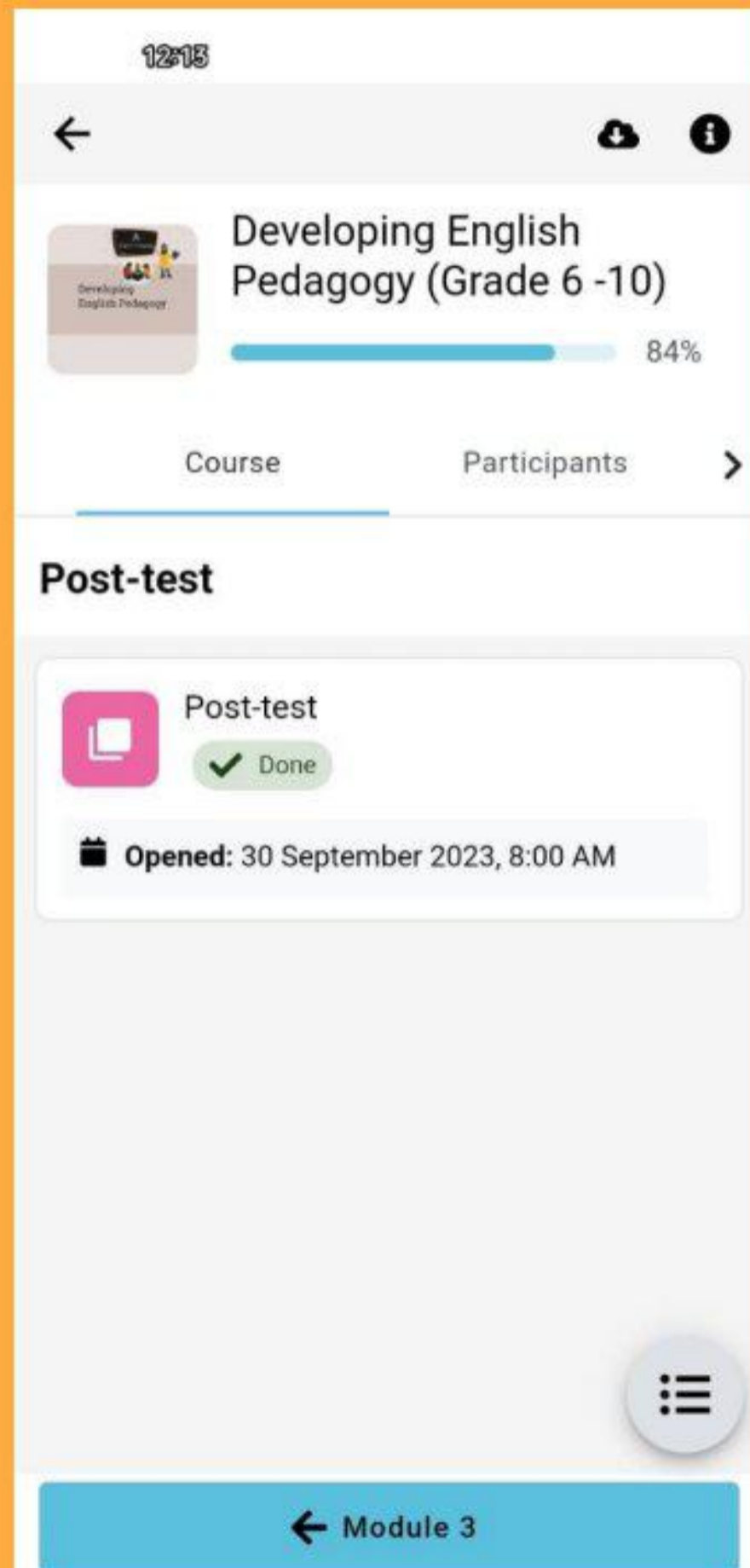
Issue 4: Showing 'Please rotate your device' when users try to play component 7



[Link](#)

- Look at the top of your phone's screen for the notification bar. It's usually at the top of the screen and may display icons like Wi-Fi, battery, and time.
- In the notification bar, look for an icon that looks like a lock with arrows around it or a similar symbol. This is the "rotate device" option.
- Tap on the "rotate device" icon to activate it. Once activated, your phone's screen will automatically rotate when you tilt your device sideways.

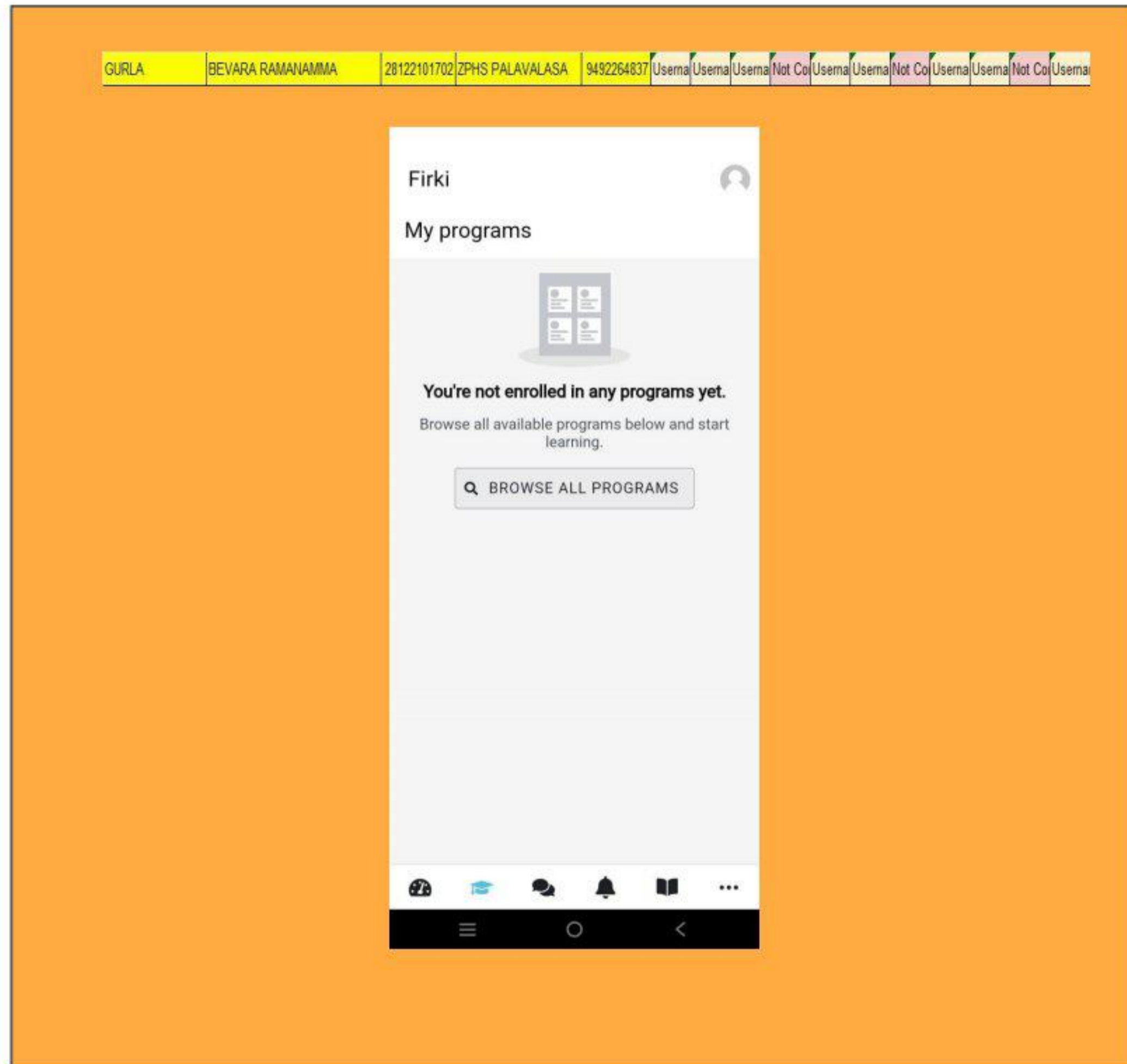
Issue 5: Progress on course not updating or completed pre-test it still shows 86% , what we do?



[Link](#)

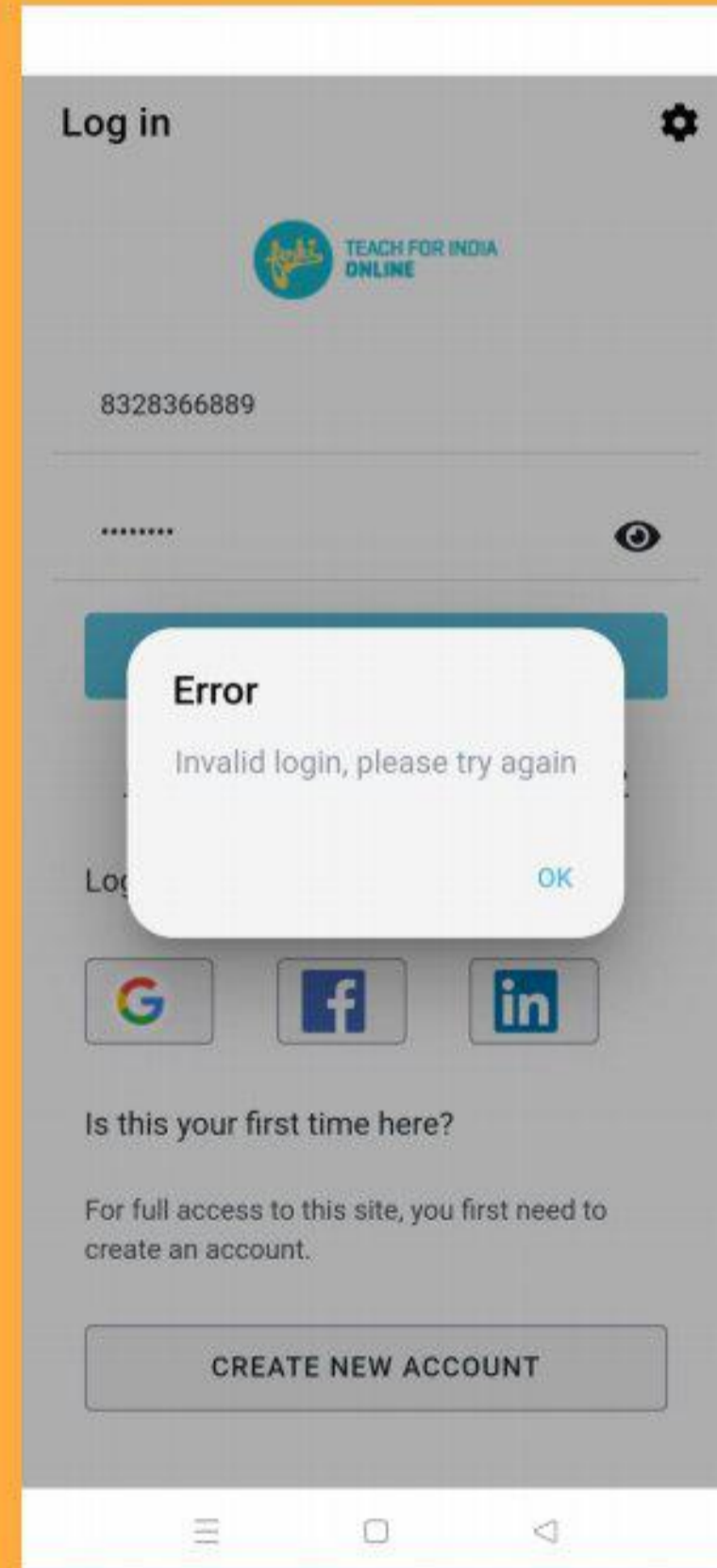
- Pull down/swipe down on the screen till you see the loading icon, and reload the app to update the progress on the course page.
- If all the "to do" components and post-tests are completed, it means the course is finished.

Issue 6: Do I need to change User ID and Password after I login?



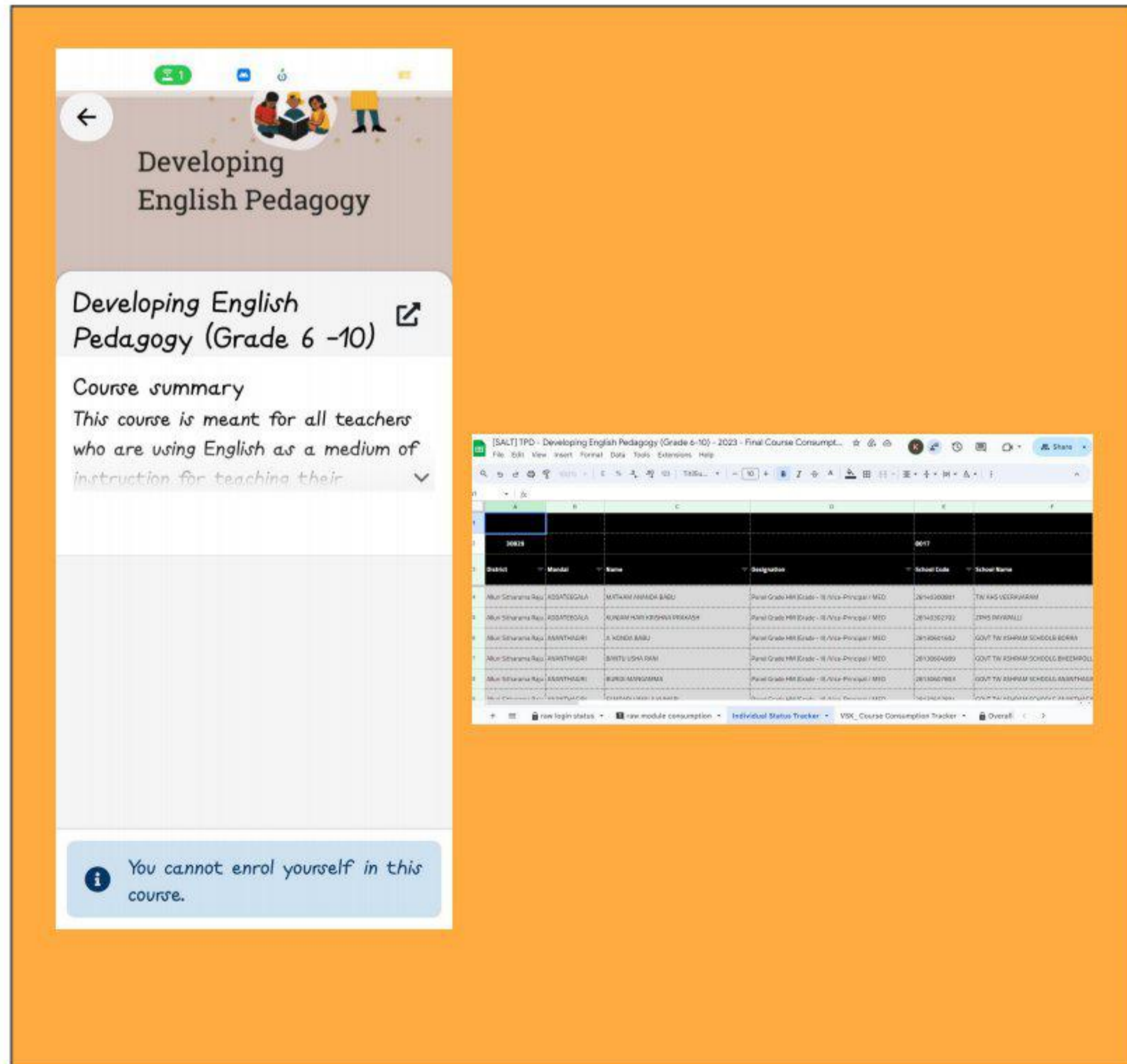
- Do not change the user id and password. Course cannot be tracked, if the username is changed.
- Open the app and tap on the three dots located in the bottom right corner of the phone. Then, navigate to the "Edit Profile" option and reset the username to match the one provided by Firki.

Issue 7: I am not able to login to my account with the password provided.



- a. You must have changed the password. Please reset the password to Tpd@2023.

Issue 8: You cannot enroll yourself in this course



Developing English Pedagogy

Developing English Pedagogy (Grade 6 -10)

Course summary
This course is meant for all teachers who are using English as a medium of instruction for teaching their

Sl. No.	District	Mandal	Name	Designation	School Code	School Name
1						
2						
3						
4						
5						
6						
7						
8						
9						
10						

You cannot enrol yourself in this course.

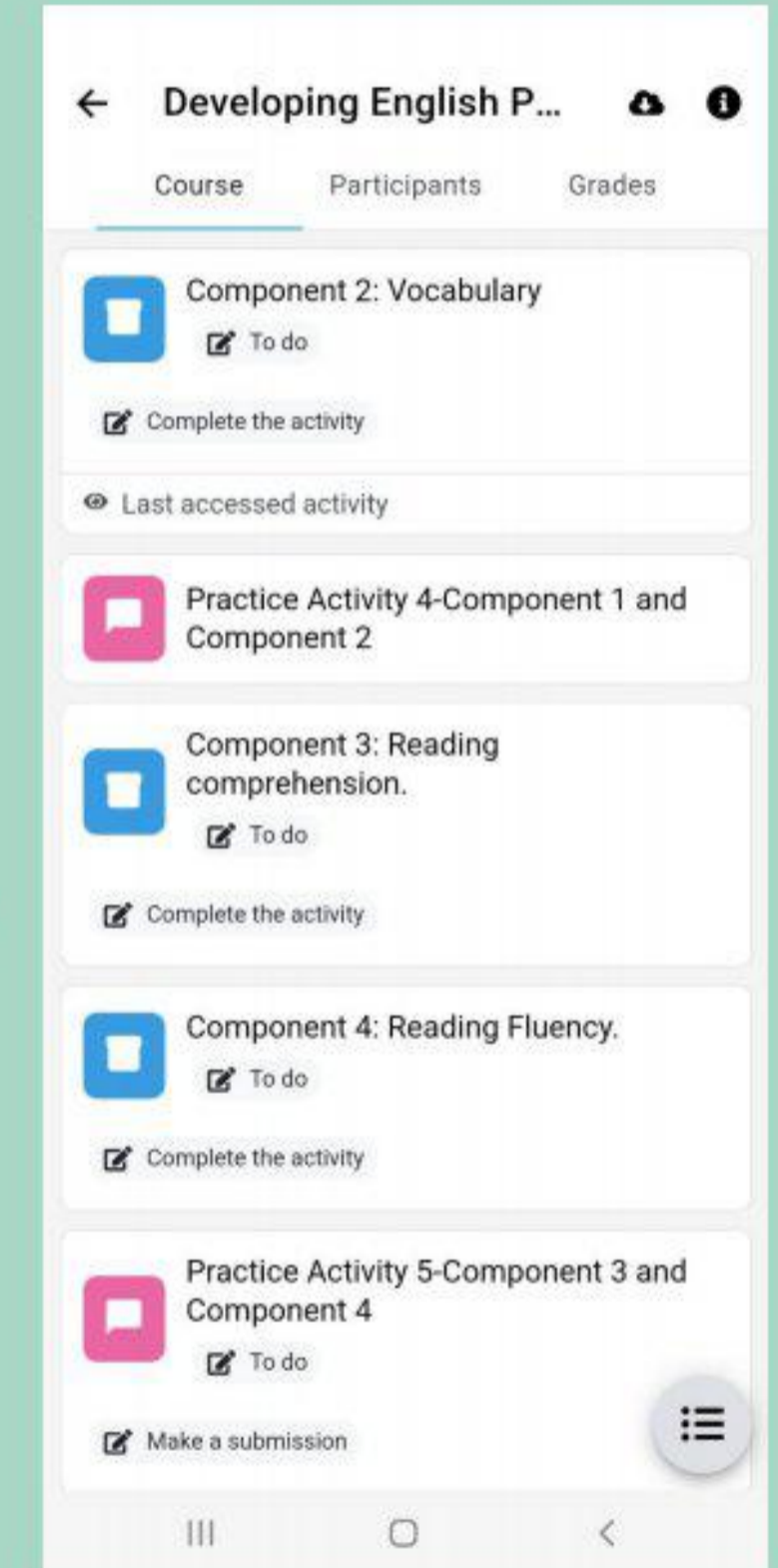


- Ask user to share their credentials which they used to login.
- And ensure they have used given credentials by firki.
- Ensure to verify whether their username is present in our sheet or not.
- If it's found then escalate to state/firki team.

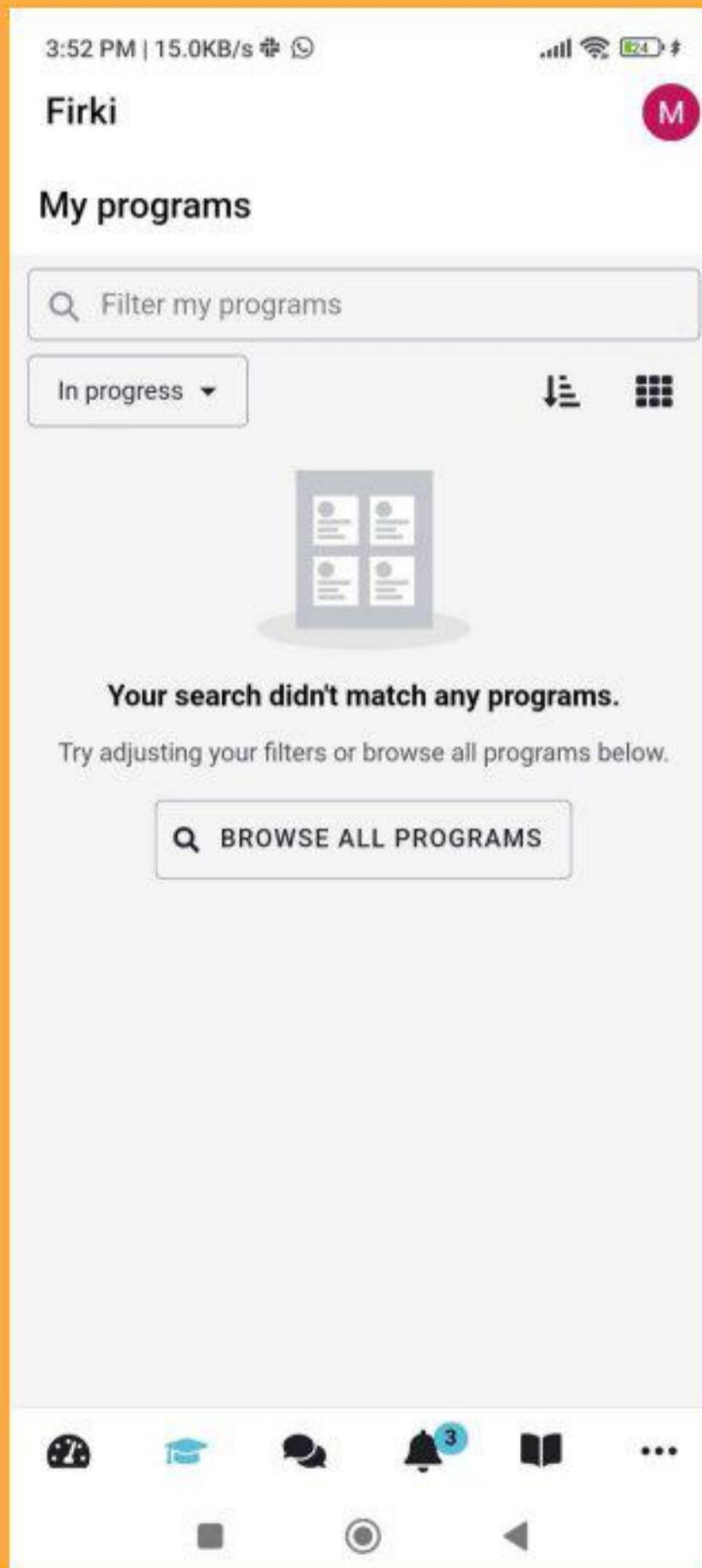
Issue 9: We have watched a video multiple times, but it still shows not completed.



- Close the app and re-open it and check the status.
- If the condition is same, then escalate to firki with username of user who faced the issue.



Issue 10: After logging into the Firki account, I am unable to locate the English pedagogy course under my program.



[Link](#)

- a. If the program is not found under "My Program," it indicates that the user has logged in with another ID.
- b. Details of the account will be seen by clicking user account option
- c. If it is not provided profile, then log out from current account and login with given credentials.

Issue 11: "User name updated"

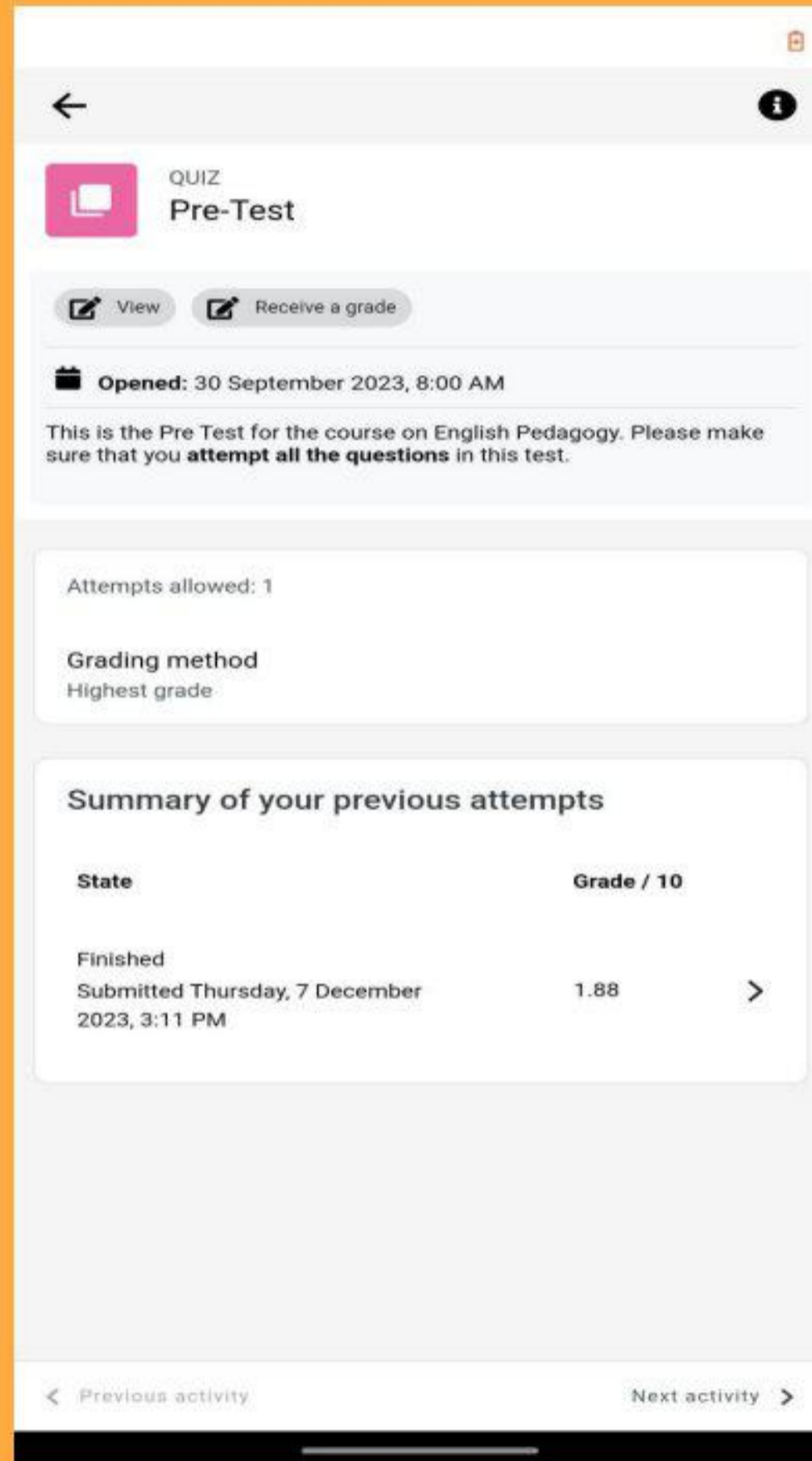
Username Updated Username Updated



[Link](#)

- a. Open the app and tap on the three dots located in the bottom right corner of the phone. Then, navigate to the "Edit Profile" option and reset the username to match the one provided by Firki.

Issue 12: Not able to move from the pretest to the first module.



[Link](#)

- Please check if you have started the course after logging into the Firki. If you are logged in, click on the pre-test and take it as a first step.
- After the pre-test, click on the next activity.
- Click on 'Submit all and finish'
- Click on Ok for the summary of the attempt.
- Now, go back to the pre-test and click on Module 1 to get started with the course.