

Known Issues with Tech and Digital Tools

If your issue isn't here - [this is how to contact Digital](#).

Big Blue Button

1. Automatic closed caption creation not available on mobile

If you are presenting using Big Blue Button, and you want your words automatically transcribed to help your audience understand you then you have the option of [enabling Automatic Transcription when you join the meeting](#). But this only works if you join from a PC Browser such as Chrome or Edge. It is not an option when you join from a mobile device using Android or Apple IOS.

UK Cloud

1. Renaming files and folders

04 September 2024. There is an issue when trying to rename a file or folder using XRUK Cloud in a web browser. After clicking on the rename option the cursor is NOT in the filename and when clicking on the filename to rename it, the file just opens.

Workaround is to make sure the mouse does not move after clicking rename. The left/right arrow keys can then be used to get the cursor to appear in the rename box. Rename the file and then you MUST press ENTER.

2. Documents jump around when two users are editing the same document

21 July 2024. Work around is to use the arrow keys or page up/page down rather than the scroll bars to scroll, or click somewhere once you've scrolled. As long as the "cursor" remains visible, it should not jump around.

Action Network

1. Emoji's in the Drag and Drop Editor

04 September 2024. When creating an email in Action Network the Drag and Drop editor has a bug such that Emoji's are lost when the email is saved. The work around is to use the Visual / HTML editor.

[The main Action Network Known Issues page can be found here.](#)
