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 avilable 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.

Mattermost

1. Boards not working on Desktop App on Mac OSX

02 October 2024. A work around is being tried but has not been completed yet.
Alternatively Mattermost boards can be viewed in a browser such as Safari or Chrome.

UK Cloud

1. Internal file shares don't open the file

02 October 2024. If an internal link to a file has been sent to you, and when the link is clicked you see a folder instead of the file, then this could be due to your browsers pop-up blocker. The solution is to disable the pop-up blocker for https://cloud.extinctionrebellion.uk/
See information here on how to allow pop-ups for a specific site in different browsers:

Chrome

Edge

Firefox

2. Problems with files versions when copying files

06 November 2024. Changes to a document do not always get saved immediately. That is, even if other people can see the changes in the document editor (OnlyOffice), copying or downloading the file may still show an old version.
Workaroud is to use the save option on the file menu before copying files.

3. Sharing a Group folder

06 November 2024. Sometimes the browser will crash or the will be gaps in file lists, or the XRUK Cloud menu will stop working. Often this is caused by sharing a group folder with somebody who is already in the group. If you then favourite it, there are two copies of the folder in the favourites list. Workaroud is to not share a group folder with somebody who is already in the group.

Action Network

The main Action Network Known Issues page can be found here.