PoliceOne Academy Technical Requirements


Technical Requirements for Using the PoliceOne Academy

1. Internet Connection

Your Internet connection speed for playing and streaming videos should be at least 512 Kbps.

To test your Internet speed, visit SpeedTest.net and review your results.

The PoliceOne Academy video player also includes a button that viewers can click to switch to a full-screen view of the video. Selecting the full-screen mode requires a higher viewing rendition, typically at least 2 Mbps. High-Definition quality video playback also requires at least 2 Mbps Internet speed.
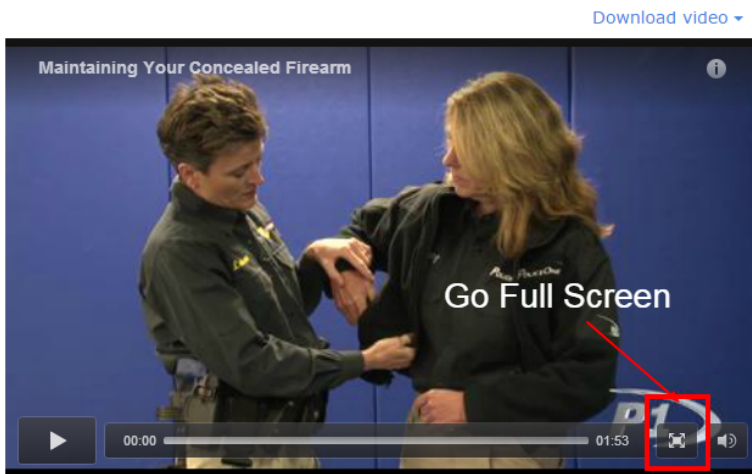
2. Internet Browser

PoliceOne Academy users should have one of the following browser versions installed to play videos:

- Google Chrome 36 or higher **(Recommended Browser)**
- Firefox 33 or higher
- Internet Explorer 9 or higher
- Safari 8 or higher

The PoliceOne Academy requires a JavaScript-enabled browser. If you encounter any difficulty with elements displaying on the site (i.e. video players, log in forms, etc.), you may have security software or browser plug-ins/extensions blocking the playback or scripting. Try temporarily disabling your security software as a test, or configure your security software to allow playback, cookies, and JavaScript from domains the PoliceOne Academy platform uses (see part 4 below for a list of domains the PoliceOne Academy utilizes).

3. System Requirements for Streaming Video

Adobe Flash Player 10 or higher is required to access videos in the PoliceOne Academy. Here's a link to get the free software download. http://www.adobe.com/support/flashplayer/downloads.html

4. Department Network Access

Your department's network firewall must allow access to the following domains and ports in order to utilize the PoliceOne Academy. These domains are used to serve content like video players, images and forms.

If you cannot access the ports and domains below from both PoliceOne and Brightcove, which is our streaming video server, you may experience issues using the PoliceOne Academy.
Here is the list of key URLs that should be allowed by your department's firewall for PoliceOne Academy users:

policeone.com
policeoneacademy.com
*.brightcove.com
bcove.me
brightcove.vo.llnwd.net
brightcove.fcod.llnwd.net
*.edgefcs.net
*.edgesuite.net
*.policeoneacademy.com
*.firerescue1academy.com
*.correctionsoneacademy.com
*.cloudfront.net
cdn.ravenjs.com
www.googletagmanager.com
cub-praetorian.netdna-ssl.com
abm-praetorian.netdna-ssl.com
ems-praetorian.netdna-ssl.com
ems1res-praetorian.netdna-ssl.com
firerescue1-praetorian.netdna-ssl.com
firerescue1-resources-praetorian.netdna-ssl.com
p1res-praetorian.netdna-ssl.com
police-praetorian.netdna-ssl.com
www.google-analytics.com
cdn.optimizely.com
js-agent.newrelic.com
bam.nr-data.net
*.inspectlet.com
*.akamaihd.net
deskwww.s3.amazonaws.com
desk-customers.s3.amazonaws.com
maxcdn.bootstrapcdn.com
utm.amikay.com
*.google-analytics.com
fonts.googleapis.com
*.google.com
ssl.gstatic.com
www.wufoo.com
script.crazyegg.com
stats.g.doubleclick.net
googleads.g.doubleclick.net
praetoriandigital.wufoo.com
cub.policeone.com

If wildcarding is not possible, individually list the following domains to ensure video playback (all over http port 80 and https port 443):

• admin.brightcove.com
• api.brightcove.com
• c.brightcove.com
• console.brightcove.com
• fms.brightcove.com
• goku.brightcove.com
• link.brightcove.com
• my.brightcove.com
• reporting.brightcove.com
• sadmin.brightcove.com
• search.brightcove.com
• secure.brightcove.com
• services.brightcove.com
• share.brightcove.com
• signin.brightcove.com
• u.brightcove.com
• www.brightcove.com

• brightcove.vo.llnwd.net
• brightcove.fcod.llnwd.net

Specific IP addresses are not available, as they may change at any time without notice.

5. Email Deliverability

The PoliceOne Academy relies on both email and on-page alerts to let users know when they have new Assignments or unfinished Assignments that need to be completed.

To ensure the email alert notifications are received by your staff, make sure the below email addresses and domains are added as safe senders in your email server configuration settings.

- academy@policeone.com
- Academy@praetoriandigital.com

Please also add the following domains:

- @policeone.com
- @p1academy.com

6. Troubleshooting

If you experience video pausing, you may be experiencing slow data transfer. If you pause the video and wait for more (or all) of it to download before you resume playing, it will play without stopping. You can tell how much of the video has downloaded by looking at the controller bar at the bottom of the player window. You will see the bar fill in with gray, from left to right, as the video downloads. Once the controller bar is completely filled in with gray, the video has finished downloading.

Should you encounter such an issue, and your computer meets the system requirements, please email us and we will send you instructions to perform a quick test that will assist in determining a solution.

To expedite the troubleshooting process, you may want to include information like browser type and version (for example, Internet Explorer 9, Firefox 23, etc.), the URL where the problem is occurring, and screenshots of the problem. This website shows several methods for taking screenshots based on your operating system: http://www.take-a-screenshot.org/