

Online Learning Community: format and display issues

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We are aware that some **Sky Broadband** and **Virgin Media** broadband users are having some functionality issues with the Online Learning Community – namely, a change in its appearance and errors when accessing documents.

After some investigation it appears that Sky and Virgin media have put a ‘shield’ on the <https://htftpartnership.ning.com/> and <https://storage.ning.com/> site addresses.

This shield can be removed.

You need to update your safe website list to include www.htftpartnership.ning.com and www.storage.ning.com.

Here is a couple of short videos explaining what to do:

Sky Broadband: <https://vimeo.com/user34631440/review/477494165/6e0197f5fd>

Virgin Media: <https://vimeo.com/user34631440/review/514308677/07b73b17bd>

There are a couple of additional work-arounds:

1 – move from using your Wifi to hotspotting from your mobile phone’s 4G

2 – when clicking to access a document, wait for the error message to load, and then change the word ‘storage’ in the URL to st2, st3, st4 or st5 and you will be able to access the document.

The best solution is if you are a Sky (0333 759 1018) or Virgin Media (0345 454 1111) customer to call them and ask for the site <https://htftpartnership.ning.com/> and <https://storage.ning.com/> to be removed from their shielded list.

If you have any questions, please ask.

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