



LIFELONG LEARNING JOURNEY

## Frequently Asked Questions

### About UNLOK

**What is UNLOK?** - UNLOK is a learning experience platform that helps develop HCP's knowledge, skills and competencies to ultimately improve patient care and outcomes.

**Why should I join UNLOK?** - UNLOK partners with the best in the medical world. Our content is supported and created by [ATTD](#), [AD/PD](#), [GEMS](#) and [WHAHC](#), and those interested in diabetes, neurology, hospitals at home, and more are welcome to enjoy the latest CME accredited content.

**How do I join UNLOK?** - Register and create your free profile: [Login – Unlok Education \(unlok-education.com\)](#)

**How do I change my password?** - To change your password, please, reach out to us at [hello@unlok-education.com](mailto:hello@unlok-education.com)

**How do I delete my profile?** - To delete your profile from Unlok, please, reach out to us at [hello@unlok-education.com](mailto:hello@unlok-education.com)

**How do I change the information on my profile (name, etc.)?** - Log in to your profile, and from the circle icon on the top right holding your initials, go to Profile and complete/change your details.

**How do I navigate the platform?** - We have a brief video that can help you with a quick overview. See it in the lower left corner, once you have signed in.

### Technical Troubleshooting

**I cannot login as my company firewall is blocking access.** [Option1](#). Register with a personal email, such as Gmail, Hotmail etc. [Option2](#). If you receive the error message "Your organization is blocking access", please ask your IT department to whitelist the Unlok domain **unlok-education.com**. Some system admins will restrict access to other Azure AD tenants (the software behind the SSO system). [You can read more about Tenant Restrictions here.](#)

**I am asked for a password at login, but I did not create one during registration.** We are using Microsoft Azure to authenticate users, which means your authentication is a single entity for Microsoft. Microsoft recognizes you and asks for the same password as the email account chosen to register.



## Sign in

Email, phone, or Skype

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[Can't access your account?](#)

Next

**If you register to Unlok using an Organizational Microsoft Azure AD,** you will be requested to enter your organizational password (Unlok uses Microsoft back end so your authentication is a single entity for Microsoft). **Enter your password safely** - we do not have any access to your account or details, the authentication process is fully managed by Microsoft and your Organization - OR register using a different email (gmail, Hotmail...), OR request to receive a code to your email instead.

If at login, Microsoft identifies a different email than you used to register you can:

- Log in with a different email address (Gmail, Hotmail, yahoo etc) if you do not wish to use your work/professional email and password
- Choose "Email code to you@email@???.com"



██████████@gmail.com

## Enter password

Password

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[Forgot password?](#)

[Email code to ██████████@gmail.com](#)

Sign in

**What is the optimal browser for a smooth experience?** - We recommend using Chrome for an optimal and smooth experience.

**What devices are compatible with UNLOK?** - Currently, for the best user experience, we recommend using a laptop or a desktop. We are working on optimizing the content for mobile and this is coming up soon.

**Can I access UNLOK on two devices?** - We do not recommend opening UNLOK on multiple devices.

**I have other technical issues that are not addressed. What do I do?** - We're here for you! You can reach out to us at [hello@unlok-education.com](mailto:hello@unlok-education.com)

## Videos

**How do I change the topic of the displayed videos?** - To explore cross-specialty content, go to the upper left corner, and use the drop-down menu under Hub.

**How can I search for a video in the library?** - Type free text and click Enter. Make sure the sorting is based on "Relevance" and is descending to ensure that the search results best match the text.

**Can I share videos with others?** - Yes! From within a hosted watch, you can share a video, from a specific starting point, directly from the platform (in addition to sharing from the Video Manager). To share content, users simply click the Share option from within the "hosted watch" experience. Users can also share videos from the Videos tab directly (if they have access to it), and they can also share directly from a single video page, at a specific start time. The person with whom the video was shared receives an email with shared content. The recipient is able to access the channel/watch from the video.

**Can I leave comments?** - Yes! Everyone can comment on videos. Commenting functionality is similar to that found on other collaborative platforms. The current section describes functionality for creating, sharing,

replying, tagging users in comments, and viewing comments with their associated timestamps as the video progresses.

**What is a Video Highlight?** - Video Highlights is unique video functionality that employs artificial intelligence which analyzes a video and then displays key sections of the transcript while the video is running in Highlights Mode. This functionality gives viewers the ability to view a short, succinct version of the video (or parts of it) while automatically skipping to the most important, 'highlight' scenes and simultaneously viewing the corresponding transcript highlights.

**Can I navigate content through the slides in the video?** - Yes! Slides functionality employs artificial intelligence algorithms that identify slides in a video. The slides are extracted and presented in a dedicated tab next to the video in the Watch, thereby freeing users from the need to play back the whole video and wait till each slide appears. Users can then click on any slide and quickly navigate to the specific timestamp in the video where the slide is presented. The entire slide set can be edited; individual slides can be added, renamed, deleted, reordered, etc.

**Are there captions available?** - Yes! There is an automatic closed caption feature which allows users to create automatic closed caption ("cc") translations of a video's original source language based on a predefined set of languages. Once one or more closed caption translations have been created for a particular video as described below, any viewer of the video can select the cc language from a list of available cc languages and watch the video with its translation.

**Can I compile a list of favourites?** - Yes! Everyone can compile a list of their favorite videos. Clicking the star icon below any video in a Watch adds the video to the user's Favorites list.

## Discussions

**What are Discussions?** - It is a dedicated section for community exchange. Join a chat discussing the latest in your field, or join colleagues from across specialties to discuss future collaborations and more.

**Can I join a live discussion?** - Yes! By clicking the camera button, you can call everyone in the chat and initiate a live discussion. We would advice ensuring that all want to join the chat prior to pressing the button.

## Quick Links

**What is Quick Links?** - This is a space where you can find open-access resources from sources we love and trust. We do not have any affiliation with any of those links.

## People Feature

**What is People on the side of the screen?** - “People” is your doorway to the Unlok community. You can connect with others on the platform, directly through this feature.

**How can I connect with someone?** - You can do that by clicking on the Shaking Hands icon next to the person's name. You will see the connection in My Connections, by clicking on the Shaking Hands icon on the top menu of the People section.

**Can I initiate a chat with someone?** - Yes! You can start a chat by clicking on the Message icon next to the person's name. You can see your chat history by clicking on the Message icon on the top menu of the People section.

**Can I schedule a meeting with someone?** - Yes! You can invite the other person to a meeting by clicking on the Calendar icon, next to the person's name. You will both receive an email with further instructions.

**I don't know who is a relevant connection. Help!** - Worry not! Based on both your profile and others on the system, we have some recommendations for you. Click on the Star icon on the top menu of the People section and browse through our recommendations. Click on the person's name to view their profile.