



# Specifications Required to Access the Signs of Safety Knowledge Bank

2021

Change  
the Story



We want to ensure the Knowledge Bank works without delay, please see the specifications below to ensure an uninterrupted onboarding to the platform.

The below specifications are an indication of what is required from a technical perspective for the Signs of Safety Knowledge Bank to be successfully implemented.

If you have any questions, please don't hesitate to contact [support@signsofsafety.net](mailto:support@signsofsafety.net).

We offer video calls to deal with complex technical issues.

## Webpages

All staff will need to be able to view webpages and resources on [knowledgebank.signsofsafety.net](https://knowledgebank.signsofsafety.net), please ensure this link is not blocked or restricted.

## Files

All staff will need to be able to download files from the domains listed above. File types may include, but are not limited to: .doc, .docx, .pdf, .m4v, .mp4 .jpg, .png, .ppt, .pptx, .xls

Although most files are no larger than 5MB, some files may be as large as 3GB+.

Please make allowances for staff to be able to download files that are 3GB+.

## Video

All staff will need to have access to content being delivered from:

- [vimeo.com](https://vimeo.com) and
- [youtube.com](https://youtube.com)

The vast majority of content will be delivered from Vimeo servers ([vimeo.com](https://vimeo.com)). Video content will almost always be embedded on [knowledgebank.signsofsafety.net](https://knowledgebank.signsofsafety.net) but there may be times when staff will need to access the above sites directly.

All staff will need the necessary bandwidth to stream videos from [vimeo.com](https://vimeo.com) and [youtube.com](https://youtube.com). More information about bandwidth requirements and buffering issues is available on the Vimeo Help Centre website [here](#). Videos embedded on the Signs of Safety Knowledge Bank (but stored on vimeo.com) are uploaded at a maximum resolution of 1080p. Vimeo will automatically lower the resolution at which it delivers content to users if it encounters bandwidth limitations, but a severe lack of bandwidth may result in the video not playing.

## Email

All Knowledge Bank logins and support will be sent to staff by email. They will be sent from:

- [support@signsofsafety.net](mailto:support@signsofsafety.net)
- [knowledgebank@signsofsafety.net](mailto:knowledgebank@signsofsafety.net)
- [mail.knowledgebank@signsofsafety.net](mailto:mail.knowledgebank@signsofsafety.net)

We are experiencing an issue where large number of our emails are being blocked and/or marked as spam. We have gone to lengths to ensure the health of our domain to prevent this, however, please ensure that the above address are **whitelisted** in your email system.

The Knowledge Bank uses the web platform [Mailchimp](#) to send information and support emails for large groups of Knowledge Bank subscribers.

If you have whitelisted the above email addresses and emails are still not getting through, this service may need to also be whitelisted.

For information about whitelisting Mailchimp please go [here](#).

## Branding and Referencing the Knowledge Bank

When referencing the Signs of Safety Knowledge Bank this is not limited to sharing, creating or modifying an existing Knowledge Bank resource (or part of) it's important to either directly link to the resource or mention

## Use of Logos

The guide found here guide is intended for organisations who are implementing Signs of Safety® and outlines correct usage of the logo and other associated branding considerations.

The Signs of Safety® name and logo are registered trademarks that are protected by law to ensure they is not misused in any way.

Elia International Ltd owns these trademarks. Implementing organisations have permission to use the logo for internal purposes but will need to seek permission on a case-by-case basis to use it in materials that will be published to the public. In all cases usage must be in accordance with the guidelines set out in the guide.

Other third parties may not use the Signs of Safety logo unless they have been granted explicit permission from Elia to do so.

Please contact [communications@elia.ngo](mailto:communications@elia.ngo) if you would like to make an enquiry.

## Join our Facebook community

The Children Services Support Group is a global community of Children Services practitioners or anyone in the industry to share and promote best practice.

Join today: <https://www.facebook.com/groups/SofSCSSG>

## Knowledge Bank Support channel

The Knowledge Bank support channel is for all users with a login who require help relating to their access to the Signs of Safety Knowledge Bank.

Advise staff to look for the word "SUPPORT" at the bottom of every Knowledge Bank page in the black bar OR via this link: <https://knowledgebank.signsofsafety.net/support>