

IT Services : important accesses to be authorized

In order to offer an optimal experience to your participants and to avoid any issue related to your organization's firewalls or VPN, we invite you to verify that the following actions and accesses are authorized on their workstations. Please feel free to share this document directly with your IT departments.

Communications

Participants will receive important communications from us throughout their journey

In order to allow the reception of these communications, please ask your IT departments to register the following domain names:

- effet-a.com
- the-a-effect.com
- humance.app

Communications will be sent from the following addresses: experience@effet-a.com or experience@the-a-effect.com.

A participant is not receiving our communications.

After verification and if there is no problem on our side, we will invite the participant to :

- Check her junk mail or "Other" box
- Contact the IT services of her organization if the problem persists

Access to the learning platform

The Humance learning platform is the weekly meeting place for participants. This is where they will find all the activities (questions, videos, exercises) to be completed during the program.

To ensure a complete experience, please verify that they will be able to perform the following actions at their workstation:

- **Connect to:** <https://effet-a.humance.app/#/login>
- **Download PDF documents**
- **Watch videos, hosted on Vimeo.**

A participant fails to complete any of the actions listed above.

After verification and if there is no problem on our side, we will invite the participant to :

- Attempt to connect from another device (e.g., personal) to quickly assess whether the problem is with the work device
- Contact the IT services of her organization if the source of the problem is confirmed