Using PicklesLIVE at your place of work

Pickles

1. Corporate Network Requirements for PicklesLIVE

- When using a company network to participate in a Pickles Live auction the firewall needs to be configured to permit outbound connections. The system requires TCP port 1935 to be open on network firewalls to enable the use of Flash Player audio, and ports 443 and 80 to be open to enable http and https access.

- To enable audio/video streaming, the following IP addresses may need to be whitelisted

  - 52.45.176.54
  - 23.22.138.17
  - 52.22.95.111
  - 35.171.70.127

- If your company policies do not allow you to download and install Flash Player, sound will not be enabled within PicklesLIVE.

- If you are using Internet Explorer and letters are displaying instead of icons in the Item Details section, it is likely that certain fonts are being blocked. These fonts are served from the website https://au.velocicast.io/icon_font/fonts/
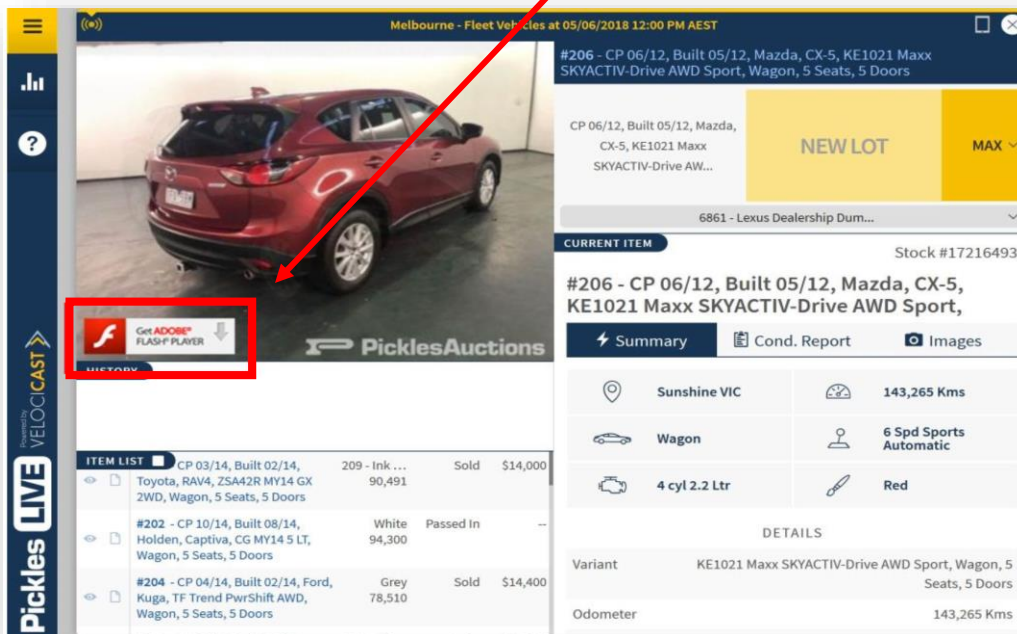
  The following files may be blocked by your network. Please contact your IT network administrator for assistance:

  - ionicons.eot
  - pickles-icons.eot

Your company IT Department to assist with opening up the relevant ports and whitelisting the IP addresses above.

2. Downloading Adobe Flash Player

When using the PickleLIVE app for the first time, make sure you download Adobe Flash Player to enable the sound by clicking on the red Flash Player icon located on the item image. Follow the instructions below to download and install.
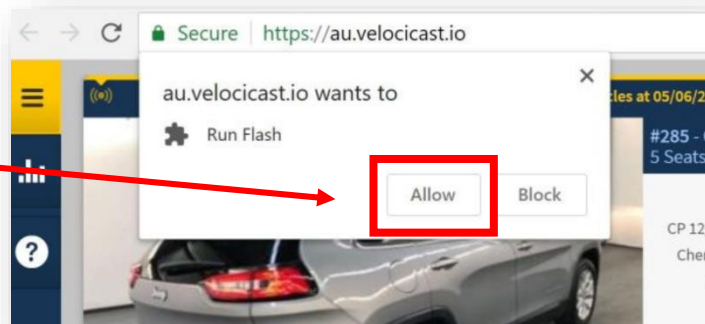

Installation Instructions

Firefox: click on the 'Get Adobe Flash Player' button. The Adobe page is opened. Follow instructions to download and install plugin. Restart browser.

(Mac) Safari: click on the 'Get Adobe Flash Player' button. The Adobe page is opened. Follow instructions to download and install plugin. Restart browser.

Google Chrome: If you are using Chrome browser, a pop-up will display to enable you to Run Flash – click on Allow.
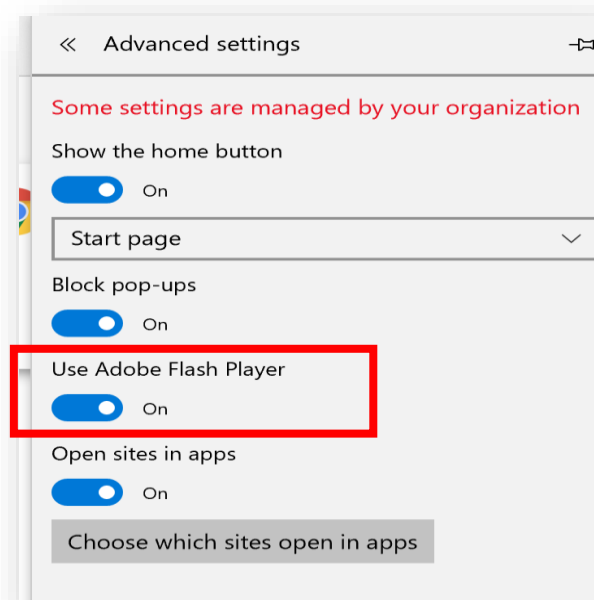
Internet Explorer: If you are NOT running a Windows 8 or above Operating System, or and older version of Internet Explorer, you will need to download and install Flash Player manually.

Edge/ Internet Explorer: As of Windows 8, If you are using Internet Explorer or Edge on Flash Player will be pre-installed.

Please Note: Some companies will disable 'Adobe Flash' within Edge and Internet Explorer browsers on their corporate machines. To turn on Flash, please follow the below instructions: *(If this is disabled and you are unable to complete the below, please contact your IT department)*
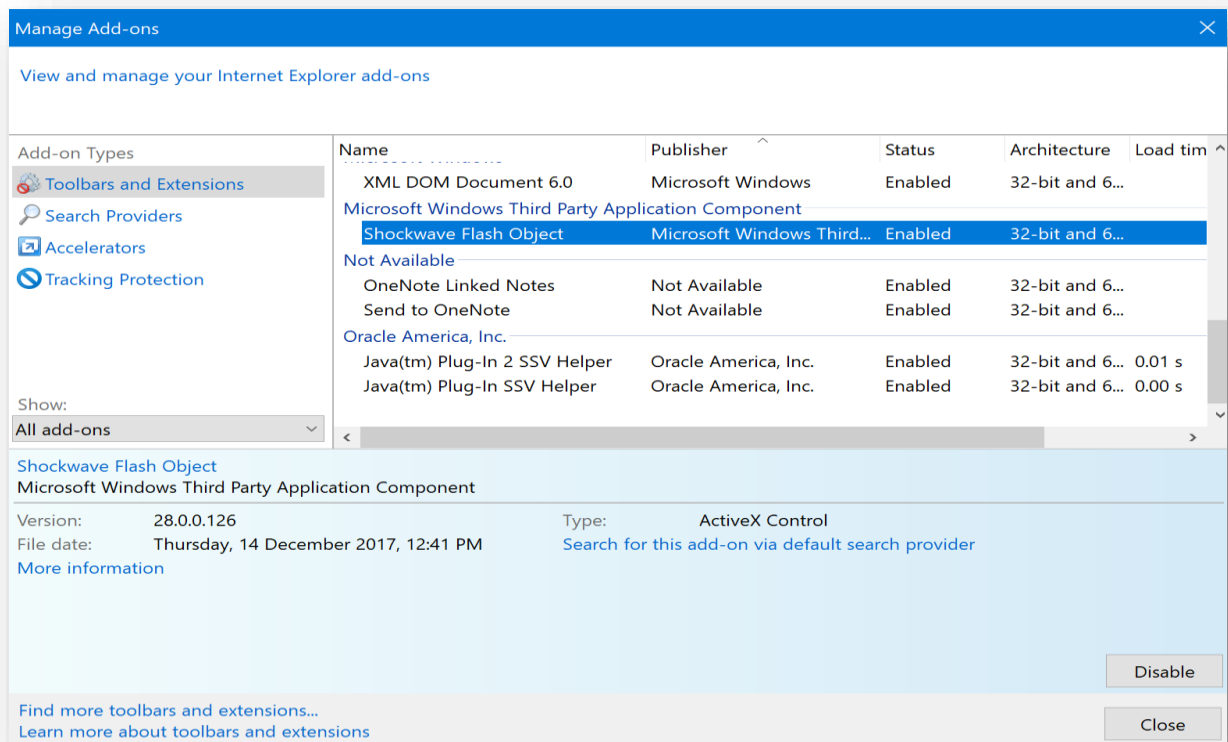
Edge

1. On your computer, open Microsoft Edge.
2. On the top right-hand corner, click the '….' Icon - settings and more.
3. Click 'Settings' near the bottom of the menu that appears.
4. Click View 'Advanced Settings' under the Advanced Settings header.
5. Toggle Use Adobe Flash Player to 'On'

![Pickles]

Internet Explorer

1. On your computer, open Internet Explorer
2. On the top right-hand corner, click the tools Icon.
3. Click 'Manage Add-ons' near the bottom of the menu that appears.
4. Click 'Toolbars and Extensions'
5. Ensure 'Show All add-ons' is selected
6. Ensure 'Shockwave Flash Object' is Enabled – Please Enable this if Disabled

3. Further information or questions

If your IT Department has any questions or requires further information related to using PicklesLive in your place of work, please ask them to reach out to Pickles IT Service Desk via email support@pickles.com.au or via phone on 1800 005 336

Thank you