Screen Lock Support

If you have seen this support message: -
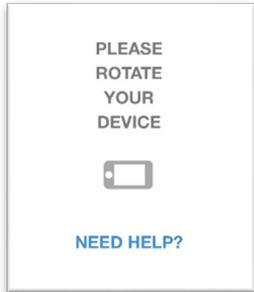
It is likely because the device you are using has screen lock enabled. To proceed any further you will need to disable this. Follow the below instructions to do this.

For Apple Devices:

Swipe down from the top right of the screen (for older devices swipe up from the bottom). This should bring up a menu.

Click the screen lock icon to change if from a red closed padlock to an open padlock, as shown in the screenshot.

For Android Devices:
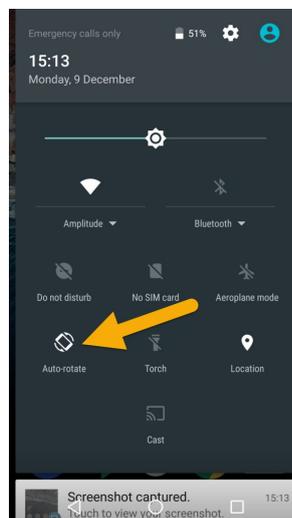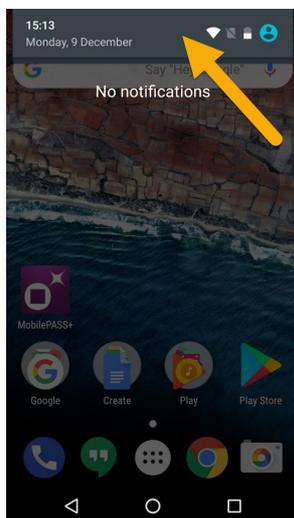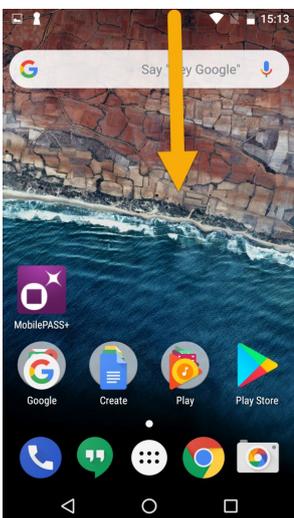
Swipe down from the top of the screen. This should bring up notifications.

Click the top grey bar.

Click the auto-rotate icon so it looks the same as in the screenshot.