



## FREQUENTLY ASKED QUESTIONS

### How do I know which film to try first?

We have so much to choose from in the Story Store that it can seem hard to know where to begin! To help you find your way, the Story Store now has a 'menu' or index page which is the first thing you will see when you click on the Story Store link or tab. The 'menu' lists six different types of story: just click on your favourite, and you will be taken to the appropriate section of the Story Store. You can then see a little more about each story, including the length of time the story takes to read. If you'd like further information, you can always look at the context sheet for each story, which tells you a little about its setting. (To find your way back to the Story Store menu page, click on the small picture of it at the top, right-hand side of each Story Store page of films.)

If you're still unsure where to start, why not dip into a story joke? They're generally short and hopefully will make you smile. You might also find the Mystery Objects, with their structured clues, a helpful way to begin.

### The story films aren't playing properly. What can I do?

There are several reasons why the story films might not be playing properly for you. This may be due to:

- the speed/ capability of your processor/ laptop/ tablet/ phone
- your broadband/ internet speed
- your choice of internet browser. We have found that Google Chrome often works very well, as does Microsoft Edge. (Internet Explorer seems to be less effective for our users.)

We also advise our users to give each film plenty of time to download – you may need to pause the film while you are waiting for it to load fully. Do not attempt to start playing the film before it has fully downloaded.

### Why did playing one of the films take me to the YouTube website?

We have now put all our story films onto YouTube, so that they are easier to access for anyone having download problems. This means that clicking on the 'Play' arrow on our Story Store films will take you directly to the film on the YouTube website, which will open in a new window. This should download the film efficiently even if you have slow internet connections.

# Stories for Lipreading - FAQs

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## [How can I use the transcripts and context sheets from a YouTube webpage?](#)

We cannot upload the printable sheets to YouTube as well as the videos, so, to get the most out of Stories for Lipreading, we recommend that you access these sheets on the Stories for Lipreading website **before** watching the films themselves on YouTube. You can also access these sheets once the YouTube film has started playing: just click the Stories for Lipreading tab on your browser to open the Stories for Lipreading window, and you will find yourself back on our website. If you don't want to print off the sheets, you can have both windows open at once on your screen, side by side, so that you can view the sheets alongside the story film.

## [How can I get back to the Stories for Lipreading website from YouTube?](#)

Look at the top of your screen and you will see a tab for YouTube (highlighted/ lit up, if that is the page you have open) and a tab for Stories for Lipreading, probably labelled 'Story Store'. Just click the Stories for Lipreading tab to go back to the Stories for Lipreading website: you will find yourself back on the same page that you were on before opening the film via YouTube.

## [Can I find the story films directly on YouTube?](#)

Yes: the films are all available on YouTube without going through our website. Open the YouTube home page and type 'Stories for Lipreading' into the YouTube search bar at the top of the page. (You must type into the YouTube search bar, not the search bar for your internet browser.) YouTube will offer you a list of films to choose from, and the Stories for Lipreading ones should be at or near the top of the list. You will recognise our logo – and, if you click on the link, you will find all our stories there. Remember to download or print the story transcripts and vocabulary sheets from our website, if you would like to use them – these are not available via YouTube.

## [How can I find out when there are new stories in the Story Store?](#)

The easiest way is to follow our Facebook page, Stories for Lipreading. The address is <https://www.facebook.com/Stories-for-Lipreading-717179395136098/> or click on the Facebook symbol which is at the top, right-hand corner of all our website pages, just below the horizontal tabs. We post on Facebook every time we upload new stories to the Story Store – always on our own Facebook page, and sometimes on the sites of other hearing loss organisations.

If you don't have Facebook, just keep checking the Story Store on our website. The menu page has the 'New Stories' link at the top of the list, so you can go straight to the newest stories on our website.

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## [I'm having trouble accessing the drop-down menus on the blue horizontal bar at the top of the page. What can I do about it?](#)

If you are accessing our website from an Apple device, you may find that you don't have full functionality when it comes to using our drop-down menus. (You will see the downward arrow next to each page title, but when you click on it, you may find that nothing happens.) We are so sorry about this: it's caused by compatibility issues which are not of our making, but which we are working hard to resolve.

However, rest assured that, in the meantime, there's no need for you to lose out! We've made sure that all our users, whatever device they have, can access all the content on our website through the weblinks that we have embedded in the website text. You can spot them easily because they are coloured (usually blue or purple) and underlined. All you have to do is click on the link and it will take you to the relevant page. Using these weblinks, you will be able to access all the material that we list on the drop-down menus.

Just so that you know what extra content is shown on the drop-down menus, here is a page-by-page list:

<b>Website Page</b>	<b>Drop-down menu content</b>
Welcome	About Us, How We Started
How to Use	FAQ's
Story Store	Author Biogs, Backstage (Links are in the green box, top right-hand corner.)
Info for Authors	Guidelines, Terms & Conditions, Submission Form
Useful Links	(No drop-down menu.)

You'll find links to all this content on the relevant page, but please don't hesitate to get in touch if you have any difficulties or queries.

## [How can I become a writer for Stories for Lipreading?](#)

We are always looking for new stories for our website! However, we do have very specific requirements: lipreading is difficult enough, and an unsuitable story can make it an impossible challenge. Look at the 'Info for Authors' tab on the website to see whether your writing could be just what we are looking for! All the instructions for submitting your work are there. Thank you for thinking of offering your work to us!

Contact: [info@storiesforlipreading.org.uk](mailto:info@storiesforlipreading.org.uk)

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## How can I become a reader for Stories for Lipreading?

All our readers are carefully selected and highly trained in speaking for lipreaders: most have years of experience as lipreading tutors and/or lipspeakers. If you have experience of this sort and live in Hampshire (or can easily get there for auditions, training and filming sessions), please email us at the address below or message us through our Facebook page, giving full details. You may also be able to read for us if you have hearing loss and have attended lipreading classes, as you will know what makes life easier for lipreaders. We'd love to hear from you – but should mention that everyone who contributes to our website does so on a voluntary basis, so we are sorry but we cannot offer you any payment for your time and skill.

## How can I find a lipreading class near me?

Contact ATLA, the Association of Teachers of Lipreading to Adults: we've put a link on our Useful Links page - <http://atlalipreading.org.uk/>. They should be able to help you find a local class. There is also a website listing classes in the south of England: the link is on our Useful Links page: <http://www.lipreading.net> We can't recommend lipreading classes too highly – do get to one if you can!