



Workstation Requirements

Most users will need to contact their IT Helpdesk support to make these adjustments to their computers.

REQUIREMENTS OVERVIEW

The following document provides segments from common issues encountered in the day to day support of learners. The guide will assist with the troubleshooting of these common issues.

High-Speed Internet Connection: will ensure the best Learner experience is working with the online courses.

Dial-Up Connection: may take several minutes to load the course pages and is not recommended for most courses that require more bandwidth.

Internet Explorer 5.0 or Higher: is recommended for the best courseware experience.

Cookies and Scripting: should be enabled on the learner's workstation in order to allow bookmarking of courseware.

If the learner continues to have a problem with these or other related items pertaining to the Learning Management System, please contact us so that we may assist further.

USER NAME OR PASSWORD

A Learner may request a **password** using the **Forgot Password** link on the log in screen of the Learning Management System.

- Requires an email address to be registered for the Learner in the system

COURSE LAUNCH

My course won't come up when I click the link in My Courses.

I click on the course and all I get is a blank window. Course window comes up after clicking the link in 'My Courses' however it won't load.

Refer to the following sections for assistance:

1. Popup Blockers
2. Internet Options

COURSE STATUS

I have completed the course, but the status still shows Not Attempted.

I have completed the course, but the status is stuck on Incomplete.

General Information:

- The exit feature within the course will bookmark and save the course information
- Verify all sections of the course are complete
- If a test is required for completion, ensure the test is complete
- If the course does not complete, the Learner may try refreshing the Internet page
- Every course page must be viewed
- Do not use the red "X" to exit the course

Refer to the following sections for additional assistance:

1. Internet Options
2. Java Settings
3. Adobe Flash and/or Shockwave Player
4. Cookies and Scripting
5. Firewalls

COURSE COMPLETION CERTIFICATE

I have completed the course, but can't access the Completion Certificate.

General Information:

- If the Completion Certificate does not show, the Learner may try refreshing the Internet page
- Learner may need to install Adobe Reader 9.0 or higher
- **Certificate will open in a new window (pop-up blocker turned off).**

INTERNET OPTIONS

1. Click on **Tools** from the menu bar.
 - Select **Internet Options** from the drop-down
2. **General Tab**--click **Delete Cookies**
 - Click **OK**
3. **General Tab**—Click **Delete Files**
 - Check mark the box **Delete all offline content**
4. **Security Tab**--Set the security level to **Medium** by clicking the **Default** button
5. **Privacy Tab**--Set the privacy level to **Medium** by clicking the **Default** button
 - Disable the **Windows popup blocker** at the bottom
6. **Advanced Tab**—Scroll down the list until you come to the **Java** option(s)
 - Ensure that **Java (SUN) Enabled** (checked)
 - If you do not have **Java (Sun)**, contact your IT staff to request the install of the latest **Java** version on your workstation
7. **Restart** your workstation

POPUP BLOCKERS

In Internet Explorer 6.0 and 7.0

1. Click **Tools**
 2. Select **Pop-up Blocker**
 3. **Turn off Pop-up Blocker**
1. Right-click on the **File** menu
 2. Uncheck everything except **Standard Buttons, Address Bar, Links, and Lock the Toolbars**
 - Google and Yahoo toolbars may have pop-up blockers inside them

To disable third party tool bars with pop up blockers:

1. Click **Tools**
2. Click **Internet Options**
3. Click on the **Advanced Tab**
4. Under the **Browsing Category** Uncheck the box next to **Enable third-party browser extensions**
5. Restart Internet Explorer for the change to take effect

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ADOBE FLASH AND SHOCKWAVE PLAYERS

1. Click on your **Windows Start button**
2. Click on **Settings**
3. Click on **Control Panel**
4. Click on **Add/Remove Programs**
5. Wait a moment for programs to load
6. Adobe flash player is one of the first items listed. If it is not listed, select the version and "Click here for support information."

Note: Articulate courses may not work with version 10 of Adobe flash player, however version 9 or anything previous will work.

CLEAR CACHE/COOKIES—INTERNET EXPLORER 7.0

1. Select **Tools** menu
2. Select **Internet Options**
3. In the **Browsing History** files tab, click **Delete**
4. Click **Delete all**
5. Place a checkmark to **Also delete files and settings stored by add-ons**
6. Click **Yes**
7. Click **OK** at the bottom of the Internet Options window
8. **Restart** browser
9. **Log** back into the site

JAVA

JAVA—INTERNET EXPLORER

1. Click **Tools**.
2. Click **Internet Options**.
3. Click the **Advanced** tab.
4. Locate the **Browsing** heading.
5. Check both **Disable Script Debugging** options.
6. If you locate **Microsoft VM**.
7. Check the last box under **Microsoft VM**.
8. If **Java (Sun)** is listed above Microsoft VM, uncheck the boxes below Microsoft VM and check the box under Java 2 V1.4x.
9. If you have **Java (Sun)** and cannot locate **Microsoft VM**, check the box for Java 2 V1.4x.
10. Click the **OK**.

Note: Courses may have trouble launching using Java version 1.6 or higher with Internet Explorer 5.0 and 6.0.

FIREWALL

Learner may have issues due to a firewall blocking the Internet pages.

Common Firewall Programs:

- **Norton Internet Security**
- **McAfee Privacy Service**

SECURITY AND PRIVACY SETTINGS

COOKIES AND SCRIPTING—INTERNET EXPLORER 7.0

1. Select **Tools** menu
2. Select **Internet Options**
3. Click the **Security** tab
4. Click the **Custom Level** button
5. In the **Reset to** drop-down, select **Medium**
6. Click the **Reset** button
7. To confirm the change, click **Yes**
8. Click the **OK** button

CLEAR CACHE/COOKIES

CLEAR CACHE—INTERNET EXPLORER 6

1. Select **Tools** menu
2. Select **Internet Options**
3. In the **Temporary Internet** files section, click **Delete Cookies**
4. Click **OK**
5. In the **Temporary Internet** files section, click **Delete Files**
6. Place a checkmark to **Delete all offline content**
7. Click **OK**
8. Click **OK** at the bottom of the Internet Options window
9. **Restart** browser
10. **Log** back into the site

COOKIES AND SCRIPTING

INTERNET EXPLORER 5.0-5.5

1. Select **Tools** menu
2. Select **Internet Options**
3. Click the **Security** tab
4. Click the **Custom Level** button
5. In the **Reset to** drop-down, select **Medium**
6. Click the **Reset** button
7. To confirm the change, click **Yes**
8. Click the **OK** button

JAVA—

NETg COURSEWARE

- NETg courses require Java Virtual Machine or Java Run time Environment
- When launching a NETg course, a new browser window opens and NETg's Java applet will download.
- Allow 1-2 minutes depending on your Internet connection and computer. The NETg course will be displayed within this new window.



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| | Microsoft Windows XP Home/Professional | Microsoft Windows Vista (32 bit) |
|---|--|--|
| CPU | An Intel or AMD 1.5GHz 2GB RAM or higher | An Intel or AMD 1.5GHz 2GB RAM or higher |
| Free Disk | 75MB for JRE 135MB for JDK | 75MB for JRE 135MB for JDK |
| Java | Version 1.5 or higher (Version 1.4 is considered End-Of-Life by Sun Microsystems as of October 30, 2008.) | Version 1.5 or higher (Version 1.4 is considered End-Of-Life by Sun Microsystems as of October 30, 2008.) |
| Browsers | Internet Explorer 6 SP2 and SP3 Internet Explorer 7 Firefox 2.0.14 and higher | Internet Explorer 7 Firefox 2.0.14 and higher |
| Flash player | Version 8 or higher | Version 8 or higher |
| JavaScript | Browser support for Java Script and session cookies | Browser support for Java Script and session cookies |
| Trusted Sites listed in Browser Security Settings | securecourses.geolearning.com component.geolearning.com component50.geolearning.com | securecourses.geolearning.com component.geolearning.com component50.geolearning.com |
| WebEx | Plug-ins required if WebEx integration is enabled for the LMS | Plug-ins are required if WebEx integration is enabled for the LMS |