

# How can I Evaluate My Computer Technology Readiness for my Online Course?

Whether working on a computer at school, home or another location you want to be sure it is ready to handle most anything that may come up in your online course. Online courses make use of a wide variety of features and technologies, such as Java, Flash, HTML5, CSS2/3, and depending on the course, other specialized components that help you achieve a more immersive learning experience.

Due to the wide array of technologies in our over 100 courses, there are some limitations to browsers and devices that are supported. At present, our course providers test and verify a wide variety of devices and have ongoing programs to migrate away from any technologies that are not compliant with newer mobile platforms.

In general however, lightweight devices such as Google Chromebooks or Nooks that have very limited technology support for Java or Flash, will not be compatible with the majority of our courses.

## Supported Browsers

You may use recent versions of the following browsers on a technology capable device that supports Java, Flash, and improvements to HTML including HTML5.

- Mozilla Firefox: If using Firefox as a browser and students are reporting that content will not load, audio files or pictures are missing on assessments, and assessments are blank, it may be due to a known issue of displaying mixed content in the Firefox browser. Firefox has developed an add-on that allows for mixed content to display. Work with your local IT support to install this add-on below as needed: <https://addons.mozilla.org/en-US/firefox/addon/toggle-mixed-active-content/?src=ss> Once installed, a small toolbar will appear in the bottom of your web browser. Make sure the little "A" icon is set to RED to allow all content to display. Here is a visual screencast of the add-on working to display the mixed content: <http://www.screencast.com/t/12Pw43cci>
- Chrome: If Chrome detects that there is mixed content it will display a shield icon in the address bar. You can choose to override the alert by clicking load anyway and Chrome will refresh the page and load the content. This permission needs to be given on each page an alert is given for. If you give permission to load anyway the URL in the address bar will also show that the page is not fully secure. For more information you can visit: <https://support.google.com/chrome/answer/1342714?hl=en> Here is a short screencast for a visual: <http://screencast-o-matic.com/watch/cl6eDPVJw6>
- Safari: Also has similar pop-ups asking if it is okay to display content, run script, and you must say okay
- IE 8 or 9-Note: Although BrainHoney supports Internet Explorer 8 and 9, it does so through running in IE7 compatibility mode. Therefore, newer features provided by versions 8 and 9 are not available to course content. In addition, Internet Explorer

has similar pop-ups asking if it is okay to display content, run script, and you must say okay.

### **Supported Browser Plug-ins and Settings**

The following plug-ins and settings are required to use our courses.

- JavaScript enabled
- Cookies enabled
- Flash 7 or higher installed
- Java 7 or higher installed
- Adobe Shockwave Player
- Adobe Flash Player
- Adobe Acrobat Reader

### **Is your web browser up to date?**

Click on this link: [What is My Browser](#) to take a look at the details of the browser you are using and also to determine if Java is enabled and installed, cookies are enabled and Flash is installed

After you use the link above “What is My Browser” take the necessary steps to prepare your computer. For **technical issues**, requiring download of software or update of a browser start with your IT department, tech support at your school, or Internet provider. Examples of technical issues: course access, course not loading completely (browser issue or filter issue), email issues, plug-ins needed, updated browser version needed etc.

- [Download Sun Java](#)
- [Download Sun Java 3D](#)
- [Download Adobe Flash Player](#)
- [Download Adobe Shockwave Player](#)
- [Download Adobe Acrobat Reader](#)

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### **Other Considerations:**

- Broadband internet connection required for individual use. The school-wide minimum internet connection is 20mbps while 50-100mbps is recommended, depending on the number of students. Online course performance will vary based on implementation and internal networking infrastructure.
- 2.33GHz or faster x86-compatible processor
- 2 GB RAM

- Display setting 1280x1024 resolution or above; lower resolutions may require scrolling
- 128MB Graphics Memory & Sound card
- There are updates to browsers all the time that can cause issues with display of content and how it was developed that are out of our control. WVS notifies schools through the Local Education Guide (LEG) or coach at the school as we become aware of issues and potential solutions. WVS also posts latest technical requirements and support strategies on our website at: <http://www.wisconsinvirtualschool.org/contact/>.
- Recommend that each student use the same/device computer if at all possible.

Remember to Log off completely when you are done working or it can cause errors in connectivity or being kicked off sporadically. The solution is to clear the cache. The connection eventually clears but clearing the cache fixes it faster. Long-term solution is to remember to log out of Genius and Brainhoney with the logout button. Here are resources for clearing cache: <http://www.wikihow.com/Clear-Your-Browser's-Cache>