Software Requirements and Troubleshooting for Prevent Harassment: Promote Respect(SM)

Software Requirements

Software Requirements for computers running Microsoft Windows

1) Internet Explorer 6.0 SP1 or Firefox (Browser)
2) Windows XP SP2 / Windows 2000 SP4
3) We recommend installing all Microsoft Updates from http://update.microsoft.com/ - including all Hotfixes and Service Packs for:
   a. Windows
   b. Internet Explorer

Software Requirements for computers running Apple Mac OS

1) Safari or Firefox (Browser)
2) We recommend installing all Mac OS updates, Hotfixes, Security settings updates from the www.apple.com update website for web browsers to be fully compatible

Note for AOL customers

We do not recommend using the AOL browser, as it may cause problems with your connecting to ***Prevent Harassment: Promote Respect(SM)***. We recommend using Internet Explorer or Firefox.

Internet Connections

Broadband/High Speed network connections are recommended to take full advantage of the content without interruptions. Dial-up customers will experience extended wait times as program segments are loaded.

Software

You will need to have the latest version of Macromedia Flash plug-in installed on your computer. This is a free download that can be found at http://www.macromedia.com/shockwave/download/

When you attempt to access ***Prevent Harassment: Promote Respect(SM)***, you will automatically be prompted to add the Flash plug-in, if it is not pre-installed.

Computer

1) PIII or higher equivalent processor; and
2) 128 MB of RAM (for optimum performance, we recommend that you have at least 256 MB of RAM)

Screen Size & Resolution

1) Your screen resolution should be at least 1024x768.

2) Ordinarily, you will need a 15-inch or larger screen. (If your screen is smaller, you can adjust the settings to make it easier to view.)

Directions for changing screen resolution:

- Right-click on your desktop and select Properties (or click Start > Settings > Control Panel > Display).
- Click Settings tab
- In the Screen Area section slide the cursor to the right, to '800 by 600' (or '1024 by 768')
- Click OK

Troubleshooting

Troubleshooting invalid Name, Password or Company ID message.

Message says: Your user Name, Password or Company ID is invalid.

1) You may have typed in the wrong Company ID due to a typographical error. Please check to ensure that you are entering the Company ID exactly as it was given to you. The Company IDs are not case sensitive.
2) If you are returning to the program and getting this message, make sure that you are typing in all of the information correctly. If you have forgotten the password, contact your Administrator and he/she can give you this information.

Troubleshooting Network Security Error Messages or Connectivity Issues:

Message says “There is a problem with the network or security settings” or you are experiencing intermittent connections or drops in the connection:

Check the Security Settings in the browser:

In Internet Explorer:

1) Go to Tools --> Internet Options in Internet Explorer
2) Click on the Security tab
3) Make sure that the following are correctly set up
   a. Internet Zone - set to Medium
   b. Click on the Privacy tab - make sure this is set to 'Accept All Cookies'

In Firefox:

1) Go to Tools -> Options.
2) Click on “Content.”
   Make sure “Enable Javascript” is checked.
3) Click on “Privacy.”
   Make sure “Allow sites to set Cookies” is checked.

Options screens may vary with different versions of IE and Firefox.

If you have changed your settings, you will need to delete “cache” or temporary files on your computer

In Internet Explorer, go to Tools→ Internet Options
Click on the General tab. Under Temporary Internet files, click Delete Files.

Troubleshooting “no available licenses” message

Message says: “There was a problem with your login information. There are no additional licenses available. Please contact your administrator.”

This means that your employer has used all of the licenses that have been purchased. You will need to contact your Administrator.

Troubleshooting not seeing the Log In Button

If you are not able to see the Log In information after you have clicked the link on the Employertraning.com website, this is likely due to your

computer having a pop up blocker or security setting. You will need to establish Employertraining.com as an acceptable or trusted site.