

Computer Setup Checklist

Introduction

The purpose of this document is to provide students and administrators with information regarding the general computer hardware and software requirements for launching the Learning Management System and online courses. These are recommended settings and versions; other settings and versions may still successfully run the LMS and content.

Hardware Requirements

Modem / Internet

A 56K modem is recommended if you don't have direct access to the Internet via your office. Slower modems or modem connections will work, but will require more time to download the graphics and audio needed to view the course. **Note – To improve download time via a modem connection turn off the audio option in the course.**

Monitor

Recommended monitor size is 14" and the recommended monitor screen resolution is 1024x768. You can determine your screen resolution by going to Start>Settings>Control Panel>Display>Settings Tab and viewing the screen area. You can adjust the screen size smaller or larger depending on your personal preference and ability to completely see the LMS and online courses.

Audio

In order to listen to the audio portion of the online course your COMPUTER will need to be equipped with either internal or external speakers.

Minimum Software Requirements

Operating Systems Supported

Windows 2000
Windows XP
Mac OS X (10.2) running Netscape 6.2

Browsers Supported

Internet Explorer 5.5 SP2
Internet Explorer 6.0
Netscape 6.2 under Mac OS X (10.2)

Note: *The Operating System and Browser information above is provided to American Red Cross by Plateau (the LMS Vendor). The American Red Cross can not confirm compatibility with other operating systems or browsers at this time.*

Additional Software

Flash is a content player needed to run some online content. If Flash is not already loaded, the system issues a prompt to load it upon accessing the first Flash content file. This prompt guides users to the Macromedia website, where the Flash player can be downloaded. If there is no prompt and the course has not loaded, users can go directly to the website: <http://www.macromedia.com/shockwave/download/alternates/>.

Adobe Acrobat Reader is free software used for viewing and printing Portable Document Format (PDF) files. A free version of Adobe Acrobat Reader can be downloaded from www.adobe.com/products/acrobat/readstep2.html.

JAVA Virtual Machine (JVM) – Both Microsoft JAVA Virtual Machine (JVM) and Sun JVM are compatible. Sun Java Virtual Machine (JVM) 1.5.0 (referenced as 5.0 on the java site) is available for free download at www.java.com

Need Help?

If you experience issues with the LMS, please call User Support at 1-888-778-7762.

Other useful documents: [Pop-up Blockers](#) and [Student Guide](#)