

System/Computer requirements:

To ensure you are able to fully access the Learning.com platform and programs, make sure your computer meets the following minimum technical requirements:

- **Broadband Internet connection**
- **Browser — any of the following:**
 - Chrome 22 or later
 - Firefox 12 or later
 - Internet Explorer 9 or later
 - Safari 6.1 or later
- **Adobe Programs (required for some content):**
 - Adobe Flash Player 9.0 or later. Download for free here: get.adobe.com/flashplayer
 - Adobe Reader 7.0 or later. Download for free here: get.adobe.com/reader
- **Operating System**
 - Windows
 - Mac OS X
 - Google Chrome OS
- **Speakers or headphones**

How to Troubleshoot Potential Problems:

You may be able to fix issues such as blank screens, stuttering audio, loading issues, missing screen elements, system slowness, and any similar ‘tech’ seeming issues on your own. To troubleshoot issues follow the steps below:

Note: Always refresh the browser page where you see errors. To refresh your PC press F5, for Mac press Command + R.

1. Flash, Cache, and Cookies

- **Reinstall Adobe Flash Player:**

Many of the potential problems listed above can be caused by flash player issues on the computer(s) being used. Please uninstall and reinstall flash.

Uninstall here: http://kb2.adobe.com/cps/141/tn_14157.html

Install here: get.adobe.com/flashplayer
- **Clear Browser Cache and Cookies:**

Many of the potential problems listed above can be caused by outdated or corrupt temporary files in your browser, called cache and cookie files. Please **clear out these files:**
- **Option A: Keyboard shortcut for Internet Explorer**
 - Press F12
 - Go to Cache dropdown
 - Select Clear Browser cache
 - Restart your computer
- **Option B: Through Options, Tools, or Control Panel Menu**
 - Internet Explorer steps: <http://support.microsoft.com/kb/260897>
 - Firefox steps: <http://support.mozilla.org/en-US/kb/how-clear-firefox-cache>
 - Safari steps: <http://support.apple.com/kb/ph11914>
 - Chrome steps: <http://support.google.com/chrome/bin/answer.py?hl=en&answer=95582>

2. Pop-up blockers

Ensure that there is nothing blocking pop-up windows from Learning.com. Follow the instructions from the websites listed below.

Note: If you have third party software that has a pop-up blocker, this will need to be disabled as well.

- Internet Explorer steps:
<http://windows.microsoft.com/en-us/windows-vista/internet-explorer-pop-up-blocker-frequently-asked-questions>
- Firefox steps: <http://support.mozilla.org/en-US/kb/pop-blocker-settings-exceptions-troubleshooting>
- Safari steps: <http://support.apple.com/kb/ph11946>
- Chrome steps: <http://support.google.com/chrome/bin/answer.py?hl=en&answer=95472>

3. Bandwidth Considerations

Many of the potential problems listed above can be caused by low or congested bandwidth, especially when students access Learning.com or load the lessons. Bandwidth usage is highest when students login and when lessons are loading. Staggering these activities (i.e., only 5-10 students at a time) may clear up lagging issues.

It is possible that your bandwidth strength is preventing the Learning.com servers from communicating with your computer labs properly. Speak to the IT professionals at your school for further assistance in determining this.

4. School or District Firewall and Filter Settings

Ensure all the domains listed below are unblocked by your filtering and firewall software and added to the white list before accessing the Learning.com website. Please note that Learning.com does not use a list of static IP ranges. The website uses domains instead:

- Origin-platform.Learning.com
- Platform.learning.com
- www.learning.com
- flash.learning.com
- Googleapis.com
- Google-analytics.com

Note: Port 443 must be unblocked for platform.learning.com (or for all traffic) within your school's firewall.

For Further Assistance:

Contact the Learning.com support team below.

Email: support@learning.com

Phone: **800.580.4640 x2**

Chat: www.learning.com/help/chat