

Frequently Asked Questions

See below for System Requirements and Technical questions.

System Requirements

Q. What are the minimum system requirements for viewing the online course?

A. The minimum software requirements for viewing published presentations include the following:

- Flash Player 6, 7, 9 or later (<http://www.macromedia.com/go/getflash>)
- One of the following browsers:

Windows:

Operating System	Supported Browsers
Windows 98	Microsoft Internet Explorer 5.x, Netscape 4.7, Netscape 7.x, Firefox 1.x, AOL 8, and Opera 7.11
Windows Me	Microsoft Internet Explorer 5.5, Netscape 4.7, Netscape 7.x, Firefox 1.x, AOL 8, and Opera 7.11
Windows 2000	Microsoft Internet Explorer 5.x, Netscape 4.7, Netscape 7.x, Firefox 1.x, CompuServe 7, AOL 8, and Opera 7.11
Windows XP	Microsoft Internet Explorer 6.0, Netscape 7.x, Firefox 1.x, CompuServe 7, AOL 8, and Opera 7.11

Macintosh:

Operating System	Supported Browsers
Mac OS 9.x	Microsoft Internet Explorer 5.1, Netscape 4.8, Netscape 7.x, Mozilla 1.x, and Opera 6
Mac OS 10.x	Microsoft Internet Explorer 5.2, Netscape 7.x, Mozilla 1.x, AOL 7, Opera 6, and Safari 1.0 (Mac OS 10.2x or later only)

Technical Questions

Q. I am able to successfully login to the course, however when I click on the course nothing happens. What should I do?

A . Disable your pop-up blocker or edit your pop-up blocker settings to allow pop-ups from <http://akp.smithbucklin.com>.

To edit your pop-up blocker settings:

Internet Explorer

To open the "Pop-up Blocker Settings Menu," open IE and go to Tools -> Pop-up Blocker -> Pop-up Blocker Settings.

Notifications and Filter Level

The "Notifications and Filter Level" section allows you to set popup filter level and notification preferences.

1. Go to "Notifications and Filter Level" at the bottom of the menu. Choose the filter level you want. It is recommended to keep the default setting of "Medium."
2. The other two checkboxes are optional and notify you when popups are blocked.

Exceptions

The "Exceptions" section allows you to allow popups from specified websites.

1. Open the "Pop-up Blocker Settings Menu" by going to Tools -> Pop-up Blocker -> Pop-up Blocker Settings.

2. "Exceptions" is the first section. To add a site to this list, enter the URL in "Address of website to allow:", and click the Add button. That site will now appear in your "Allowed Sites" list below.
3. To remove a site from your "Allowed Sites," single-click on the site to highlight it and click the Remove button. You can remove all allowed site by clicking the Remove All button.

Firefox

- Open the "Popup Windows" menu, open Firefox and go to Tools | Options | Web Features.

Note: Mac users open Firefox and go to Firefox | Preferences | Web Features.

1. Check Block Popup Windows if you would like to all popups.
2. Click on Allowed Sites to allow popups from specified websites.
 1. Enter the URL of the site you want to allow popups from and click Allow.
 2. If you wish to remove a site from your allowed list, highlight it and click Remove Site. Clicking Remove All Sites will clear your allowed sites list.

Q. I disabled my pop-up blocker/added the course weblink to my allowed pop-ups however I am still having problems. What should I do?

A. You may have a third party pop-up blocker software installed. Third party popup blockers can be difficult to detect. Google and Yahoo toolbars will appear in your web browser's menu under View | Toolbars. Other software may appear in your Taskbar, and some may not be detectable at all. Check your Add/Remove Programs menu and run a scan for spyware to try to eliminate any unwanted popup blockers.

You may also want to contact your IT department for additional assistance.