

# Technical Guidelines for Moodle

This document is to assist instructors and students as a basic troubleshooting guide, answering commonly asked questions about using the Moodle CMS with our online courses. If you need additional information or help, please contact your online teacher or school technology specialist with your questions. For further help, contact MSC Online at [bsimetko@msconline.us](mailto:bsimetko@msconline.us).

## Minimum Computer Requirements

<b>Operating System</b>	<b>Windows:</b> Windows 2000, XP or Vista <b>Macintosh:</b> OS 9.1 or Macintosh: OS X
<b>Processor</b>	<b>Windows:</b> Pentium 233 or higher <b>Macintosh:</b> Power PC G3 or higher
<b>Browser – with Java enabled</b>	Internet Explorer is <u>not</u> recommended <b>Firefox 1.x or higher (recommended for Windows or Mac OS X)</b> Safari is <u>not</u> recommended
<b>Plug-ins (free downloads)</b>  <i>Links to download these plugins are listed below. Other required plugins can be downloaded directly in the online course.</i>	Java 1.4 or higher QuickTime (preferred) <u>or</u> Real One Player 2 Adobe Reader Adobe Flash Player Adobe Shockwave Player
<b>Connectivity</b>	Broadband DSL or Cable Internet <u>recommended</u> 56 Kbps modem <u>minimum required</u>
<b>Memory</b>	64 MB RAM
<b>Display</b>	1024 x 768 <u>recommended</u> resolution 800 x 600 required minimum resolution
<b>Sound</b>	Sound Card and Speakers

## Computer Settings

In order to view all parts of the course, make sure the following are set on any computer used. If you do not have the permissions to change these settings, contact your school technology specialist.

### BROWSER

Moodle courses work well with the Firefox browser on a Windows 2000, XP, Vista or Macintosh computer. It is recommended that users download and use the free Firefox browser (<http://www.mozilla.com/en-US/firefox>).

### COOKIES

Configure your Internet browser to accept cookies and session cookies. This can be done through 'Tools' and 'Internet Options' (Firefox on Windows) or 'Preferences' (Firefox on a Mac). See "Checklist" below for directions.

### POP-UP WINDOWS

It is important to turn OFF your computer's pop-up blocker during the time you access the Moodle site. This can be done through 'Tools' (Firefox on Windows) or 'Preferences' (Firefox on a Mac). See "Checklist" below for directions.

**(OVER, there's more!)**

## Troubleshooting Checklist

Please refer to this checklist when assisting students or troubleshooting any technical difficulties:

- Is the student working on a PC or a Mac? Which operating system is installed?
- Is the required plugin software installed?
  - QuickTime (preferred)      <http://www.apple.com/quicktime>
  - Real Player                      <http://www.real.com>
  - Adobe Reader                      <http://www.adobe.com/products/acrobat/readstep2.html>
  - Adobe Flash Player                      <http://www.adobe.com/downloads>
  - Adobe Shockwave Player                      <http://www.adobe.com/downloads>
- Is the student using a supported browser? (see recommendations above and link below)
  - Firefox                              <http://www.mozilla.com/en-US/firefox>
- Is the student using the correct Username and Password (all lower case, no spaces)?
- Has the student forgotten his/her password? (contact MSC Online to get the password reset)
- Is the pop-up blocker turned OFF? *Here's how:*
  - Windows:** Open Firefox browser, click on Tools menu > Options > Content tab > uncheck 'Block pop-up windows'
  - Macintosh:** Open Firefox browser, click on Firefox menu > Preferences > Content tab > uncheck 'Block pop-up windows'
- Are session cookies enabled? *Here's how:*
  - Windows:** Open Firefox browser, click on Tools menu > Options > Privacy tab > check 'Accept cookies from sites'
  - Macintosh:** Open Firefox browser, click on Firefox menu > Preferences > Privacy tab > check 'Accept cookies from sites'
- Is JavaScript enabled? *Here's how:*
  - Windows:** Open Firefox browser, click on Tools menu > Options > Content tab > check 'Enable JavaScript' and 'Enable Java'
  - Macintosh:** Open Firefox browser, click on Firefox menu > Preferences > Content tab > check 'Enable JavaScript' and 'Enable Java'
- If there are problems viewing any parts of the course, has the student cleared the cache / history?  
*Here's how:*
  - Windows:** Open Firefox browser, click on Tools menu > Clear Private Data / Clear Recent History > check 'Browsing History' and 'Cache' > Clear Now OR
  - Macintosh:** Open Firefox browser, click on Tools menu > Clear Private Data / Clear Recent History > check 'Browsing History' and 'Cache' > Clear Now