

Technical & Troubleshooting Guidelines for MSC Online

This document is to assist MSC Online users as a basic technical and troubleshooting guide, answering commonly asked questions about access to our online program and courses. If you need additional information or help, we suggest a Google search, or contact your personal / school technology support specialist with your questions.

Due to the wide array of technologies, there are limitations to browsers and devices we can support, and MSC Online cannot provide this type of Level 1 personal device support for users throughout Minnesota.

Computer Requirements

Operating System	Windows: Windows 2000 or higher Macintosh: OS 9.1 or Macintosh: OS X or higher
Browser – with Java enabled	Firefox or Chrome are the only <u>recommended</u> browsers
Connectivity	Broadband DSL or Cable Internet <u>recommended</u> 56 Kbps modem <u>minimum required</u>
Additional	Sound Card, Speakers, Microphone (course specific needs)

All registration and course information will be sent via email only, from a noreply@ address. Verify and/or whitelist so your email filters will allow receipt. Check your Spam box and filters.

In general, lightweight devices such as Chromebooks, tablets, iPads, etc. have very limited technology support and will not be compatible with the majority of course content.

Students will need computer access for many course requirements.

Computer Settings

In order to view / access all parts of a course, make sure the following settings are enabled on your computer.

COOKIES

Configure your Internet browser to accept cookies and session cookies.

POP-UP WINDOWS

It is important to allow pop-ups for access to the LMS / Moodle courses.

Troubleshooting Checklist

Please refer to this checklist for troubleshooting any technical difficulties:

- Is a required plugin software installed and enabled?
- Is the user accessing with a recommended browser?
- Is the user entering the correct Username and Password?
 - If unsure, has the user selected [Forgot your Login and/or Password?](#)
- Is JavaScript and/or cookies and/or pop-ups enabled?
- If there are problems viewing any parts of the course, has the user cleared the cache / history and/or adjusted the computer view / resolution?