

Technical Requirements-Issues FAQ's

(From <http://www.bu.edu/igsw/online-training-programs/faq/technical-issues/>)

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I've never taken a course online. What are the technical requirements?

We can only guarantee that our courses are compatible with Windows Internet Explorer 6.0 and higher, with an internet connection that is 56K or faster. Some Mac users have reported no problems accessing the courses (when using Safari or Firefox). The screen resolution is best viewed at 1024 x 768; however, 800X600 will also work.

IGSW recommends that you download the following free software prior to beginning the course:

- Adobe Acrobat Reader- This software is required to read selected PDF articles and resources included in the courses. To download, please click here: <http://www.adobe.com/>
- Adobe Flash Player- This multimedia viewer is required to watch video commentary clips included in the courses. To download, please click here: http://www.adobe.com/shockwave/download/download.cgi?P1_Prod_Version=ShockwaveFlash

Important : Please disable your pop-up blocker for this site. The course utilizes pop-ups to pose questions to participants, also to provide links to resources and articles.

Do I have to install any additional software?

No. Many computers already have Adobe Acrobat Reader and Real Player installed. If your computer is several years old, you may need to download these software programs. With a 56K modem, each download will take approximately one minute.

Do I need a printer?

Yes, you will need access to a printer to print articles and your certificate of completion.

What if I don't have access to a printer to print my certificate?

Because our courses are available via the internet, you can print your certificate from any computer with an internet connection. You do not have to print the certificate from the same computer on which you completed your course.

If you cannot access a computer with a printer, we are happy to fax you your certificate. To order a printed certificate, please contact IGSW by e-mail at techsupport@igsw.org or by phone at (617) 358-2635.

Do I need audio speakers?

You do not need audio speakers to take IGSW Print and Go courses. However, you will need speakers to listen to the video clips included in several of IGSW's Interactive Self-Paced (ISP) courses.

Do I have to take the course in one sitting?

Our courses allow you to leave off anywhere in the course. The next time you log in, select "Continue," and you will enter the course on the exact page where you left off.

I am having trouble viewing the course material. Help!

If you are having difficulty viewing IGSW online course, please follow the recommendations below. If you have followed all of the troubleshooting tips and continue to have difficulty, please feel free to contact our Technical Support staff by e-mail at techsupport@igsw.org, or by phone at (617) 358-2635.

- Check to be sure that you are using Windows Internet Explorer 6.0 or higher to view the course. The learning management software used by IGSW is certified to work with Windows Internet Explorer 6.0 or higher. While our software is compatible with some Mac systems and Netscape Browsers, we cannot guarantee the quality.
- Make sure your browser pop up blocker is disabled.
- Turn off your computer and restart it. Return to <http://www.igsw.org> and attempt to view the course material again.

Some office computers that are part of larger network systems will not allow interactive access to online sites. In such a case, you may need to use a different computer.