

Greenways Academy - User Technical Requirements

Users intending to enroll in Online Courses delivered through Greenways Academy, should adhere to the following checklist for readiness and compatibility

COMPUTERS :

- We strongly recommend having a broadband Internet connection (DSL or Cable)

- **Mac or PC** - desktop or laptop (“notebook”) computers - are both acceptable
 - Web TV systems, Palm Pilots, web-enabled PDAs, game consoles, or mobile phones are not acceptable

- Your operating system should be **Windows 2000 , Windows XP , Windows Vista or Mac OS X**
 - (Computers with **Linux** -based operating systems are also acceptable, but limited support can be offered in the case of troubleshooting, if any problems are experienced)

- You must ensure that the **system time on your computer** is accurate and correct
 - Hour - Day - Date - Month - Year - Time Zone
 - **and** Daylight Savings Time offset (if applicable)

- If you are enrolling into a language course, it is necessary that your computer has both a sound card and a microphone.

WEB BROWSERS :

- You must use one of the following four browsers:

- **Internet Explorer** or **Netscape** or **Firefox** or **Safari** (for Macs)
 - **Other browsers are not supported** –The technical support staff is unable to troubleshoot any problems that might be experienced when using other browsers
 - Certain **service-branded browsers** (such as the **AOL Explorer** browser) are **known to be incompatible** with our system and should not be used to access Greenways Academy
 - Certain browser add-ons (such as *extra toolbars* provided by **MSN, Yahoo, Alexa, eBay, FunWebProducts/MyWebSearch, HotBar**, etc.) and various adware/spyware/malware programs on your computer might result in page-display issues which the Greenways Academy staff *cannot troubleshoot*
- We strongly recommend that you do have the following **free** browser plug-ins and media players installed:

(some of the following are **required** to properly display certain content in certain courses)

- **Adobe Acrobat Reader** - <http://www.adobe.com/products/acrobat/readstep2.html>
 - **Flash Player** - <http://www.macromedia.com/software/flash/about/>
 - **Java** - <http://www.java.com/en/download/>
 - **Shockwave** - <http://www.adobe.com/shockwave/download/download.cgi>
 - **Quicktime** - <http://www.apple.com/quicktime/download/>
 - **Windows Media Player** - <http://www.microsoft.com/windows/windowsmedia/>
 - **RealPlayer** - <http://www.real.com/player>
- Browsers must be set to allow cookies
 - **Or** at least allow cookies from www.auroralearning.com.
 - Pop-up blockers must be disabled
 - **Or** at least set to allow pop-ups from www.auroralearning.com.

Notes on Third-Party Content:

- Educational partners such as (but not limited to) **Apex Learning, Power-Glide, Thompson-Peterson, DriversEd.com**, etc., to which students of certain online courses may be required to go, may have similar - or other - requirements, and care should be given to *fully read and understand* those requirements as defined at those websites.
- - Users should understand also that if technical difficulties are experienced at those websites, then requests for technical support must be addressed to the tech support staff of those respective companies, as Aurora Learning tech support staff cannot troubleshoot problems at websites which are not its own.
 - Certain courses may require the user to have a particular program (Such as **Adobe Photoshop**) which is *not provided as part of the course materials*. The course catalog clearly indicates such requirements; users should observe these requirements before enrolling in the course.