

Technical requirements

eLearning self studies

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The following are the recommended system characteristics:

- Internet connection at 56-Kbps or faster recommended
- Microsoft® Internet Explorer® 6.0 through 8.0
 - Although many features function correctly with other browsers, the SmartPros Professional Education Center is designed for Microsoft Internet Explorer. Other browsers are not guaranteed to work correctly.
- Java Virtual Machine (JVM), using Microsoft version 1.1.4
- Sound card with speakers, headphones recommended
- Adobe® Acrobat® Reader
 - Optional for reading PDF files offered with certain courses.
 - To obtain Adobe® Acrobat® Reader, please visit the [Adobe® website](#).

If you are having problems launching courses or viewing course video, please check the following:

- Be sure to [disable any Pop Up Blocker programs](#)
- Your computer must be set up to accept session cookies

To ensure a high quality experience

The following recommended guidance should be followed while navigating within the course to ensure a high quality experience

- **Do not** click the F5 key (automatic refresh).
- If you need to execute an action on the eLearning launch page (i.e, clicking on Home, My Courses, Privacy Policy, etc) you must exit the course and then when the course window closes you may perform the desired action.
- If you need to navigate to another website while the course is open, you must open a new browser window or exit out of the course first. You should not navigate away from the eLearning launch page while engaged in the course.
- If you need to exit the course, you must wait for the course launch page to refresh your status to In-Progress, Passed or Failed before attempting to launch the course again.

