

Frequently Asked Technical Questions (FAQs)

Please review these FAQs prior to contacting Technical Site Support.

What are the minimum system requirements?

Some minimum system requirements for you to best view the courses are:

- Internet Browser: Internet Explorer (IE) 6.0+ or Firefox 3.0
- Flash Player: 8.0+ [Get Flash](#)
- High-Speed internet is best, but not required

What system requirements work best for the videos within the training?

Videos will be best viewed when using Microsoft Windows and the following:

- Internet Browser: Internet Explorer (IE) 6.0+ or Firefox 3.0
- Flash Player: 8.0+ [Get Flash](#)
- High-Speed internet

What if I select a course to start and nothing happens?

This most likely means “pop-up blockers” are enabled which may prevent the course window from opening. To view the courses, pop-up blockers will have to be disabled.

Disabling pop-up blockers may require different steps based on your computer set up, but typically there is an icon or button at the top of your browser window. Locate your “pop-up blocker” options and select an option that says; “allow” or “do not block.” For more on disabling pop-up blockers visit:
<https://host.softworks.ca/Agate3/blocker/disable-blockers.htm>

What should I do if a course starts but then I just see a blue loading circle?

If you can see the blue loading circle, then the course files are loading into the screen. It is recommended that you wait patiently. Otherwise, you can close the course and/or browser window then re-launch the training website and attempt to start the course again.

What if I cannot see the “Next” navigation button in the lower right-hand corner?

This may mean you have an extra toolbar present at the top or bottom of your course window. Based on your computer set up, you may have to hide one or more extra toolbars. For windows select “view” and deselect any “bar” and any “toolbars” that may be currently selected/visible. You may also have a magnifying glass with a % in the lower right hand corner, adjust this % so the entire window can be seen.