Order Manager Help

v. 4.2

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About Help

Using Online Help

Version 4.2

Online Help for the order manager answers frequently-asked questions and provides step-by-step procedures for managing online registration.

To access: After you have logged on, click *Help* in the left-side navigation bar. Help will appear in a pop-up window above the page you are viewing.

To navigate: Online Help uses a two-frame structure, with tabs for the Table of Contents, Index, and Search features in the left frame (the navigation frame), and the actual Help text in the right frame. In the left navigation frame, use the tabs described below to access three help routes:

Help Routes	
Contents	Displays an expandable Table of Contents. Click a "book" to display sub-topics. • A plus sign (+) to the left indicates the book contains un-opened sub-topics. • A minus sign (-) to the left indicates the book is fully expanded. • Click on a Help page (indicated by a page icon) to view the information for that topic.
Index	Displays a full list of help subjects. • Scroll down the Index list to view subjects. • Type a keyword or string of characters in the text box to go to a point in the Index (example: Type the letter 'S' to go to the 'S' section of the Index.)
Search	Allows for search by word or phrase typed into the designated text field. Hit *Enter* to view search results.

Working with the Help pop-up window:

- Scroll bars allow you to scroll through text in both the left and right frames.
- Click and drag on the window borders to expand the pop-up window to a desired size, or click the maximize button to display a full-page.
- Click and drag on the title bar to move the pop-up window.

- Tip: Use the menu at the top of the pop-up window to search for text on a given page. (Click inside the page in Help you wish to search, then click *Edit / Find* from the top menu. Enter the word or phrase you want to find.)

To print:

- **Print an individual Help page:** Right-click in the right frame of Online Help (where the Help information is displayed), then select *Print* from the pop-up menu that appears above the Help text.)
- **Print the Table of Contents:** Right-click in the left frame of Online Help (where the Help Table of Contents is displayed), then select *Print* from the pop-up menu that appears above the Table of Contents.

  Note: Before right-clicking, expand any "books" in the Table of Contents that you would like to print. Next, right-click in an area that is not directly on the list of "books" and Help pages in the Table of Contents (for example, immediately beneath the list of "books"). Otherwise, the *Print* selection will not appear in the pop-up menu.

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Using the IntraLearn Platform

Product Description

IntraLearn provides an interactive, virtual university and training platform, giving Learning Port creation managers, system administrators, instructors, and students immediate access to learning, tracking, and reporting. Each permission level allows maximized capabilities:

- Learning Port creation managers can readily create new ports as well as manage multi-port administrative functions. Note: Multiple ports are not available for SME applications.
- System administrators find easy, immediate set-up and the ability to measure immediate knowledge assimilation against the bottom line.
- Registrars and order managers discover the ease of managing multi-port environments or designated element levels within a larger system.
- Instructors use course templates for quick course creation and robust course maintenance with live and off-line features to maximize the learning experience.
- Students interact with course material, other students, and instructors at their own pace, whenever and wherever they are.
- SkillBridge skills managers can effectively administer skills gap analysis technology for IntraLearn students and courses. (Note: Skillbridge is available as a separate module.)

A simple Web browser and appropriate access is all that is needed. See System Requirements for further information.

Frame Structure

The online screen is divided into three frames to present all information:

- For the order manager, the left-side navigation bar includes links to these areas: *Menu*, *Profile*, *Search*, and *Help*
- The content frame to the right displays all course information.
- The banner frame above the content frame displays banner texts or images to identify category or location within the course.

The logo in the upper left corner of the banner frame is a link:

- Click once from anywhere to return to the Welcome page. An organization can customize the look and feel of any frame.

Log-On

In order for you to log on, the system administrator must first authorize you to act as an order manager. You will be assigned a user name and password.

1. To log on as order manager, use the **.../administrator** IP address provided to you by the system administrator (example: www.intralearn.com/administrator).

2. Click *Orders* in the left-side navigation bar.

3. Enter your user name and password (provided by the system administrator).

4. A menu of order manager functions will appear. See the Order Manager Functions section of Help for details

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Order Manager Profile

To access: Click *Profile* in the left-side navigation bar.

The profile page stores your first and last name, user name and password, phone number, and e-mail address. The name and e-mail address that you enter here will be included in every e-mail message that is sent to students to confirm an order. Note that the e-mail address is a required field.

You can make updates to any field, including your user name and password.

After you have entered any changes, click the *Modify* button.

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Order Manager Functions

Order Manager Overview

The order manager determines the method of payment for courses, manages e-commerce orders, and tracks and processes all online registration. Only one order manager is allowed for a single site.

After logging on, you will see a menu of order manager functions (outlined in the table below). A detailed description for each function is provided in the Order Manager Functions section of Help.

Note: To return to the menu from any page in the order manager area, click *Menu* on the left-side navigation bar.

Order Function	Description
Order Summary Report	Provides total orders for each type of order stored in the system, within a supplied range of dates.
Open Orders	Displays current open (unprocessed) orders. Open orders require the order manager to complete the registration process before a student may begin a course. You can display all orders or supply a time period (today only, past 7 days, past 30 days, or past 60 days).
Processed Orders	Displays all past orders that have been successfully processed by your selected e-commerce merchant or by the order manager.
Course Key Orders	For installations with Course Key Enrollment only. Lists all orders for Course Keys (access codes), which can be distributed by the purchaser to students. Each student can then use a Course Key to log on to a course without having to submit payment information. Course Key orders are considered to be a type of processed order.
Archived Orders	Displays all past orders that have been removed from the current Processed Orders list.
Course Price Maintenance	Sets vendor and student prices on all courses, in selected currencies.

Payment Method Maintenance	Sets the payment method and maintains your e-commerce merchant information. Payment methods include: • Direct Access (students may register and begin course without validation) • Contact Me (order manager must fulfill order and notify students) • Credit Card (credit card payment required) • Custom Payment (user defined; could include such payment options as a purchase statement, money order, or personal check)

See also:

- Order Search to search for orders by Student Name, Course or Order ID.
- Course Key Checklist to see a summary of tasks that must be carried out system-wide to support Course Key registration.

Order Summary Report

This report displays the total number of orders each type of order stored in the system: Open Orders, Course Key Orders (for installations with Course Key Enrollment only), Processed Orders, and Archived Orders. The total value of orders in each category is also reported. You must enter a range of dates before the categories of orders will be displayed.

To display Order Summary Report:

1. From the order manager Menu, click *Order Summary Report.*
2. Enter a date range, either spelling out the month or using digits (example: Jan 2 2005 or 1/2/2005).
3. Click *Submit.*
4. A list of order categories will appear, with totals and value figures for each category. Click on an individual category name to see a list of individual orders within that category.

Open Orders

This report displays orders for courses that have not yet been processed. Orders are organized alphabetically by last name of student. For each student, the report lists the Course Name, Order Date, Order ID number, Transaction ID Number, and Processed status (will be *No* for each record). You can choose to display orders from a selection of time periods.

To view Open Orders:

1. From the order manager Menu, click *Open Orders*.

2. Choose from the time period drop-down box at top left:
   - All open orders
   - Past 7 days
   - Past 30 days
   - Past 60 days
   - Today

To process an order:

1. Click a name to view registration profile information.

   - From the registration profile page, click *Continue* to process the order (first check the box labeled *Send to archive folder?* if you wish to archive the record as well - see Archived Orders for details).

   - If the student is new to the system and has not yet been assigned a user name and password, the program generates a user name and password. You can keep the displayed text or type in any user name and password that you choose. Note: User names and passwords are limited to 40 characters and must contain letters and digits only. Click *Confirm* to process the order or *Cancel* to return to the profile page.

   - If the student already has a user name and password, you will not see a page to enter and confirm a user name and password. Instead, you will receive a message that the order has been successfully processed. The student keeps the same user name and password that was previously assigned.

   Note: As an alternative method for processing students who already have user names and passwords, you can click the check box next to the student name on the Open Orders page, then select either *Mark as Processed* or *Process and Archive* from the Action drop-down menu.

2. Once you have received a message that the order was successfully processed, the record will be removed from the Open Orders list and will appear on either the Processed Orders list or the Archived Orders list.

To delete a student name from the Open Orders list:

- Click the check box next to the student name, then click *Delete* in the Action drop-down menu. Note: You can select all names on the list at once by clicking on the heading at the top of the Select column.

Note:

- If the Payment Method has been set to Direct Access, you will not see orders for courses in the Open Orders list.

Course Key Orders

In Course Key enrollment, a purchaser buys two or more log-on accounts for a given course, and in return is issued a Course Key (or access code) for the accounts. The purchaser then distributes the Course Keys to individual students, who can use a Course Key to log on to a course without charge. Course Key orders are treated as a type of processed order.

The Course Key Orders report tracks the activity of the purchasers of Course Keys.

To view Course Key Orders:

- From the order manager Menu, click *Course Key Orders*.

- A list of each Course Key that has been issued appears. For each Course Key, the report displays the Course Code, Order Date, quantity purchased, quantity used by students, and the remaining number of available seats, or log-on accounts.

Options available from the Course Key Orders list:

- **To toggle between views of the report** that are organized by purchaser Name and by Course Key, click *view by purchaser* or *view by course key* at the top of the page.

  Note: The two views of the report have slightly different column headings:

  If organized by Name, the headings are: Name, Course Key, Course Code, Order Date, and Transaction ID.

  If organized by Course Key, the headings are: Course Key, Course Code, Order Date, and number of seats Purchased, Used and Available.

- **To view a detail page** about the purchaser and the course key transaction, click on either an individual Course Key or purchaser Name on the Course Key Orders list. The detail page includes sections on Personal Information about the buyer, Payment Information, Course Key Information (Seats Purchased, Seats Used, and Seats Available), and Course Information (including the Course Title, the Course Key access code, and the cost).

- **To delete a record**, go to the detail page described above and click the *Delete* button, or select a record by clicking the appropriate check box and then clicking *Delete* in the Action pull-down menu at the top right side of the page. Note: You can select all records at once by clicking the heading in the Select column.

- **To see a report on all the Course Keys that have been issued for a given course**, click on an individual Course Code. For each Course Key, the report lists the Purchaser, the number of seats purchased, and the Order Date.

- **To see a report on all students who have been issued a given course key**, go to the view of the Course Key Orders list that is organized by purchaser Name (see "to toggle between views of the report," above). In the Used column, click on the digit that indicates the number of seats used for a given Course Key. The report lists each student name, and for each student, includes the Date Created for the log-on account, First Log-on date, Last Log-On date, and Completed On date.

- **To manually process a Course Key purchase:** From the Action pull-down menu on the Course Key Orders list, click *Generate Key*. The next page that appears will provide fields for you to select the Course and to fill in information about the Course Key purchaser and the quantity of log-on accounts to be purchased. Click the *Add* button to process the transaction. The program will generate a Course Key. The new purchase will appear at the top of the Course Key Orders list. You should then provide the Course Key (and confirm the quantity purchased) to the purchaser. The purchaser can distribute the code to students.

When to manually process a Course Key purchase:

- If the Payment Method is set to Credit Card, you should not manually process a Course Key purchase. If a Credit Card order is submitted, the program will automatically send an e-mail to the purchaser that confirms the purchase and lists the Course Key and the quantity purchased.

- There may be situations, however, when Payment Method is not set to Credit Card. This is when you should manually process Course Key purchase. Students can still use Course Keys no matter what the Payment Method is. You might want to set the Payment Method to some method other than Credit Card. Some students could use Course Keys and other students could register with the other Payment Method that you have chosen..

See also: Course Key Checklist for a summary of tasks that must be carried out system-wide to support Course Key Enrollment.

Processed Orders

In the Processed Orders list, orders are organized alphabetically by the student's last name. For each name, the report includes the Course Code, Order Date, Order ID Number, Transaction ID, and Processed status (will be *Yes* for every record). You can choose to display orders from a selection of time periods.

To view Processed Orders:

1. From the order manager Menu, click *Processed Orders*.
2. Choose from the time period drop-down box at top left:
    - All processed orders
    - Past 7 days
    - Past 30 days
    - Past 60 days
    - Today

Available options from the Processed Orders list:

- Click a name to view registration profile information. On the profile page, click the *Delete Order* button or *Cancel* to return to the Archived Orders list.
- Select one or more names by clicking the check box in the Select column, then click *Delete* to delete an order or *Archive* to send the record to the Archived Orders list.

Note: You can select all names on the list at once by clicking on the heading at the top of the Select column.

Archived Orders

This report displays processed orders that are no longer current. Like the Processed Orders list, orders are organized alphabetically by the student's last name. For each name, the report includes the Course Code, Order Date, Order ID Number, and Transaction ID. You can choose to display orders from a selection of time periods.

To view Archived Orders:

1. From the order manager Menu, click *Archived Orders*.

2. Choose from the time period drop-down box at top left:

   - All processed orders
   - Past 7 days
   - Past 30 days
   - Past 60 days
   - Today

Available options from the Archived Orders list:

- Click a name to view registration profile information. On the profile page, click the *Delete Order* button or *Cancel* to return to the Processed Orders list.

- Select one or more names by clicking the check box in the Select column, then click *Delete* to delete an order.

  Note: You can select all names on the list at once by clicking on the heading at the top of the Select column.

Course Price Maintenance

This page sets vendor and student prices on all courses, in selected currencies, and allows you to modify these prices at any time.

To set or modify course pricing:

1. From the order manager Menu, click *Course Price Maintenance*.

2. **To change the currency**, click on a selection in the field labeled Select currency for display to student (currencies are grouped by language and country). Click the *Update* button to process the change.

3. **To change either the vendor price or student price of a course**, click on the course title in the Courses column, or click on existing price in either the Vendor Price or Student Price column. A page where you can enter new prices will appear. Click *Modify* to process your changes or *Cancel* to return to the Course Price Maintenance page.

Payment Method Maintenance

This page sets registration methods and all e-commerce merchant arrangements.

Registration methods include:

Method	Description
Direct Access	Student may register and begin course without validation.
Contact Me	Order manager must fulfill order and notify student. Once a student orders a course, the order appears on the Open Orders list. Before a student can begin the course, the order manager must process the order. A confirmation e-mail is automatically sent to the student (including the user name and password for a student that was not previously in the system). The student can then log on to the course.
Credit Card	Credit card payment required. **Note:** If you will be using e-commerce to process orders, you must select Credit Card as the Payment method.
Custom Payment	Allows for a user defined payment option, for example Purchase Statement, Money Order or Personal Check Custom Payment registrations are processed in a manner that is similar to the Contact Me registration method.

Any registration method you select will be applied to all courses on your site.

To view Payment Method Maintenance:

1. From the order manager Menu, click *Payment Method Maintenance*.
2. The most recently selected registration method will display.

To change the registration method, Click *Change Payment Method*. You will then see a list of the four registration methods.

- If you select **Direct Access**, **Contact Me**, or **Custom Payment**, Click *Set* to save or *Cancel* to save no changes and return to the order manager Menu.
- If you select **Credit Card,** a second page will appear for you to enter additional information about the credit card type and the payment vendor.

  To add a credit card type, click *Add Credit Card*. Enter a card name (Visa, Master Card, Discover, American Express, etc.) and click *Add.* The name of the card will appear in the Payment Type list.

Note: *Contact Me* is also included by default in the Payment Type list. This selection is for students who later supply their credit card information via email. If you wish, you can delete *Contact Me* by clicking on the check box to the right and then clicking *Delete*.

To delete a credit card type, click on the check box next to the card name and click *Delete*.

To select a third-party vendor:

1. From the Payment Vendor pull-down menu, select **BOA, Cybercash**, **VeriSign** or **WorldPay**.

2. A second page appears for you to enter validation information for your chosen vendor (see Vendor Details fields). The number of fields and their definition may vary according to the vendor. Contact your vendor for the specific information that they require you to enter.

To set up manual credit card registration by your order manager:

You can use the credit card option without a payment vendor, but then all transaction validations are handled by the order manager. Click *Add Credit Card* and follow the procedures for adding a credit card type, above.

Notes:

- See Online Registration Checklist for a summary of tasks that must be carried out system-wide in order to support online registration.

- The system administrator must enable online registration (set on the administrator's Organization Attributes page) before students can submit orders with Contact Me, Credit Card, or Custom Payment as a registration method.

- For the Contact Me and Custom Payment registration methods, students must supply their e-mail address in order to receive confirmation e-mail messages from the order manager. The system administrator must make sure that the student's registration form includes the e-mail address as a required field.

- When your site is first installed, the Direct Access payment method appears to be selected by default. However, you will need to click the *Set* button before Direct Access (or any other Payment method you select) will be activated.

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Order Search

By clicking *Search* in the left-side navigation bar, you can search for orders by Name (first or last), Course, or Order ID.

To search for orders by name:

1. Under the heading **Choose a category for your search:**, select *Name*.
2. In the **Search for orders:** area, select First Name or Last Name from the first drop-down box.
3. Enter a name in the text field.
4. Choose from the following options in the **Orders Submitted:** drop-down box:
    - All Orders
    - Past 7 days
    - Past 30 days
    - Past 60 days
    - Today
5. To include archived orders, click the Archived Orders check box.
6. Click *Search*.

To search for orders by course:

1. Under the heading **Choose a category for your search:**, select *Course*.
2. In the **Search for orders:** area, select a course from the **Course:** drop-down box.
3. Choose from the following options in the **Orders Submitted:** drop-down box:
    - All Orders
    - Past 7 days
    - Past 30 days
    - Past 60 days
    - Today
4. To include archived orders, click the Archived Orders check box.
5. Click *Search*.

To search for orders by Order ID:

1. Under the heading **Choose a category for your search:**, select *Order ID*.
2. In the **Search for orders:** area, type the Order ID in the Search for Orders text box.
3. Choose from the following options in the **Orders Submitted:** drop-down box:
    - All Orders

- Past 7 days
- Past 30 days
- Past 60 days
- Today

4. To include archived orders, click the Archived Orders check box.
5. Click *Search*.

Online Registration Checklist

In order to support online registration, the order manager and system administrator must carry out several tasks. The business manager may also be involved in setting up the necessary account with an e-commerce vendor. An outline of those tasks is provided below:

Order Manager Functions

- Must set the Payment Method to Direct Access, Credit Card, Contact Me, or Custom Payment.
- If your site is to be e-commerce enabled, Payment Method must be set to Credit Card, and you must identify the selected vendor (see Payment Method Maintenance).
- Must view and process Open Orders that are accessible from the order manager Main Menu.

System Administrator Functions (See System Administrator Help for procedures)

- On the Organization Attributes Page, must set Enable Online Registration to *Y.*
- Must enter at least one enrollment level in the Hierarchy. (Necessary for correct appearance of Course list on student-side.)
- If Payment Method is set by order manager to Contact Me or Custom Payment, must customize the Student Registration form to make E-Mail address a required field.
- If your site is to be e-commerce enabled, see additional functions listed under Preparation for E-commerce, below.
- Optional: On your site's Information page, add instructions for online registration (through Buy Courses link) and other selections that are available from the Welcome page (Log On, Demo). Because students have not yet logged on to a course, they do not yet have access to Student Online Help. The Information page is accessible to anyone who types in your site's URL.

  IntraLearn will provide Information page instructions that you can use or modify to suit your needs. Instructions will be shipped with the product. Contact IntraLearn support at support@intralearn.com for more information.

Preparation for E-commerce

- Establish account with an IntraLearn-Supported e-commerce vendor: Bank of America, Cybercash, Verisign, or WorldPay. (*Business Manager*)
- Purchase e-commerce and enable specific vendor through installation program. *(Business Manger, System Administrator)*
- Install digital certificate on web server. *(System Administrator)*
- Set Payment Method to Credit Card, and identify selected vendor (see Payment Method Maintenance). *(Order Manager)*

For full details on setting up and managing an e-commerce site, see the white papers for E-commerce and Digital Certificates. (Contact IntraLearn support at support@intralearn.com for access to all white papers.)

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Course Key Checklist

Course Keys are system-generated codes that provide direct access to a course. A purchaser buys a number of course keys and then distributes them to students. Students can enter a Course Key when registering for a course, and go immediately to the course after supplying personal contact information and a user name and password.

In order to support course key registration, the order manager and system administrator must carry out several tasks. The business manager may also be involved in setting up the necessary account with an e-commerce vendor. An outline of those tasks is provided below:

Order Manager Functions

- To enable the online purchase of Course Keys, must set the Payment Method to Credit Card.
- Optional: Can process a Course Key purchase manually and set the Payment Method to another selection (the use of Course Keys by students does not require any particular Payment Method).
- For online purchase of Course Keys, must track Course Key Orders that can be viewed from the order manager Main Menu.

System Administrator Functions (See System Administrator Help for procedures)

- On the Organization Attributes page, must set Enable Online Registration and Enable Course Keys fields to *Y*.
- Must enter at least one enrollment level in the Hierarchy. (Necessary for correct appearance of Course list on student-side.)
- If Payment Method is set by order manager to Contact Me or Custom Payment, must customize the Student Registration form to make E-Mail address a required field.
- Note: If you will be batch loading any student profiles into the system [In System Adminstrator Help, see Batch Load Student Profiles (SME) or Batch Load Student Profiles (LSP, XE, e360)], use the bulk load spreadsheet named Enrollment_key.xls. (Without Course Keys enabled, use Enrollment.xls).
- Optional: Change Welcome Page to include special log on area and duplication of links in left-side navigation bar.
- Optional: On your site's Information page, add instructions for Course Key purchase and registration (through Buy Course Keys and Use Course Keys links) and other selections that are available from the Welcome page (Buy Courses, Log On, Demo). Because students and Course Key purchasers have not yet logged on to a course, they do not yet have access to traditional Online Help. The Information page is accessible to anyone who types in your site's URL.

  IntraLearn will provide Information page instructions that you can use or modify to suit your needs. Instructions will be shipped with the product. Contact IntraLearn support at support@intralearn.com for more information.

Preparation for E-commerce (same procedure as for online registration)

- Establish account with an IntraLearn-supported e-commerce vendor: Bank of America, Cybercash, Verisign, or Worldpay. (Business Manager)
- Purchase e-commerce and enable specific vendor through installation program. *(Business Manger, System Administrator)*
- Install digital certificate on web server *(System Administrator)*

- Set Payment Method to Credit Card, and identify selected vendor (see Payment Method Maintenance) *(Order Manager)*

For full details on setting up and managing an e-commerce site, see the white papers for E-commerce and Digital Certificates. (Contact IntraLearn support at support@intralearn.com for access to all white papers.)

System Requirements

System requirements for operating IntraLearn software, database server requirements, plug-ins and minimum client requirements (e.g. workstation and browser) are listed below. IntraLearn's application server has been designed to effectively deliver large volume, high-transaction e-Learning sites with features that support performance, availability and scalability. The application server component complements the use of known, industry standard hardware and system software configurations that support scalability. See the Checking Browser Settings document, included on your installation CD, for full details on cookies, Java, and JavaScript support.

Note: IntraLearn has been shown to work seamlessly under Windows 95/98/ME. However, since Microsoft has discontinued support for these operating systems, IntraLearn will no longer address any issues related specifically to these operating systems.

The specifications listed on the following pages apply to:

- IntraLearn LSP 4.0.2 and above
- IntraLearn XE 4.0.2 and above
- IntraLearn SME 4.0.2 and above

Server Requirements

Operating System:

Windows Server 2003 Standard Edition
Windows Server 2003 Enterprise Edition
Windows Server 2003 Datacenter Edition
Windows 2000 Server with SP4 or later
Windows 2000 Advanced Server with SP4 or later
Windows 2000 Datacenter Server with SP4 or later

Database:

SQL Server 2000 Standard Edition with SP4 or later
SQL Server 2000 Enterprise Edition with SP4 or later
SQL Server Reporting Services

Web Server Components:

Microsoft Internet Information Services (IIS) 6.0
Microsoft Internet Information Services (IIS) 5.0
Microsoft .NET Framework 1.1

Application Server:

Macromedia ColdFusion MX 6.1 Application Server

Hardware Specifications:

512 MB RAM
30 MB hard disk space*
CD Drive
Tape backup device (recommended)

* IntraLearn application only. This does not include the disk space requirements for database, application server and other web server components. Consideration must be given for growth requirements as courses are added to the application and the number of students increases.

User Requirements

PC:

Windows XP

Windows 2000

Windows 95/98

Internet Explorer 5.5+

Netscape 7.0

Macintosh:

Macintosh OS X

Internet Explorer 5.2 Macintosh Edition

Netscape 7.1 Macintosh Edition

Mozilla Firefox

Notes:

- Java2 Runtime Environment (JRE) Standard Edition (a free download from Sun Microsystems) required for system administrators and instructors to view the Hierarchy, and for students to view SCORM courses.
- Resolution 800x600 (recommended).

General Requirements for HTML-compliant Browsers

- Accepts cookies - per port
  (if cookies are disabled, the student will not be able to log on)
- Supports JavaScript 1.0 and Java 1.0.2.
- Supports XML parsing
- Supports style sheets

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