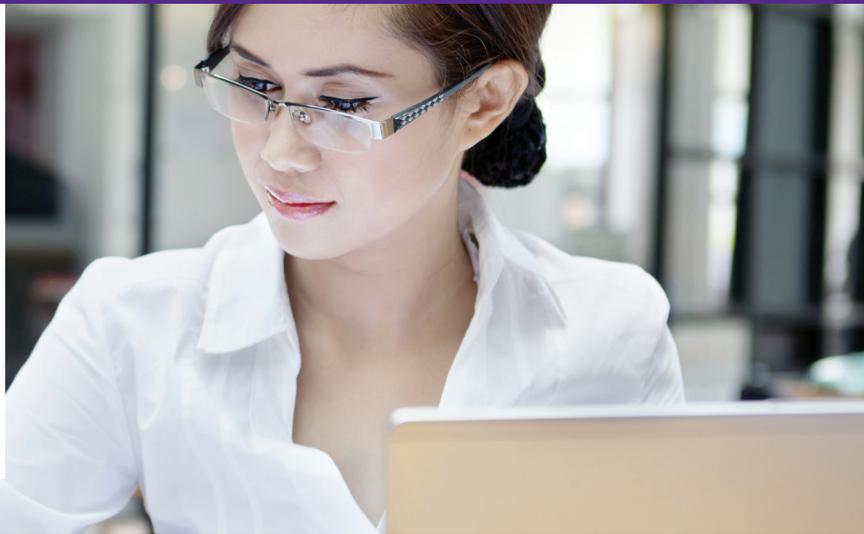




# IFSE Technical Requirements Guide



Occasionally, students may encounter problems when using the [www.ifse.ca](http://www.ifse.ca) website. Please review the more common problems and resolutions listed below. If you are still experiencing difficulty, feel free to contact IFSE at 1-888-865-2437 or [info@ifse.ca](mailto:info@ifse.ca) for assistance.

## USER REQUIREMENTS

There are nine technical requirements for using the [www.ifse.ca](http://www.ifse.ca) website:

1. Javascript
2. Adobe Flash Player
3. Web Browsers
4. Cookies
5. Adobe Acrobat
6. 1024x768 our Recommend Minimum Screen Resolution
7. High Colour (16 bit)
8. Auto-Select Encoding
9. Medium Text Size

If you require other technical support, please contact the [www.ifse.ca](http://www.ifse.ca) administrator at [info@ifse.ca](mailto:info@ifse.ca).

## CHECK JAVASCRIPT

### Javascript

Javascript is a programming language used by [www.ifse.ca](http://www.ifse.ca) to process forms.

Sometimes Javascript has been disabled in a web browser. The process for enabling Javascript depends on the browser you are using.

### Enabling Javascript in Microsoft Internet Explorer Version 7 and higher:

1. Select the menu **Tools Internet Options**.
2. Click the second tab **Security**.
3. Select the **Internet** zone.
4. Click the **Custom Level** button.
5. In the **Security Options** window, scroll down to the **Active scripting** heading of the **Scripting** section and check the box labeled **Enable**.
6. Click the **OK** button.

## CHECK FLASH

### Adobe Flash Player

This website uses Adobe Flash Player to allow a student to view online course **exercises** and **case studies**.

If Adobe Flash Player is not installed and enabled in a student's web browser, then the student will **not** be able to view any online course **exercises** and **case studies**. In most cases, students will get an error message indicating "**Plug-in missing**". Students may also see a blank screen relating to the exercise or case study.

#### Solution:

1. If you cannot view an online course exercise or case study, you can download Adobe Flash Player. Follow the instructions to download and install Adobe Flash Player.
2. Once you install Adobe Flash Player, close all web browsers.
3. Launch a new web browser and login to [www.ifse.ca](http://www.ifse.ca) with your username and password.
4. Launch the online course to see if you can view the IFSE online course exercises and case studies.
5. If your computer is 64-bit Windows 7 and you are using Internet Explorer, please use 32-bit Internet Explorer. Do **not** use 64-bit Internet Explorer.
6. [Click here](#) if you are having problems with downloading or installing Flash Player in Windows.

## CHECK BROWSER VERSION

### Web Browser

This website is fully compatible with Microsoft Internet Explorer Version 7 or 8, Google Chrome, Mozilla Firefox and Safari.

If you are using Internet Explorer 9 we recommend that you upgrade to Internet Explorer 10. **Please note that if you are using Internet Explorer Version 10 or higher, you may need to turn on compatibility view.**

You can check your version number by selecting the menu **Help About Microsoft Internet Explorer**.

You can download Microsoft Internet Explorer from Microsoft to change the version or contact your Internet Service Provider (ISP) for more help.

## CHECK COOKIE

### Cookies Enabled

Cookies are used on [www.ifse.ca](http://www.ifse.ca) to remember who you are. They must be enabled to use most of this website.

#### Enabling Cookies in Microsoft Internet Explorer Version 7 or higher:

1. Select the menu, **Tools Internet Options**.
2. Click the second tab **Security**.
3. Select the **Internet** zone.
4. Click the **Custom Level** button.
5. In the **Security Options** window, scroll down to the **Allow cookies that are stored on your computer** heading of the **Cookies** section and check the box labeled **Enable**.
6. In the **Security Options** window, scroll down to the **Allow per-session cookies (not stored)** heading of the **Cookies** section and check the box labeled **Enable**.
7. Click the **OK** button.

## CHECK ADOBE ACROBAT

### Adobe Acrobat

This website creates printer files using the Adobe Portable Document Format (PDF). To view these files before printing you need a version of Adobe Acrobat.

You can download Adobe Acrobat from Adobe.

## CHECK SCREEN RESOLUTION

1024x768 Recommend Minimum Screen Resolution.

The recommend minimum screen resolution for www.ifse.ca is 1024x768.

## CHECK HIGH COLOUR

### High Colour (16 bit)

The colour level for www.ifse.ca is High Colour (16 bit) or higher.

## AUTO-SELECT ENCODING

At times, www.ifse.ca web pages contain special characters. In order to view them correctly, your web browser needs to be able to choose the correct character encoding.

### Changing Encoding in Microsoft Internet Explorer Version 7 or higher:

1. Select the menu **View Encoding**.
2. If **Auto-Select** is already checked, then exit.
3. If **Auto-Select** is not checked, select it.

## MEDIUM TEXT SIZE

This website is best viewed using the medium text size for the web browser.

### Changing Text Size in Microsoft Internet Explorer Version 7 or higher:

1. Select the menu item **View Text Size Medium**.