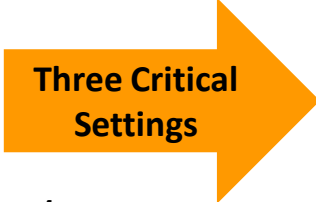# Technical Requirements

- Ensure your computer meets the minimum requirements.
- If your computer does not meet the RAM requirement, close down any other applications and browsers not being used to run the training.
- **Note!** Our courses have been donated by a variety of programs. While some courses function on the Apple platform and tablets, they are not currently supported platforms.

Recommended for Learning Exchange Plus Courses	
Operating System	Windows XP, Vista, 7 or 8 recommended
RAM	1GB or higher
Screen Resolution	1440 x 900 recommended
Bandwidth	1 Mbps or above recommended
Web Browser	Internet Explorer 8, 10 or 11, Chrome (version 25 or greater) or Firefox (version 20 or greater) recommended

Three Critical Settings

- JavaScript enabled (critical to completion tracking)
- Cookies enabled (useful for bookmarking within courses)
- Pop-ups enabled (critical to launch the courses)

Plugins / Components Active and Installed

Additional plugins/components for some WBTs:
- Flash player
- Adobe Reader
- Audio and video card available
- Audio/video players: MP4, WMA, WMW and FLV

Checking Your Settings – Internet Explorer

Note! You must enable the following for the Skills to Succeed Learning Exchange to work properly:

- Cookies
- Popups
- JavaScript

1. Open Internet Explorer and click the gear icon.
2. Click *Internet Options.*
3. Click the *Privacy* tab.
4. For **Cookies**, move the slider for Settings down to *Medium Level*.
5. For **Popups**, ensure there is no check mark for *Turn on Pop-up Blocker*.
6. Click the *OK* button.
7. For **JavaScript**, click the *Security* tab.
8. Click the *Internet* zone.
9. Click the *Custom level…* button.
10. In the section entitled *Scripting*, click *Enable* on *Active Scripting* and click *OK*.
11. A popup window appears asking, *Are you sure you want to change the settings for this zone?* Click the *Yes* button.
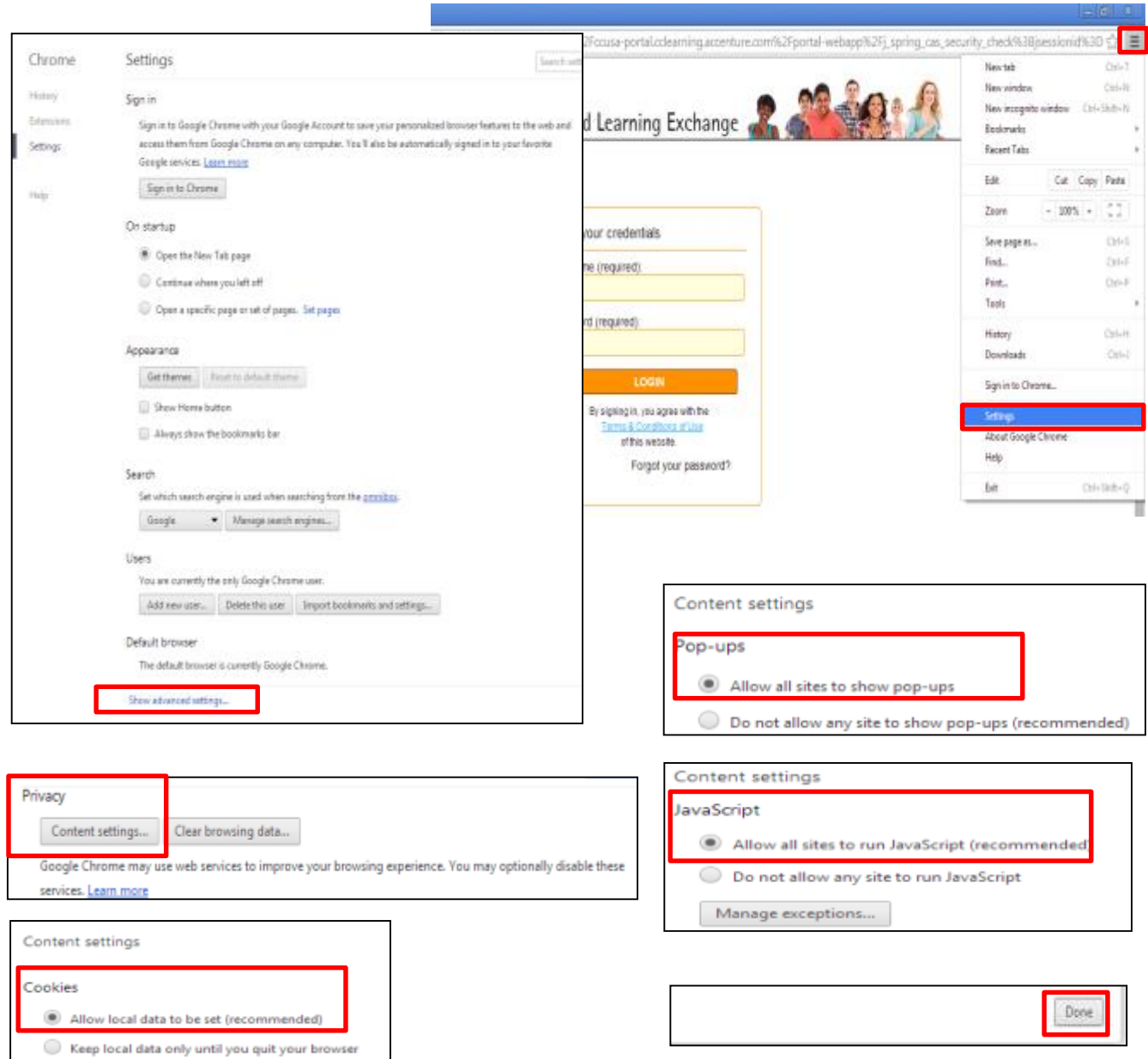12. Click the OK button (*Security tab* window).
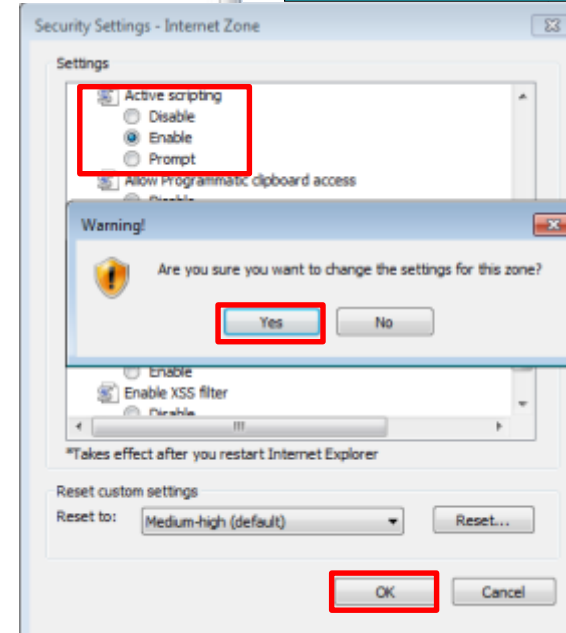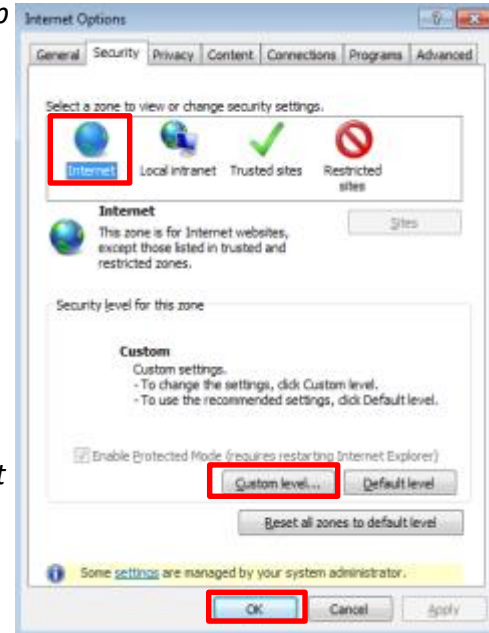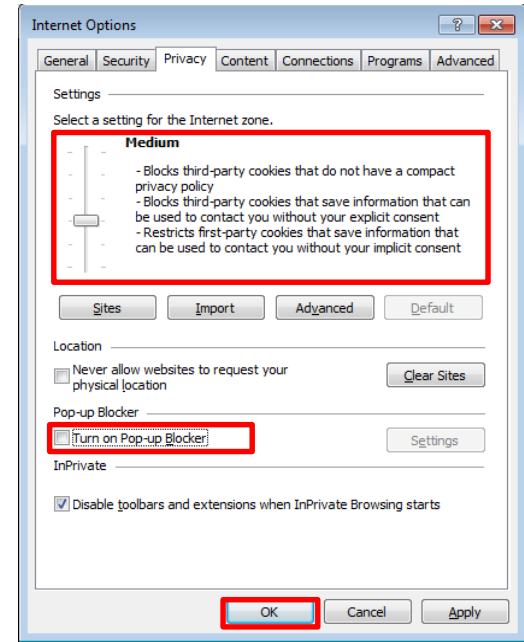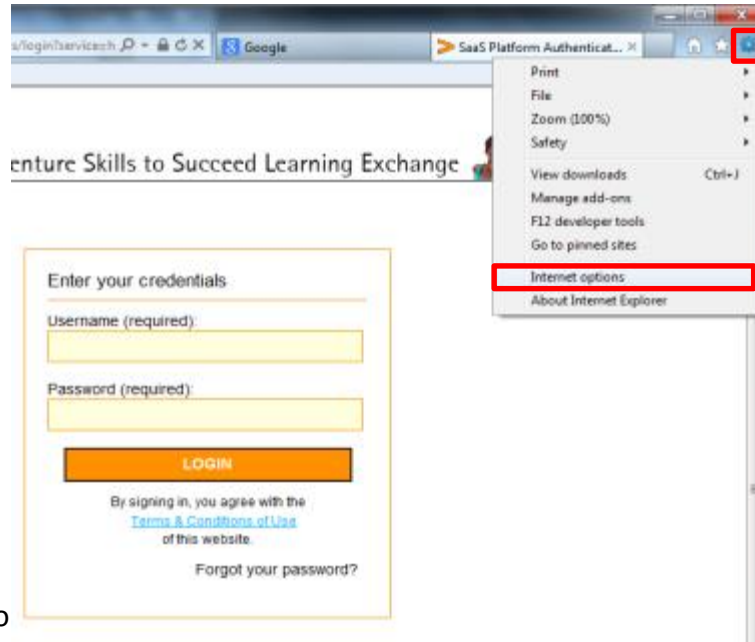
Checking Your Settings – Chrome

Note! You must enable the following for the Skills to Succeed Learning Exchange to work properly:
- Cookies
- Popups
- JavaScript

1. Open Chrome and click the gear icon.
2. Click *Settings*
3. Click the link *Show advanced settings* (at the bottom of the window)
4. In the *Privacy* section, click *Content settings…*
5. In the **Cookies** section, select option *Allow local data to be set (recommended)*.
6. In the **Pop-ups** section, select option *Allow all sites to show pop-ups (recommended)*.
7. In the **JavaScript** section, select option *Allow all sites to execute JavaScript (recommended)*.
8. Click *Done* to save changes.

Checking Your Settings – Firefox

Note! You must enable the following for the Skills to Succeed Learning Exchange to work properly:

- Cookies
- Popups
- JavaScript

1. Open Firefox and click the List icon.
2. Click the *Options* icon.
3. For **Cookies**, click the *Privacy* icon.
4. In the *History* section, select *Use custom settings for history*
5. Check *Accept cookies from sites.*
6. Check *Accept third-party cookies (*or select *Always*).
7. For **Popups**, click on the *Content* icon.
8. Ensure there is no check in the box for *Block pop-up windows*
9. Click the *OK* button.
10. For **JavaScript**, for Firefox versions less than v23, click on the *Content* icon.
11. Check the option *Enable JavaScript.*
12. Click *Done* to save changes.
13. Click the *OK* button.
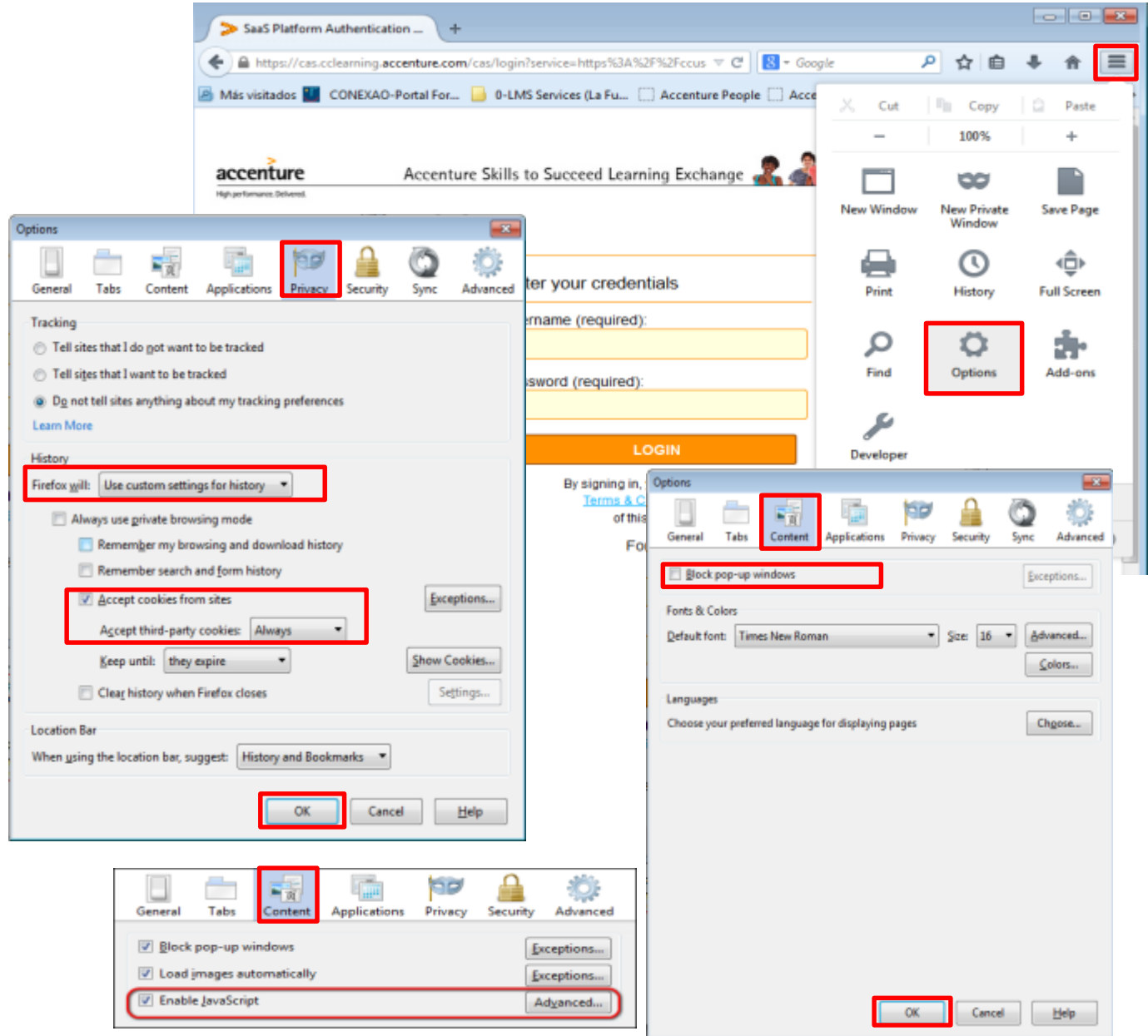
Logging In – First Time

1. Navigate to: http://skillstosucceedlearning.accenture.com/
2. Carefully enter the *Username* and *Password* provided by your instructor. They will both be the same the first time a person logs on.
3. Click the *LOGIN* button.

Note!
- You have 10 tries to log on correctly.
- After the tenth try, you will be locked out of the system and must wait 5 minutes before you can try again.
- Before a tenth incorrect try, click the Forgot your password? Link (see details on following pages)

Logging In – First Time (continued)

The first time you log on, you need to change your password and provide some additional information to retrieve it in the future, if needed.

Note! Click the info button for *Password policies* to see the rules for creating passwords.

4. Enter your *New Password* and *Confirm* it.

5. Enter the *word verification*. In this example, the word is *liners.*

6. Enter your *email* and repeat it.

7. Select and answer your two security questions. This will allow you to retrieve your password if you forget it.

8. When you have completed all the information, press the *Send* button.

Logging In – First Time (continued)

9. You are now logged in to the site and can begin taking training.

Most Typical User Issues

Issue	Solution
5.1 - Forgot Username or Password	Enter your credentials Username (required): Password (required): **LOGIN** By signing in, you agree with the Terms & Conditions of Use of this website. Forgot your username or password? Click here on the logon page and follow the prompts.
5.2 - Locked out	If you enter your password incorrectly 10 times in a row, you will be locked out for 5 minutes. Wait 5 minutes and try again, using the *Forgot your username or password* link on the logon page.
5.3 - Cannot launch course	Make sure pop-ups are enabled.
5.4 - Not marked complete	Make sure JavaScript is enabled. Wait 1-2 minutes and refresh the screen.

Forgot Password or Username

1. If you forget your password, click the *Forgot your password?* link at the bottom of the window.

2a. On the next screen, enter your *User* name, and press the *Send* button.

Forgot Password or Username (continued)

2b. If you can't remember your user name, click the *I can't identify my account* link, and press the *Send* button.

On the next screen, type your *email* address, and press the *Send* button.

Forgot Password or Username (continued)

3. Answer your two *security* questions.
4. Press the *Send* button.

Forgot Password or Username (continued)

5. Enter a new *Password* and repeat it.
6. Enter the *Word verification* code*.*
7. Press the *Send* button.
8. You will now be logged on to the system.

Locked Out

If you enter your password incorrectly 10 times in a row, you will be locked out of the system for 5 minutes.
1. After 5 minutes, you can try again to enter your username and password.
2. If you can't remember your username or password, press the *Forgot Your Password* link before you are locked out again. Follow the prompts. **This is the fastest way to resolve this issue.**
3. If you are still having difficulty, contact your instructor who will request that your password be reset.
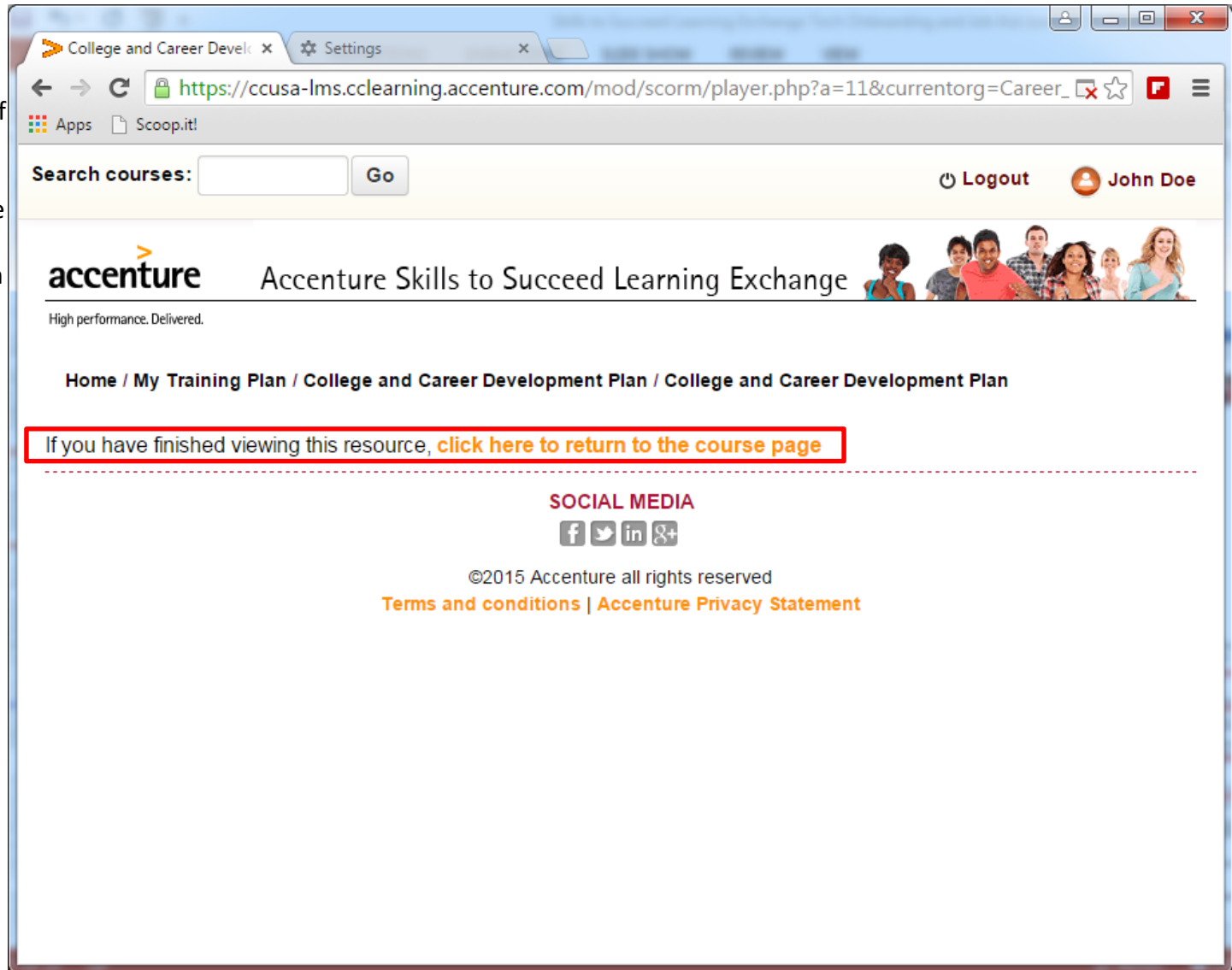
Cannot Launch Course

When you click the course link, a new window should open to launch the course. If the course does not launch properly, you may see a screen that says, "If you have finished viewing this resource, click here to return to the course page."

1. Go to your browser settings and enable popups. If you are unsure how to do that, see previous pages for instructions on how to do that for your specific browser.

Not Marked Complete

When you complete a course, it should show as completed:

- On the course description page, the checkbox should be filled in.
- On the training plan, if you have one, the status should be marked as complete. If not, follow these steps:

1. Go to your browser settings and enable JavaScript. If you are unsure how to do that, see previous pages on how to do that for your specific browser.
2. On the course description page, refresh your browser. The checkbox should be filled in.
3. On the Training Plan, refresh your browser. The status for the course should say "Complete." If not, try again in 60 seconds, which is the frequency that the training plan updates.