

# How to...Prepare Your Device for IVS-PD Courses



This guide provides important links for web browsers to prepare a device before beginning IVS coursework.

## Supported Web Browsers and Display Settings

The IVS course system, Brightspace® by Desire2Learn®, continuously test its platform with the latest or most recent web browsers. However, due to the frequency of browser releases, it cannot guarantee that each browser will perform as expected.

### Desktop/Laptop

Google® Chrome™ (latest)  
Mozilla® Firefox® (latest) – preferred for World Languages  
Microsoft® Edge (latest)  
Apple® Safari®

**Note:** Microsoft® Internet Explorer® is no longer a supported browser.

### Tablet/Mobile

Android 4.4+ with latest Chrome™ browser  
Apple® iOS® (latest) with latest Safari

### Display

To view all content correctly, you must set your laptop or desktop **Display** to at least 1024 x 768 (sometimes referred to as **More** under Screen Resolution).

## Flash, Java, and Adobe Acrobat Reader

Some of our video, audio, and other animated content requires Adobe® Flash or Java™ to be installed on your web browser. Adobe® Acrobat Reader software is also recommended to view/download all PDF documents.

### Flash Player

<http://get.adobe.com/flashplayer/>

### Java

<https://java.com/>

### Adobe Acrobat Reader

<http://get.adobe.com/reader/>

### Java for Mac

[http://support.apple.com/kb/DL1572?viewlocale=en\\_US](http://support.apple.com/kb/DL1572?viewlocale=en_US)

**Note:** Periodically, you will be prompted to update these programs. Be sure to install these updates.

## System Checks

**System Check** is designed to test if your computer can access both the IVS information system and the course platforms. However, it does not ensure that all of your technical needs have been met to display content within the course. **You may still need to allow pop-ups, allow cookies, clear cache, allow mixed content and install or update plug-ins.**

### PD Information System Check

<https://pd.ilvirtual.org/BrowserCheckPage.aspx?>

### Course System Check

<https://d2l.ilvirtual.org/d2l/systemCheck>

## Control and Allow Pop-Ups

**Pop-ups** are new browser windows or tabs that open in front of or behind the current window to reveal additional information.

You **need to allow pop-ups in your web browser** to launch your course and view course content.

**Google® Chrome™**

<https://support.google.com/chrome/answer/95472?hl=en>

**Mozilla® Firefox®**

<https://support.mozilla.org/en-US/kb/pop-blocker-settings-exceptions-troubleshooting?redirectlocale=en-US&redirectslug=Pop-up+blocker>

**Microsoft® Edge**

<https://support.microsoft.com/en-us/search?query=allow%20pop%20ups%20in%20edge>

**Apple® Safari®**

<https://www.technipages.com/safari-enabledisable-pop-up-blocker>

## Allow Sites (Cookies) for IVS Content

A **cookie** is information stored on your computer by a website you visit, such as your preferred language or location. When you return to the site, the browser sends back the cookies that belong to the site. This allows the site to present you with information customized to fit your needs.

**You need to enable/allow cookies from our website: *ilvirtual.org***

**Google® Chrome™**

<https://support.google.com/accounts/answer/61416?co=GENIE.Platform%3DDesktop&hl=en>

**Mozilla® Firefox®**

<https://support.mozilla.org/en-US/kb/enable-and-disable-cookies-website-preferences>

**Microsoft® Edge**

<https://www.laptopmag.com/articles/disable-enable-cookies-edge-browser>

**Apple® Safari®**

[https://support.apple.com/kb/PH19214?locale=en\\_US](https://support.apple.com/kb/PH19214?locale=en_US)

If you prefer to leave cookies blocked, you may need to manage exceptions and allow the following websites:

**Note:** The Chrome format is [\*.]siteaddress.com

courses.edtechleaders.org  
educate.intel.com

## Clear Cache/Browsing History

The **cache** temporarily stores images, scripts, and other parts of websites while you are browsing to reduce bandwidth usage and server load.

### Google® Chrome™

<https://support.google.com/accounts/answer/32050?hl=en&authuser=0>

### Mozilla® Firefox®

<https://support.mozilla.org/en-US/kb/how-clear-firefox-cache>

### Microsoft® Edge

<https://www.laptopmag.com/articles/disable-enable-cookies-edge-browser>

### Apple® Safari®

<https://www.technipages.com/safari-delete-cookies-history-passwords-etc>

## Allow Content from External Sources/Manage Blocked Content

The IVS course system, Brightspace® by Desire2Learn®, is a secure site and will alert users of a possible security issue for streaming content from a non-secured site. **You must enable the content, or unblock mixed content, to be viewed. Please know there is no security threat coming from IVS external sources.**

### Google® Chrome™

<https://support.google.com/chrome/answer/99020?hl=en&co=GENIE.Platform=Desktop>

### Mozilla® Firefox®

[https://support.mozilla.org/en-US/kb/mixed-content-blocking-firefox#w\\_unblock-mixed-content](https://support.mozilla.org/en-US/kb/mixed-content-blocking-firefox#w_unblock-mixed-content)

### Microsoft® Edge

[https://answers.microsoft.com/en-us/edge/forum/edge\\_other-edge\\_win10/microsoft-edgewindows-10-error-content-was-blocked/cb12a585-6965-4e91-b3b8-2184a1ee6a34](https://answers.microsoft.com/en-us/edge/forum/edge_other-edge_win10/microsoft-edgewindows-10-error-content-was-blocked/cb12a585-6965-4e91-b3b8-2184a1ee6a34)

### Apple® Safari®

<https://presentations.akamaized.net/Help/VTS/ShowMe/ProblemsBeforeLogin/ShowMeSafariMixedContent.htm>

## IVS Web Help Center

Numerous help articles and videos are available at our Help Center at <https://ilvirtual.zendesk.com/hc/en-us>

If you experience technical issues with your course and need more assistance, the IVS Help Center provides efficient responses to your questions and technical issues.

You can submit a new help request at <https://ilvirtual.zendesk.com/hc/en-us/requests/new>