



## **Help & Support Document**

Here you will find the help topics - ranging from the most common, to the least.

If you wish to speak to us in regards to any course problem you are experiencing e-mail us at [support@ecd1-online.co.uk](mailto:support@ecd1-online.co.uk).

This document is for students with the following issues:

1. I'm having problems opening the course
2. I've forgotten my Student ID and/or Password
3. How do I disable my pop-up blockers? / I don't know if I have pop-up blockers installed
4. How do I enable my cookies? / I'm getting a Cookies error message
5. I am getting a blank page, help!
6. How do I disable my firewall?
7. What is the System Requirements for running ECDL Online courses?
8. My problem is not listed or solved. What shall I do?

### **I'm having problems opening the course**

This can be for multiple reasons. Please ensure that you attempt our suggestions listed below. Some of these may not apply to you, in which case you can skip that suggestion. If you are still experiencing problems please contact us and we will help you.

- Disable all pop-up blockers
- Use the Internet Explorer Browser
- Enable your Cookies
- Disable any Firewall programs during the course
- Download the latest version of Java at: <http://www.java.com/en/> (Pre Windows XP operating systems only)

More information on how to do the above tasks can be found below.

### **I've forgotten my Student ID and/or Password**

Please email our support team at [support@ecd1-online.co.uk](mailto:support@ecd1-online.co.uk) regarding this problem. Make sure you know the name of the account holder before contacting us.

### **How do I disable my pop-up blockers?**

Some machines have browser toolbars or firewall programs with built-in pop-up blockers. If you are unsure that a pop-up blocker is installed on your machine, it is highly recommended that you go through this section.

We provide instructions for the most common pop-up blockers below:

1. Google Toolbar
2. Yahoo Toolbar
3. Windows XP Service Pack 2 (SVP2)
4. Norton Internet Security/Personal Firewall

With virtually hundreds of pop-up blockers on the market today it is impossible to provide an all-inclusive manual. For instructions on other pop-up blockers, please refer to your pop-up blocker manufacturer's manual.

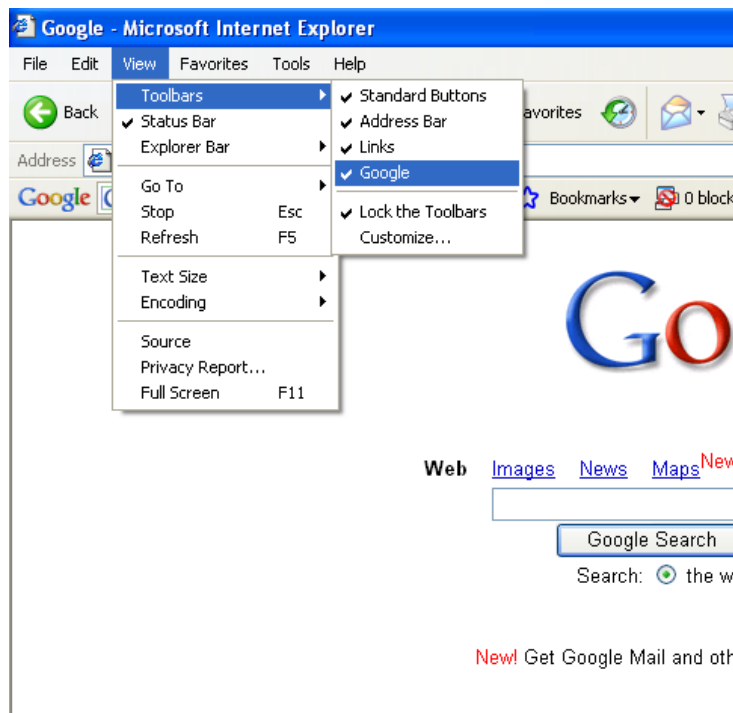
#### Notes:

1. In many cases there may be more than one pop-up blocker installed on your computer. If this is the case, you'll need to disable all of them.
2. Other examples/alias of pop-up blockers may be named "Ad Blocker" or "Window Killer", etc.
3. Sometimes a pop-up blocker may be installed even without your knowledge.

#### How to Disable Google Toolbar Pop-up Blocker

If you are using Internet Explorer with the Google Toolbar, be sure it is disabled. To do this:

1. Click the "View" Menu
2. Click "Toolbars"
3. Uncheck "Google" (see below)



You can find more information about Google's Pop-up Blocker at [http://toolbar.google.com/popup\\_help.html](http://toolbar.google.com/popup_help.html).

## How to Disable the Yahoo Toolbar Pop-up Blocker

If you are using Internet Explorer with the Yahoo toolbar, follow the steps below:

1. Click the "View" Menu
2. Click "Toolbars"
3. Uncheck "Yahoo! Toolbar" (see below)

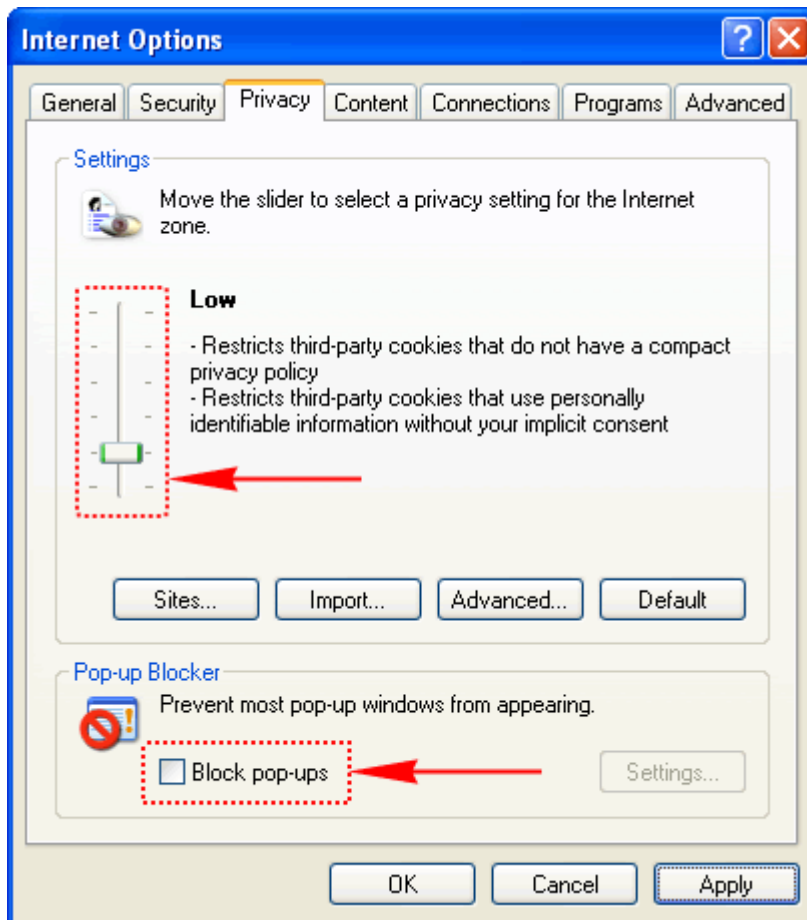


You can find more information about Yahoo's Pop-up Blocker at <http://help.yahoo.com/help/us/toolbar/pub/>

## How to Disable the Windows XP Service Pack 2 (SVP2) Pop-up Blocker

If you are using Windows XP SVP2 pop-up blocker, follow the steps below:

1. Open an Internet Explorer window
2. Click "Tools" (on the upper menu)
3. Click "Internet Options"
4. Click the "Privacy" tab
5. Uncheck "Block pop-ups" (see below)
6. **Important:** If your cookies slider is at Medium or higher, it is highly recommended that you set this to at least low. (see below)



7. Click "**Apply**"
8. Click "**OK**"
9. Close Internet Explorer then reopen

### **How to Disable the Norton Internet Security/Firewall Pop-up Blocker**

If you are using Norton Internet Security/Firewall pop-up blocker, follow the steps below:

1. Open Norton Internet Security's/Firewall's main window and either:
  - a. Click the firewall icon on the system tray, or
  - b. Click **Start > Programs > Norton Firewall**
2. Click "**Ad Blocking**"

3. Click "**Turn Off**" (see below)



### **How do I enable my cookies? / I'm getting a Cookies error message**

it is highly recommended that you set your web browser cookies to at least 'low' and disable any pop-up blockers. The training course will still function without doing so but the user may experience some course errors.

### **To enable cookies for Internet Explorer:**

#### **Internet Explorer 6: (Windows XP)**

1. Open an Internet Explorer window
2. Click "**Tools**"(on the upper menu)
3. Click "**Internet Options**"
4. Click the "**Privacy**" tab
5. You will see a slide bar on the middle left of the window, change this setting to '**Low**'
6. If you are using Windows XP Service Pack 2, uncheck "**Block pop-ups**". If you do not see such setting, simply proceed
7. Click "**Apply**", then "**OK**"
8. Close the Internet Explorer Browser then reopen

#### **Internet Explorer 4 & 5: (Windows ME, Windows 98, Windows 2000, Windows 95)**

1. Open an Internet Explorer window
2. Click "**Tools**" (on the upper menu)
3. Click "**Internet Options**"
4. Click the "**Security**" tab

5. Click the "**Custom Level**" button
6. Scroll down the list until you see the Cookies option and enable it.
7. Click "**Apply**", then "**OK**"
8. Close the Internet Explorer Browser then reopen

**To find out your internet explorer browser version:**

1. Open an Internet Explorer window
2. Click "**Help**" (on the upper menu)
3. Click "**About Internet Explorer**"
4. The browser version number is beneath the internet explorer logo.

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**How do I disable my firewall?**

Active firewall programs can normally be found running either in the System Tray or Processes under Windows Task Manager (can be accessed by pressing **Ctrl+Alt+Delete** keys). Click the firewall icon on the System Tray and disable accordingly. With virtually hundreds of Firewall protection programs on the market today, it is impossible to provide an all-inclusive manual. Please contact us should you require assistance.

**What is the System Requirements for running ECDL Online courses?**

We are aware that some offices and home PC users may still be using old machines. Therefore our courses are designed to function with the lowest system requirements possible.

**Minimum Requirements:**

133 MHz Pentium  
16MB Ram  
600 x 480 minimum screen resolution  
Windows 95, Windows 98, NT, 2000, ME or XP  
28.8K connection speed  
Internet Explorer 4.0  
Flash Player 5.0  
JavaScript must be enabled

**Recommended Requirements:**

266 MHz Pentium  
32MB Ram  
800 x 600 screen resolution  
Windows 98, NT, 2000, ME or XP  
Broadband (256 kbps or greater) connection

Internet Explorer 5.0 or higher required  
Flash Player 7.0 or higher  
JavaScript must be enabled

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