

## Job Aid: Success Center System Requirements

Date: July 29, 2019

Version: 1

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The Technology Support Center is unable to support non-Sanford computers. The following is a list of recommendations for accessing Success Center using a **non-Sanford** computer.

### Platforms

- Windows XP or newer

### Internet Browser

- Internet Explorer (IE) 8 or earlier (IE 10 is not supported)
- Pop-up blockers must be disabled or configured to accept content from SanfordLearn. To disable or configure pop-ups, follow the steps below:
  - On the *Tools* menu, click **Internet Options**.
  - Click the **Privacy** tab do one of the following:
    - Click to select Block pop-ups to turn Pop-up Blocker on
    - Click to clear Block pop-ups to turn Pop-up Blocker off

### Plug-ins

Enable the following plug-ins:

- JavaScript
  - On the *Tools* menu, click **Internet Options**, and select the **Security** tab.
  - Click the **Internet zone**.
  - If you do not have to customize your internet security settings, follow these steps:
    - Click **Default Level**.
    - Click **OK**.
  - If you have to customize your internet security settings, follow these steps:
    - Click **Custom Level**.
    - In the *Security Settings* dialog box, click **Enable for Active Scripting** in the *Scripting* section
  - Click **OK**.

- Java
  - On the *Tools* menu, click **Manage Add-ons**.
  - Select your Java version (you may have to scroll) and verify the status is set to *Enabled*.
- Active X
  - On the *Tools* menu, click **Internet Options**.
  - On the *Security* tab, click **Trusted Sites**, and click the **Sites** button.
  - Under *Add this website to the zone*, enter the URL of the website you want to add.
  - Click **Add**.
  - Click **OK**.