

Technical Requirements and Troubleshooting

Course access and navigation	<p>All course-related information is posted on the Blackboard e-learning platform and can be accessed through the USD student portal.</p> <p>http://ole.sandiego.edu</p>
System Requirements	<p>High-speed Internet connection is required (DSL or better).</p> <p>Computer- A PC or Mac with 8GB of RAM, an i7 quad-core processor, and 100GB of free drive space is recommended.</p> <p>Microsoft Office is required. If you are using Office 2003 or earlier, download and install the Microsoft Office Compatibility pack.</p>
Recommended Browser	<p>Firefox is the recommended browser for use with Blackboard on both the Mac and PC. The Final Release Channel version of Firefox is listed as certified or compatible with Blackboard. Safari (Mac), Internet Explorer (Windows), and Chrome (Mac/Windows) are also supported browsers.</p> <p>Blackboard lists the most current browser compatibility information on its site, here. (help.blackboard.com)</p> <p>If you're having browser issues or your browser is locking up, try clearing your browser's cache. Instructions for clearing your cache on the most common browsers are found here. (http://www.wikihow.com/Clear-Your-Browser%27s-Cache)</p> <p>If components of your course are missing or broken, check to see whether your system is running the most current version of Java. (http://www.java.com/en/)</p> <p>Windows Users: Test your version of Java here: http://www.java.com/en/download/testjava.jsp</p> <p>Mac Users: Click: Apple > Software Update</p> <p>You can download the latest version of Java here (http://www.java.com/en/).</p>
Plugins	<p>The Adobe Reader Plugin is required for some content in this course. Users may need to download and install the most current version of Adobe Reader, which includes the plugin. Visit Adobe's website (http://www.adobe.com/products/reader.html) to download the most current version for your system.</p> <p>Some Mac users may experience further issues when using Safari or Firefox. The best known solution is a free plugin download called Schubert it PDF Browser Plugin (http://www.schubert-it.com/pluginpdf/).</p> <p>Please clear your browser's cache and restart your browser after installing the plugin.</p>

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Firefox: Firefox menu > Preferences > Advanced > Network > Offline Storage > Clear Now

The **QuickTime Plugin** is required for some content in this course. Windows users may need to download and install the QuickTime Plugin. To install the QuickTime Plugin in Firefox, follow [Mozilla's instructions \(http://support.mozilla.org/en-US/kb/quicktime-plugin-play-audio-and-video?redirectlocale=en-US&redirectslug=Using+the+QuickTime+plugin+with+Firefox\)](http://support.mozilla.org/en-US/kb/quicktime-plugin-play-audio-and-video?redirectlocale=en-US&redirectslug=Using+the+QuickTime+plugin+with+Firefox). To Install QuickTime in other browsers or update QuickTime in Windows, visit [Apple's QuickTime download page \(http://www.apple.com/quicktime/download/\)](http://www.apple.com/quicktime/download/).