

Browser Check

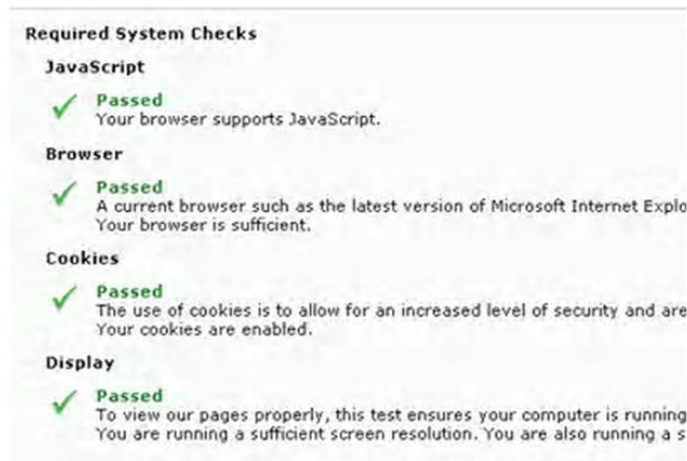
Description

Test your system settings to see if it is compatible with Springboard! requirements. A browser check is required for Springboard! to work properly, but it will not catch everything. Failure to perform a browser check may result in errors with Springboard!

Browser Check Link

[Click this link to access the browser check.](#)

A new page will display the results of the browser check. An example is shown below that passes all the checks. If your browser fails to meet any requirement, the display will show "failed" in red to indicate a failed check.



If you fail any of the Required System Checks, please make sure your system meets the minimum below requirements.

Do I need to perform a Browser Check each time I log on to Springboard!?

No, you do not need to perform a Browser Check each time you log on to Springboard! if you have not changed any system settings from the time of your first Browser Check.

I am not using one of the recommended browsers; will I be able to use Springboard!?

Yes, you will be able to log on to Springboard! however, we cannot guarantee that Springboard! will function properly. We recommend that you download either Internet Explorer or FireFox if you use a PC and FireFox or Safari if you use a Mac.

Windows requirements:

Operating System (OS): Win98 - Win2000 - WinXP - Windows Vista
Browser(s): Internet Explorer 6.0 or 7.0, Firefox 2.0.0.6
Other Requirements: Java - JRE Java - JRE v 6.0.xx
Java and Cookies Enabled

Mac requirements:

Operating System (OS): Mac OS X
Browser(s): Firefox 2.0.0.6 or Safari 1.2
Other Requirements: Java - JRE Java - JRE v 6.0.xx
Java and Cookies Enabled

Linux requirements:

Browser(s): Mozilla 1.3 - 1.7.x
Other Requirements: Java - Java - JRE v 6.0.xx
Java and Cookies Enabled

JavaScript Check

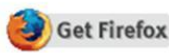
If your browser fails the JavaScript check, you may need to download and install Java on your computer. Visit <http://www.java.com/en/download/manual.jsp> and look for the download button. Save the file to your computer and after it downloads, run the program to install Java. This should then allow you to run Java on your computer.

Note: If you pass the JavaScript check and are having Java related problems, change your Internet security settings to allow Java to be run on your computer.

Recommended Browsers

For Springboard! to function properly, we recommend that you use certain browsers. Links are provided to download the latest version of each browser.

- **Windows Users:** Internet Explorer, FireFox
- **Mac Users:** FireFox, Safari



Cookies Check

Enable Cookies Internet Explorer

- Open Internet Explorer, click **Tools**, select **Internet Options**
- Click the **Privacy** tab
- Slide the privacy bar to **Medium** setting

Enable Cookies Safari

- Open Safari and click on the **Safari** tab on the menu bar
- Click on **Preferences**
- Click on the **Security** tab
- Make sure that **Enable Javascript** is enabled
- Select **Only from sites you navigate to** or **Always** in the cookies bar

Enable Cookies Mozilla

- Click on **Tools** on the menu bar and select **Options**
- In the Options window, select **Privacy**
- Under **Cookies** select **Accept cookies from sites** to Set Cookies

Display Options

For Springboard! to display properly, your display settings should be at least 1024 x 768 and running at least 16 bit color.

Change display Windows 98, 2000, and XP

- Right click your desktop and select **Properties**
- Select **Settings** tab
- Slide Screen Resolution to 1024 by 768
- Change Color Quality to **Medium** (High if Possible)
- Select **OK** to save your changes

Note: It is normal for your screen to flicker or shut off for a second while the display settings are updated.

Change Display Mac

- From the Apple menu, click **System Preferences**. Double-click **Displays**
- From the **Colors** drop-down menu, verify the current setting. To change the setting, click **Thousands** (Millions if possible).
- From the **Resolutions** menu, verify the current setting. To change the setting, click 1024 x 768 option.

Note: It is normal for your screen to flicker or shut off for a second while the display settings are updated.

Final Note: If you are running antivirus software such as McAfee or Norton, these programs have built in firewalls. If you are still having problems logging on to Springboard!, disable these programs temporarily and see if this fixes the problem.

Pop-Up Blockers

The primary issues with Pop-Up Blockers are the inability to open Word documents in Content and the inability to use the Compose button in Springboard! Email and Discussions. Pop-Up Blockers are found in many types of software including: Internet Explorer, Firefox, Safari, Google Toolbar, Yahoo Toolbar, MSN Toolbar, Windows Firewall, Safari Preferences, Leopard Preferences, McAfee, Norton Anti-Virus.

If any of this software is installed on your computer you may need to turn off Pop-Up Blockers in each of them. Furthermore, you may need to add The University of Akron to your "Trusted Sites" (sometimes referred to as Authorized or Exempted Sites).

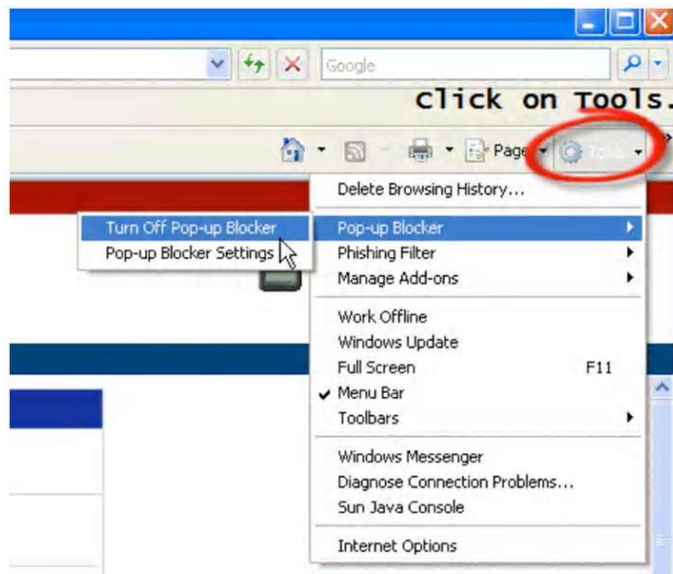
These are the trusted University of Akron sites:

[*springboard.uakron.edu](#)
[*.uakron.edu](#)
[*.uanet.edu](#)

Depending on what is being blocked, you may need to add both of these.

Turn off Pop-up Blockers in Internet Explorer

1. Open up Internet Explorer
2. Click on **Tools** in the upper right area of the window
3. Select **Pop-up Blocker** in the dropdown menu
4. Click **Turn off Pop-up Blocker**



Add Springboard! to Trusted Sites in Internet Explorer

1. Open up Internet Explorer
2. Click on **Tools** in the upper right area of the window
3. Select **Pop-up Blocker** in the dropdown menu
4. Click Pop-up **Blocker Settings**; a window should popup (see illustration below)
5. Enter D2L trusted site URL (see above), clicking **Add** after each
6. Click **Close** to save your work



Turn off Pop-up Blockers in Firefox

1. Open up Firefox
2. Click on **Tools** in the top menu area of the browser
3. Click on the **Content** tab in the Options window
4. Uncheck **Block pop-up windows**
5. Click **OK**

