



Users intending to enroll in Online Courses delivered through Greenways Academy, should adhere to the following checklist for readiness and compatibility.

## COMPUTERS :

- We strongly recommend having a broadband Internet connection. (*DSL or Cable*)
- **Mac or PC** - desktop or laptop (“notebook”) computers - are both acceptable.
- Your operating system should be **Windows + [ | Windows , ”**  
(Computers with **Linux** -based operating systems are also acceptable, but *limited support* can be offered in the case of troubleshooting, if any problems are experienced).
- You must ensure that the **system time on your computer** is *accurate and correct* Hour – Day – Date – Month – Year – Time Zone **and** Daylight Savings Time offset (if applicable)
- If you are enrolling into a language course, it is necessary that your computer has both a sound card and a microphone.

## WEB BROWSERS :

- You must use one of the following four browsers:
  - **Internet Explorer or Netscape or Firefox or Safari** (for Macs)
  - **Other browsers are not supported** –The technical support staff is unable to troubleshoot any problems that might be experienced when using other browsers.
- Certain **service-branded browsers** (such as the **AOL Explorer** browser) are **known to be incompatible** with our system and should not be used to access Greenways Academy.
- Certain browser add-ons (such as *extra toolbars* provided by **MSN, Yahoo, Alexa, eBay, FunWebProducts/MyWebSearch, HotBar**, etc.) and various adware/spyware/malware programs on your computer might result in page-display issues which the Greenways Academy staff *cannot troubleshoot*.
- We strongly recommend that you do have the following **free** browser plug-ins and media players installed: (some of the following are **required** to properly display certain content in certain courses)
  - **Adobe Acrobat Reader** - <http://www.adobe.com/products/acrobat/readstep2.html>
  - **Flash Player** - <http://www.macromedia.com/software/flash/about/>
  - **Java** - <http://www.java.com/en/download/>
  - **Shockwave** - <http://www.adobe.com/shockwave/download/download.cgi>
  - **Quicktime** - <http://www.apple.com/quicktime/download/>
  - **Windows Media Player** - <http://www.microsoft.com/windows/windowsmedia/>
  - **RealPlayer** - <http://www.real.com/player>
- Browsers must be set to allow cookies.
- Pop-up blockers must be disabled.

## Notes on Third-Party Content:

- Educational partners, to which students of certain online course may be required to go, may have similar – or other - requirements, and care should be given to fully read and understand those requirements as defined at those websites.
- Users should understand also that if technical difficulties are experienced at those websites, then requests for technical support must be addressed to the tech support staff of those respective companies, as Greenways Academy tech support staff cannot troubleshoot problems at websites which are not its own.
- Certain courses may require the user to have a particular program (Such as **Adobe Photoshop**) which is *not provided as part of the course materials*.
- The course catalog clearly indicates such requirements; users should observe these requirements before enrolling in the course.

## Tech Skills Needed:

- Each user should have a familiarity with the basic operation of a computer. The user should know how to turn on a computer, enter a name and password if called for, use a mouse to access programs and use a keyboard to enter text and numbers to answer quiz and final test questions.

## Technical Assistance:

- If a student runs experiences an operational problem such as the “blue screen of death”, the student has the option of contacting the teacher, calling the toll free operations hot line or contacting the “learning center proctor” if available in a learning center.
- For issues where a link does not work, there is a button inside the course to report these malfunctions.
- Any of these problems will be resolved within a normal work day and not to exceed 24 hours.