

If you experience any difficulties or require technical support while using our courses please try our Quick Troubleshooting Guide below. If you are still unable to proceed please call CampusClarity Client Services at 1-800-652-9546.

First, try these common methods of resolving general browser and web navigation issues:

1. Make sure you have a good connection to the internet
2. Try closing other applications that might be running on your computer
3. Restart the browser
4. Clear your browser cache
5. Switch to another browser
6. Restart your computer
7. Ensure that you don't have any popup blockers enabled
8. Ensure that you have JavaScript Enabled
9. Try again from another computer

Our courses work in current versions of all the major browsers and assistive technologies but we recommend the following:

Recommended Browsers	Recommended Assistive Technologies
Chrome Help Center link: goo.gl/IVfkCn	NVDA Application support link: goo.gl/Qx0v1g
Firefox Troubleshooting link: goo.gl/JfdrWf	VoiceOver (OS X Yosemite) Help link: goo.gl/Jg0KJU
Internet Explorer 9 Troubleshooting link: http://goo.gl/XzxFDR	
Safari Troubleshooting link: goo.gl/mDKwjS	

Software or Browser Plug-ins:

- Adobe Reader
- Browser settings need to allow cookies and turn off the pop-up blocker

For Windows:

- Windows XP, Vista, Windows 7 or newer

For Macs:

- OS X 10.3 or higher Adobe Reader