

## **Common Technical Issues**

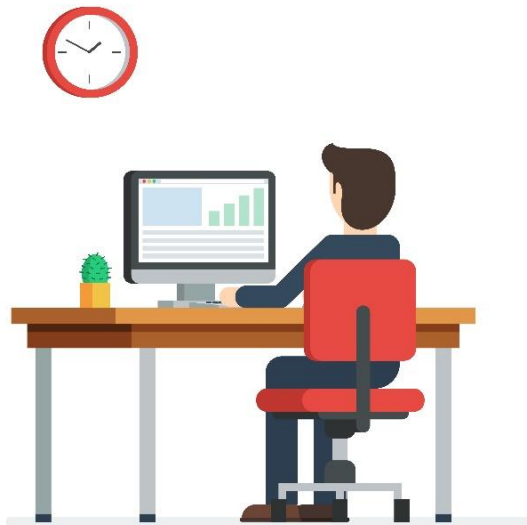
This is a short document covering some of the common technical difficulties that many of our customers face. We understand that some people have more IT knowledge than others. If you have any problems or require any additional support, please call us on **0113 859 2200**.

### **"My computer/printer/internet isn't working."**

It's the oldest joke in the IT technician's book, but have you tried turning it on and off again? This can often sort out minor issues.

### **What is a browser?**

Browsers are different types of software that allow you to access the world-wide web. They are designed to allow you to open and navigate websites and html files. It is thanks to the browser that you can open websites and interact with them such as:



- Login in to servers
- Open files
- Upload files
- View messages
- Print, send and receive emails
- As well as much more!

The most common browsers on the market are Google Chrome, Microsoft Internet Explorer, Mozilla Firefox, Safari, and Opera.

Most computers will come with Internet Explorer downloaded as default. However, you can download and change your browser easily dependent on which you prefer.



## Which browser would be best for me?

We recommend that you use either **Mozilla Firefox** or **Google Chrome**.

**Mozilla Firefox** – has been recognised as one of the fastest and safest browsers out there. Recently they have been taking extra precautions to ensure that they are harder to hack and can protect their clients from viruses, phishing schemes and other threats on the internet. Firefox also has some of the fastest download speeds available and a convenient way of tracking your downloads and sorting them accordingly within one of its drop-down menus.

**Google Chrome** – is fast to install and recognised as one of the fastest browsers, loading and displaying pages at high speeds. It allows quick and convenient access to recently-viewed web pages at start up and tabs are easily changed and handled.

We view these two browsers as the most efficient, simple and easy to use.

## Using the internet for research

The internet can be a helpful tool when researching for your assignments.

When researching, you should be asking yourself, “**What do I want to find?**”

Google uses **keywords** to find the most suitable results.

Let's imagine you are researching UK legislation regarding 'equality'.

You could be as vague as searching:

*'Equality'*

Or, if you want something a little more specific you could search for:

*'The Equality Act (2010)'*

or

*'How does Equality affect a learning environment?'*

By searching for key terms or key events, you are most likely to get the most relevant results. If you are struggling to find relevant results, try **rewording** your search term.



## **Flash Player**

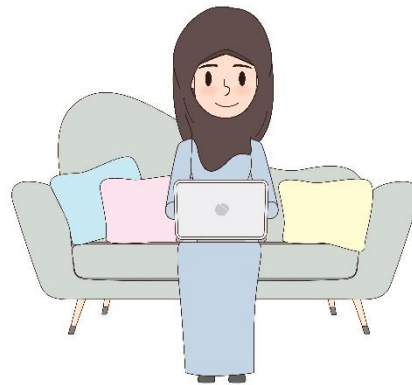
Adobe Flash Player is a piece of software that **allows you to watch videos and animations on the internet**. It is essential for most users which is why a lot of computers come with it pre-downloaded; however, if you do not have Flash Player currently downloaded on your computer you can download it for **free** on the Adobe website.

Occasionally, you may need to install updates for Flash Player. We recommend that you keep on top of these so that your online experience can continue without interruption.

## **Pop-ups**


### **What are Pop-ups?**

Pop-ups are small windows that 'pop-up' over your webpage in your browser. They are often used by companies for advertisements and to promote special offers, but can also be used for site log-ins and so on.

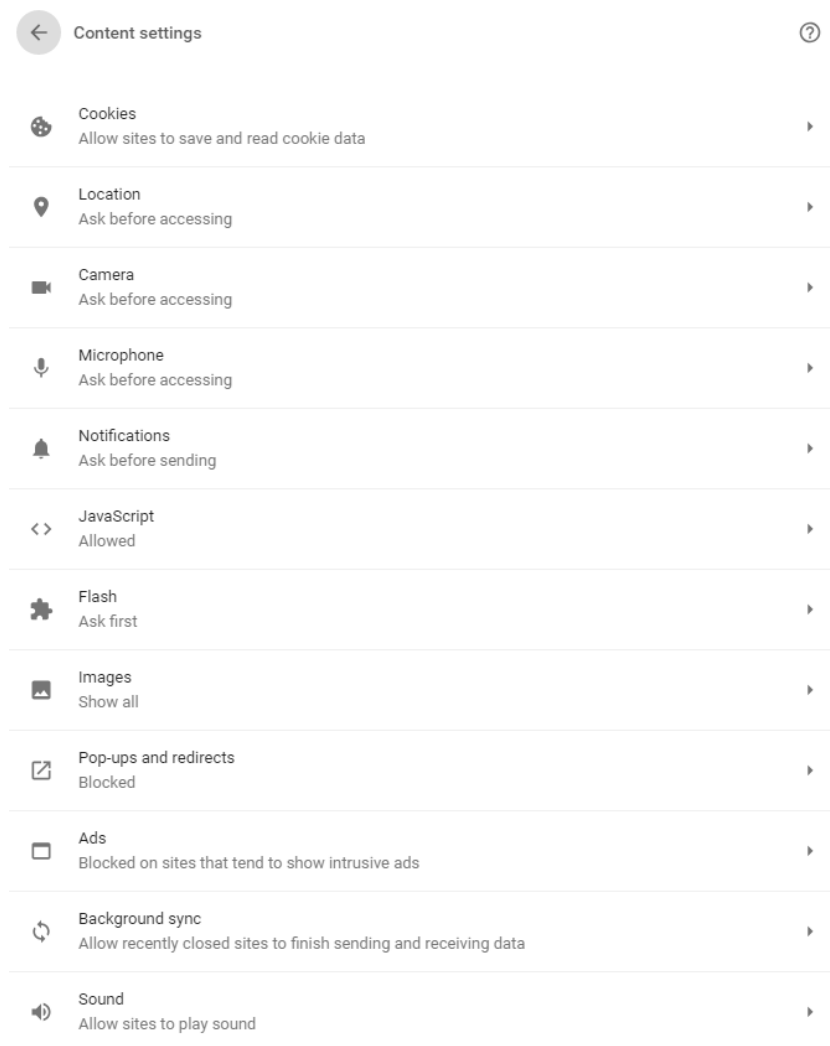


### **How can I enable/disable my pop-ups?**

#### **Through Google Chrome:**

1. Go to the three dots icon  in the top right-hand corner of the browser.
2. This will open up a drop-down menu. Click **'settings'**.
3. Once in settings, scroll to the bottom and open up **'advanced settings'**.
4. Once advanced settings opens - the first option should be 'privacy' - scroll through the list of privacy settings until you come to **'content settings'**.

5. Click on **'content settings'**. This should open up a new page that looks similar to this:

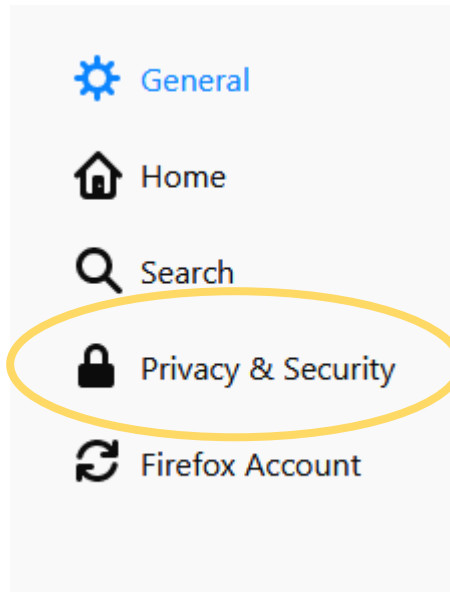


6. Click on **'pop-ups and redirects'** and change this to either **'enabled'** or **'disabled'** dependent on preference.

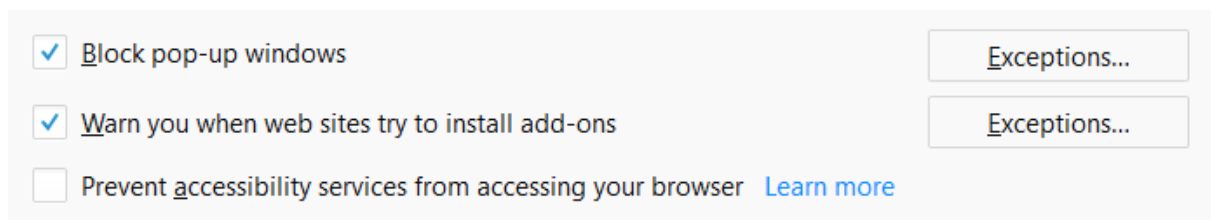
### Through Mozilla Firefox:

1. Go to the three lines icon  in the top right-hand corner of the browser.
2. This will open up a drop-down menu. Click **'options'**.

3. Once in settings, there are 5 subheadings on the left-hand side of the page. Click on '**privacy and security**'.



4. Once '**privacy and security**' settings open, the second sub-heading should be '**permissions**'. Under this there is a tick box for blocking pop-ups. You can enable or disable pop-ups by changing the status of the box.



### **The MyCourses platform**

We do our best to keep on top of any technical issues related to the online learning platform.

However, if you find that you are experiencing any issues whilst using our services, please call us on:

**0113 859 2200**

