digits™

Overview

The document details system and plug-in requirements and other key information for ensuring optimal course performance for initial *SuccessNet Plus* course installation and when application updates occur.

Table of Contents

Topics for Lab Administrators

Getting Started

The *SuccessNet Plus* product architecture consists of a server environment that houses the Web pages. A user logs in to the *SuccessNet Plus* server through a browser and works with Web pages to organize, administer, activate, or launch specific content. Often, security settings on your network or browser may impact users' ability to work effectively in their course.

Installation Checklist

Pearson recommends that you complete the steps outlined in this guide before having any students log in to a course. You should also review this information if you notice frequent server errors, connection and access errors, or other issues related to content access and submission. Details are provided in this document, and a check list is provided at right for your reference:

Checklist
1 Confirm that your computer meets the system requirements.
2 Run the browser tune-up to verify you have the appropriate plug-ins installed and enabled.
3 Set the browser to look for new Web pages automatically.
4 Manage pop-up blockers (both browser and third-party blockers).
5 Enable Java.
6 If you are using Internet Explorer:
6a Add trusted sites and set the security level.
6b Add privacy sites.
6c Add Content Advisor sites.
7 Clear your browser cache.
8 Ensure that your firewall is not blocking access to your course.

"Deep Freeze" Considerations (if applicable)

If you have any type of "sweep" or "deep freeze" software on your computers:

- Be sure to complete all of the recommended procedures provided in this document, and verify all required files are in place below the sweep threshold or prior to "freezing" the computer.

- If you make any changes to your browser settings, cache, or firewall after you capture the image, your changes will not be included in the image.

- You should reimage the master image to include any new files or settings that you may have updated.

A technical whitepaper that contains guidelines for retaining user data in a lab environment that uses a reboot or restore application is provided here for your reference:
http://www.faronics.com/whitepapers/DF_RetainUserData.pdf

> **Note:** If you do not image plug-ins and/or changes, students and teachers will need to install them each time they log in.

System Requirements

Any computer running a product on *SuccessNet Plus* must meet the minimum system requirements to successfully take advantage of the program.

To find a list of the most up-to-date system requirements, go to **www.successnetplus.com** and click **System Requirements** at the bottom of the page.

Plug-ins and Players

To use all of the system and product capabilities, the following software is needed:

- Java 1.5 or 1.6
- Macromedia® Flash™ player version 10 or higher
- Macromedia Shockwave® versions 7 through 10
- Adobe® Acrobat® Reader version 8 or higher

32-Bit and 64-Bit Operating Systems

SuccessNet Plus requires a 32-bit browser. Most 64-bit operating systems use a 64-bit browser by default, which is necessary when using *SuccessNet Plus*. If you have a 32-bit operating system, you can only use a 32-bit browser, so you can skip this section.

To determine if you have a 32- or 64-bit processor (Operating System):

Operating System	Instructions
Windows Vista **Windows 7**	**1** Open system by clicking the **Start** button. **2** In the list on the right side of the page, right-click **Computer**, and then click Properties. **3** Under **System**, you can view the system type.
Windows XP	**1** Click **Start**. **2** Right-click **My Computer**, and then click **Properties**. **3** If you do not see "x64 Edition" listed, it means you are running the 32-bit version of Windows XP. **4** If "x64 Edition" is listed under System, it means you are running the 64-bit version of Windows XP.
Mac	**1** Choose **About This Mac** from the **Apple** menu and then click **More Info**. **2** Open the **Hardware** section. **3** Locate the **Processor Name** and use the following table to determine which type of processor you have. **32 bit** Intel Core Solo Intel Core Duo **64 bit** Intel Core 2 Duo Intel Quad-Core Xeon Dual-Core Intel Xeon Quad-Core Intel Xeon

32-Bit and 64-Bit
Operating Systems (continued)

Now that you've determined your computer is running a 64-bit processor, it must be running in 32-bit mode.

To determine if your browser is running in 32-bit mode or to switch to the 32-bit browser:

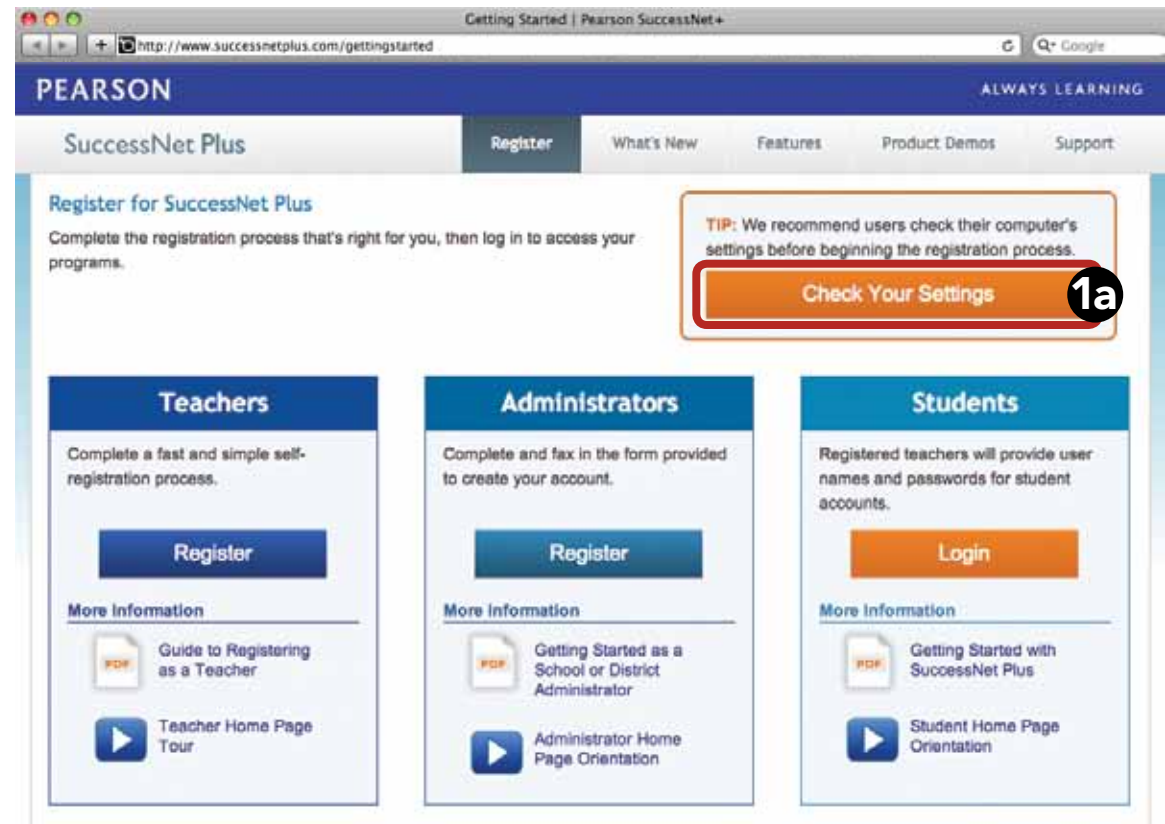| Operating System	Instructions
Windows	In the Task Manager: **1** Press **Ctrl + Alt + Delete** at the same time. **2** Click **Task Manager**. **3** Click the **Processes** tab. The number that appears after the process for your browser indicates the version you are using (32 or 64). **4** If the version is 64, you will need to switch to the 32-bit browser. **If you are using Windows 7:** **a** Go to **Start > Computer > Local Disk > Program Files (x86) > Internet Explorer**. **b** Double-click the file **iexplore.exe**. Details on how to do this for other Versions of Windows and IE are provided in **Answer 7883** on the Pearson Customer Technical Support Web site.
Mac OS X	**1** Choose **About This Mac** from the **Apple** menu. **2** Click **More Info**. **3** Select **Software** from the **Contents** pane. **4** Look for "64-bit Kernel and Extensions: Yes (or No)" under the **System Software Overview** heading. **5** If it indicates "Yes," you will need to switch to the 32-bit browser. **a** Close all programs. **b** Click **Go > Applications**. **c** While holding down the **Ctrl** key, click **Safari**. **d** Click **Get Info**. **e** Place a check in the box for **Open in 32-bit mode**. The next time you open Safari, it will run in 32-bit mode.

Browser Tune-up

Complete the browser tune-up for all computers. The tune-up will verify you have the correct plug-ins installed, or will display the link from which you can download the appropriate versions of the plug-ins you need to install or update.

❶ **a** To start the tune-up, go to
http://www.successnetplus.com/gettingstarted
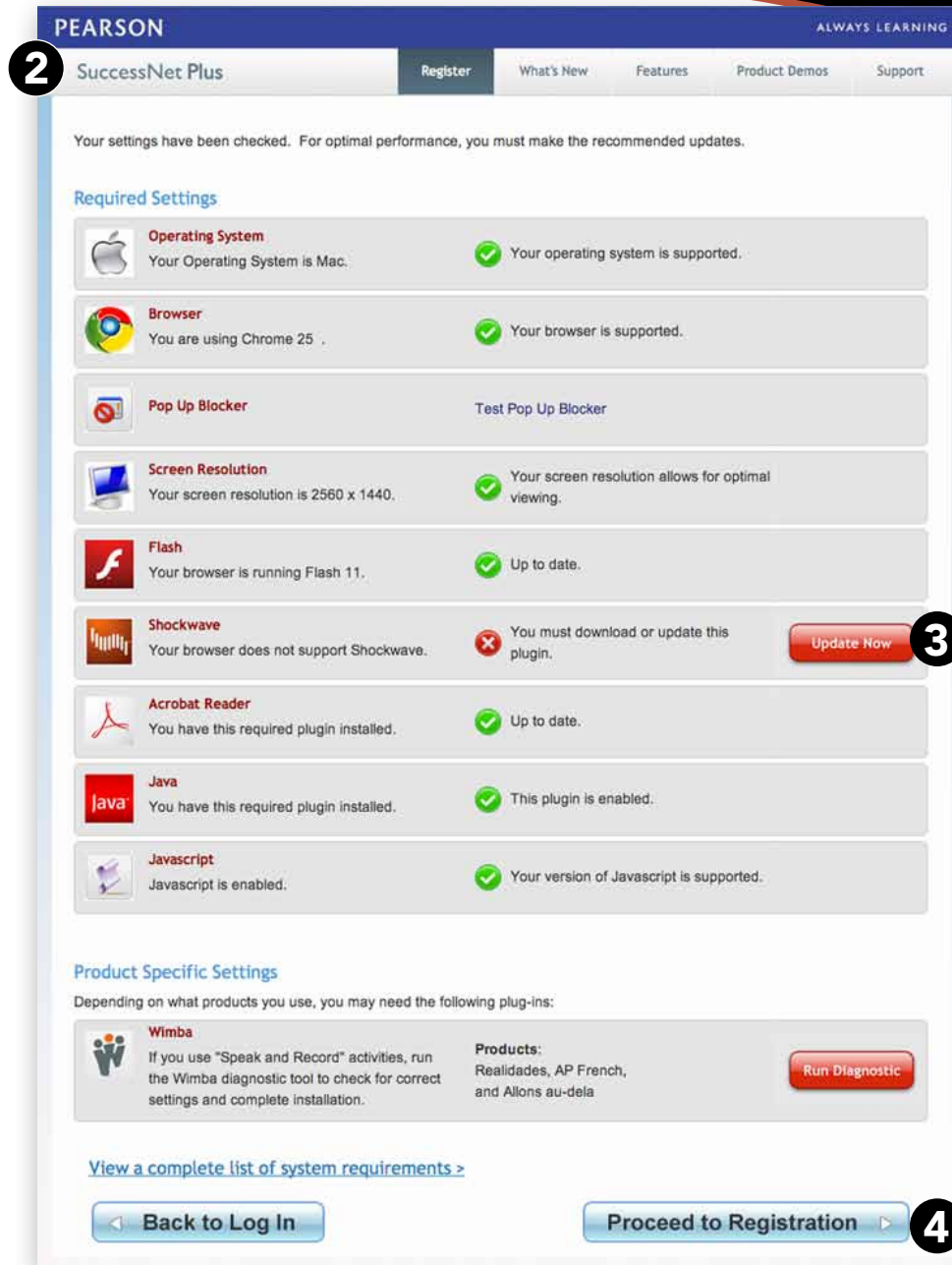and click **Check Your Settings**. ▶

– or –

b After you sign in to your product, click **Setup** in the top right corner. When the **Setup Wizard** page opens, select **Check Settings**:
▼

System Requirements

Browser Tune-up (continued)

2 After the analysis is complete, you will see
something similar to the screen at right:

3 Checkmarks and buttons appear on the analysis
page. If the required setting is not supported,
a button appears on the far right of the
required setting. If necessary, click the button to
implement the necessary changes to your system.
If a button is not shown, follow the directions
provided after the red circle ⊗.

4 To end the tune-up, click **Proceed to
Registration** or **Back to Log In**.

Note: When troubleshooting, you should
run the browser tune-up first to verify you
have all of the correct plug-ins. Having the
incorrect plug-ins is the most common cause
of reported issues.

Web Browser Configuration

Certain browser options and security settings can disable or interfere with *SuccessNet Plus* functionality. To ensure that browser-level options or policies do not affect your products, Pearson recommends the following settings:

Set Browser to Look for New Web Pages Automatically

Set your browser to check for newer versions of stored pages automatically instead of on every visit to the page.

Browser	Instructions
Internet Explorer (7, 8 or 9)	**1** From the browser **Tools** menu, click **Internet Options**. **2** On the **General** tab, in the **Browsing History** section, click **Settings**. **3** Select **Automatically**, and click **OK**.
Firefox (PC only)	Option not supported for this browser.
Safari 5	You will need to clear your cache to see any updated pages (see the section on clearing cache).
Chrome	Option not supported for this browser.

Web Browser Configuration

Manage Pop-up Blockers

Pop-up blockers may interfere with the installation of plug-ins and players used in your course. Depending on your preference, you can either allow pop-ups from specific sites or disable browser pop-up blockers for all web sites.

Allow Pop-ups From Specific Sites

Browser	Instructions
Internet Explorer (7, 8 or 9)	When you see in the Information Bar at the top of the web page about a pop-up being blocked, click the bar and select **Always allow pop-ups from this site**, and click **Yes** to confirm. –or– 1 From the browser **Tools** menu, select **Pop-up Blocker**, then **Pop-up Blocker Settings**. 2 Add http://www.pearsoned.com, http://www.pearsoncmg.com, and http://www.successnetplus.com as allowed sites and then click Add. (Add each site individually.) 3 Click **Close**.
Firefox (PC only)	1 From the browser, select the **Firefox** dropdown and then select **Options**. In the **Options** window, click on the **Content** tab. 2 Click the **Exceptions**… button next to **Block pop-up windows**. 3 In the 'Address of website:' box, enter http://www.pearsoned.com, http://www.pearsoncmg.com, and http://www.successnetplus.com as allowed sites (add each site individually.), click **Allow**, and then click **Close** to close the window. 4 Click **OK** to close the **Options** window.
Safari 5	In Safari you can either enable or disable the pop-up blocker. There is no per-site control. See next section for details on how to disable pop-up blocker.

Web Browser Configuration

Chrome (PC and Mac)	1 Click the Chrome menu on the right of the browser toolbar. 2 Select **Settings**. 3 Click **Show advanced settings**. 4 In the "Privacy" section, click the **Content settings** button. 5 Scroll down and in the "Pop-ups" section, select "Do not allow all sites to show pop-ups." Customize permissions for specific websites by clicking **Manage exceptions**. 6 In the 'Hostname pattern' box, enter http://www.pearsoned.com, http://www.pearsoncmg.com, and http://www.successnetplus.com as allowed sites (add each site individually.), click **Allow**. 7 Click **OK** to close the **Pop-up Exceptions** window.

Disable Pop-up Blockers for All Sites

Browser	Instructions
Internet Explorer (7, 8 or 9)	From the browser **Tools** menu, select **Pop-up Blocker**, then **Turn Off Pop-up Blocker**.
Firefox (PC only)	From the browser, select the **Firefox** dropdown and then select **Options**. In the **Options** window, click on the **Content** tab and uncheck **Block pop-up windows**, then click **OK** to close the **Options** window.
Safari 5	From the **Safari** menu, clear the checkmark for **Block Pop-Up Windows**.

Chrome (PC and Mac)	1 Click the Chrome menu on the browser toolbar. 2 Select **Settings**. 3 Click **Show advanced settings**. 4 In the "Privacy" section, click the **Content settings** button. 5 Scroll down and in the "**Pop-ups**" section, select "Allow all sites to show pop-ups." Customize permissions for specific websites by clicking **Manage exceptions**.

Web Browser Configuration

Tips for managing pop-up blockers:

- Most popular pop-up blockers produce an audio alert when they block a pop-up window. If you have speakers installed, raise your volume so you can hear if a pop-up blocker is being used.

- Many pop-up blockers let you use the Control key on your keyboard to allow an individual pop-up window. If you are unsure how to configure your pop-up blocker, hold down the Control key when clicking the **Install** or **Detect** buttons on the Installation Wizard.

- It is common to have multiple pop-up blockers installed, so you will need to configure each pop-up blocker. For example, you may have Internet Explorer, the Google Toolbar, and Norton Internet Security. Each has its own, independent pop-up blocker that you will have to disable separately.

- Be aware that if you install third-party applications on your computer, the installation process may be configured to install new toolbars by default. You will have to disable pop-up blockers for any toolbar you install. Or, during the installation process, you can clear the option to install the new toolbar.

Third-Party Pop-up Blockers (Google, AOL, Yahoo, and Others)

While using your course, you should disable any third-party pop-up blockers that may be installed in your browser, such as those included with Google, AOL, Yahoo, MSN, EarthLink, and other toolbars. Most third-party toolbars have hidden pop-up blockers and other security features that may block your course.

To check if any of these are active in Internet Explorer:

Browser	Instructions
Internet Explorer (7, 8 or 9)	To permanently disable third-party toolbar pop-up blockers: 1 From the browser, click **View** and select **Toolbars**. 2 If any entries are checked between **Links** (IE 7) or **Status Bar** (IE 8, IE 9) and **Lock the Toolbars**, remove the checkmark for that entry. If you have more than one entry, you must repeat this step for each entry to remove the checkmark and disable the pop-up blocker for that toolbar.

Note: To temporarily disable many third-party pop-up blockers, you can click the program's icon in either the Windows System Tray or in the browser itself.

With most popular pop-up blockers, you can allow pop-ups from specific locations. This setting is generally found in the **Settings**, **Preferences**, or **Options** portion of your pop-up blocker. For specific instructions, please refer to the online help for your pop-up blocker.

Web Browser Configuration

Java is a general-purpose programming language whose features make its use very common on the World Wide Web. Small applications, called "applets," can be downloaded from a Web server and run on your computer by a Java-compatible Web browser, such as Apple Safari or Microsoft Internet Explorer.

Enable Java

Browser	Instructions
Internet Explorer (7, 8 or 9)	**1** From the browser **Tools** menu, click **Internet Options**. **2** Click the **Security** tab and then click **Custom Level**. **3** Scroll down to locate the **Scripting** section, and under **Active Scripting**, click **Enable**. **4** Click **OK**.
Firefox (PC)	**1** From the browser, click the **Firefox** dropdown, and then select **Options**. **2** Click the **Content** panel and check **Enable JavaScript**. **3** Click **OK** to close the **Options** window.
Safari 5	**1** From the browser Safari menu, click **Preferences**. **2** Select **Security**, check **Enable JavaScript**, and close the dialog box.
Chrome (PC and Mac)	**1** Click the Chrome menu on the browser toolbar. **2** Select **Settings**. **3** Click **Show advanced settings**. **4** Click **Content settings** in the "Privacy" section. **5** Under JavaScript, select **Allow all sites to run JavaScript**.

Web Browser Configuration

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Lab Administrators

A trusted site is a Web site that you trust will not damage your computer.

If you set the security level of your browser to High, so that you do not access Web sites that might damage your computer, you may be unable to access a specific site that you trust. To access the Web site, you can add its URL to your Trusted Sites list or change your security level to Medium or lower. When using a high-security level, you need to add the Web application URLs to your Trusted Sites list.

Trusted Site Settings

If you are using Internet Explorer, you can define various security levels to protect your computer from harmful programs and still allow the appropriate *SuccessNet Plus* functionality.

Add Trusted Sites and Security Level

Browser	Instructions
Internet Explorer (7, 8 or 9)	**1** From the browser **Tools** menu, click **Internet Options**. **2** On the **Security** tab, click **Trusted Sites**. **3** Drag the slider to set the security level to Medium-low or Low (the slider is only available if you are using **Default Level** settings). **4** If you are using Windows Vista, uncheck **Enable Protected Mode**. **5** Click **Sites**. **6** Uncheck **Require server verification for all sites in this zone**. **7** Add http://www.pearsoned.com, http://www.pearsoncmg.com, and http://www.successnetplus.com as allowed sites. **8** Click **Close**.

Add Privacy Sites (if applicable)

If you are using Privacy settings in IE to manage cookies on a per-site basis, you will need to add the Pearson *SuccessNet Plus* sites to this list as noted below.

Browser	Instructions
Internet Explorer (7, 8 or 9)	**1** From the browser **Tools** menu, click **Internet Options**. **2** On the **Privacy** tab, click **Sites**. **3** Add http://www.pearsoned.com, http://www.pearsoncmg.com, and http://www.successnetplus.com as allowed sites. **4** Click **OK**.

Add Sites to Content Advisor (if applicable)

If you are using Content Advisor in IE you will need to add the Pearson SuccessNet Plus sites to this list, as noted below. If the sites are not added to your Content Advisor list, this feature will prevent users from being able to access the course.

Browser	Instructions
Internet Explorer (7, 8 or 9)	1 From the browser **Tools** menu, click Internet Options. 2 On the **Content** tab, click **Enable**. 3 Click the **Approved Sites** tab, and add http://www.pearsoned.com, http://www.pearsoncmg.com, and http://www.successnetplus.com as allowed sites. 4 Click **OK**. 5 When the window asking you to Create a Supervisor Password opens, click **Cancel**.

Modify Parental Controls of Managed Accounts (if applicable)

If you are using managed accounts in your Mac OS, you will need to add the Pearson SuccessNet Plus sites as noted below.

Browser	Instructions
Safari 5	1 From **Apple** menu, click **System Preferences**. 2 Click **Parental Controls**. 3 Follow the on-screen instructions to unlock the settings. You are prompted to enter your Admin password. 4 Select the managed account and click **Content**. 5 Select **Allow access only to these websites** and add http://www.pearsoned.com, http://www.pearsoncmg.com, and http://www.successnetplus.com as allowed sites. 6 Close the window.

Web Browser Configuration

Note that the domains and IP addresses listed at right are subject to change.

To verify you have the most current IP address, you can contact Technical Support (contact information provided at the end of this document) or use the NSLookup function to return the current IP Address (you can search to find a Web page that provides this function, or from the Command prompt, type "nslookup <domain name>" and press ENTER). For example:

Ask your IT/Network staff to make sure access to the *SuccessNet Plus* and Pearson IP addresses are not blocked, and if possible, have your IT/Network staff raise the priority of these IP addresses. This will increase overall performance if traffic shaping (or packet shaping) is used to control computer network traffic in your class.

Firewall Settings

If you are using a firewall such as McAfee, ZoneAlarm, or Norton on your computer, you may need to change some settings to ensure your course runs correctly. Usually firewall users can "allow" permitted applications to transfer data. If you have a firewall that displays a "block or allow" type of question at any time while you are accessing course content, choose the option that allows the firewall to access the site permanently, and your firewall will set the ports and other parameters appropriately.

Note that your course communicates via the HTTP protocol via Port 80, so workstations that are accessing any *SuccessNet Plus* course must be able to communicate via this port. The full domain name and IP addresses associated with *SuccessNet Plus* are:

Wimba	Name: pearsonvt.wimba.com Address: 67.202.208.201	Name: pronto.wimba.com Address: 67.202.208.172
Pearson Media Server	Name: media.pearsoncmg.com Address: 209.202.161.170	
Pearson Registration	Name: register.mypearson.com Address: 206.31.248.15	
Pearson Support	Name: support.pearsonschool.com Address: 159.182.30.153	

General Troubleshooting

Run the SuccessNet Plus browser tune-up. Most issues are quickly and easily addressed by running the browser tune-up.

Clear Browser Cache After SuccessNet Plus Updates

SuccessNet Plus uses your browser cache to store application-related Java files, which support specific application functionality. Occasionally, after an application update, you may experience usability issues because the files stored in your browser cache are out of date. For example, when you click on a link from a page, nothing happens or an error is displayed. This is because your Web browser has cached (stored) the page on your hard drive, and rather than going over the network to load the page, it has loaded the cached copy. Therefore, we recommend that if your course begins to exhibit unexpected behavior, you should clear your browser cache to see if that resolves the error.

To delete all of the files currently stored in your browser cache, follow the directions provided for your specific browser. If you are using Profiles on the machine, individual users will have to follow these steps to clear their browser caches.

Browser	Instructions
Internet Explorer 7.x	**1** From the browser Tools menu, select **Delete Browsing History**. **2** In the **Browsing History** section, click **Delete**, then click **Yes**. **3** Click **Delete cookies…** then click **Yes**. **4** When the cookies have finished deleting, click **Close**.
Internet Explorer 8.x	**1** From the browser **Tools** menu, click **Internet Options**. **2** On the General tab, in the **Browsing History** section, click **Delete**. **3** Check **Temporary Internet Files** and **Cookies**, click **Delete**.
Internet Explorer 9.x	**1** From the top right of the browser window, click the **Tool** icon and select **Internet Options**. **2** Under **Browsing History**, click **Delete**. **3** Check **Temporary Internet Files** and **Cookies**, click **Delete**. **4** Click **OK**.

Troubleshooting

Firefox (PC)	1 From the Firefox browser, select the **Firefox** dropdown and then click **Options**.
	2 Select the **Advanced** panel.
	3 Click on the **Network** tab.
	4 In the **Cached Web Content section**, click **Clear Now**.
	5 Click **OK** to close the **Options** window.
	6 Click **Tools** > **Clear Recent History...**
	7 Set "Time range to clear" to **Everything**.
	8 Click the arrow next to **Details** to expand the list of history items.
	9 Select Cookies and make sure that other items you want to keep are not selected.
	10 Click **Clear Now** to clear the cookies and close the **Clear Recent History** window.
Safari 5	1 From browser **Safari** menu, click **Empty Cache**.
	2 To confirm the deletion, click **Empty**.
Chrome (PC and Mac)	1 In the Chrome browser, click the Chrome menu on the top right hand corner of the browser toolbar.
	2 Select **Tools** from the drop-down list and then select **Clear Browsing Data.....**
	3 Select **Empty the cache** and **Delete cookies and other site and plug-in data**.
	4 From the menu at the top, select "**beginning of time**."
	5 Click the **Clear Browsing Data** button.

Check Proxy Server Settings

If your network is using a proxy server, you will also have to ensure that the server has the appropriate permissions. Ask your network administrator to clear the cache on the proxy server and allow the server to download the appropriate files types for your course.

Note: Pearson announces system updates on the *SucessNet Plus* home page, where both students and teachers can see it.

**To determine if you are using a proxy server, follow the directions provided for your specific browser.**

Browser	Instructions
Internet Explorer (7, 8 or 9)	**1** From the browser **Tools** menu, click **Internet Options**. **2** On the **Connections** tab, click **LAN Settings**. **3** In the Local Area Network (LAN) Settings window, you can see if any proxy servers are listed.
Firefox (PC)	**1** From the browser the **Firefox** dropdown menu, select **Options**. **2** In the Options menu, select **Advanced**, then select **Network**. **3** On the Network tab, under Connection, click the **Settings**… button. You can see if any Proxy servers are listed.
Safari 5	**1** From the Apple menu, select **System Preferences**. **2** Click **Network**. **3** From the Network window, click the **Advanced** button and select **Proxies** to see if any proxy servers are listed.
Chrome (PC and Mac)	**1** Click the Chrome menu on the browser toolbar. **2** Select **Settings**. **3** Click **Show advanced settings**. **4** In the "Network" section, click **Change proxy settings**. This will open the Internet Properties dialog. **5** Click **LAN settings** to see if any Proxy servers are listed.

Additional Considerations

Ensure Web Files Open in the Browser

If you are using Windows, ensure that Web documents are set to open in the browser and not download automatically.

When a user clicks to open a course file, the following dialog should appear:
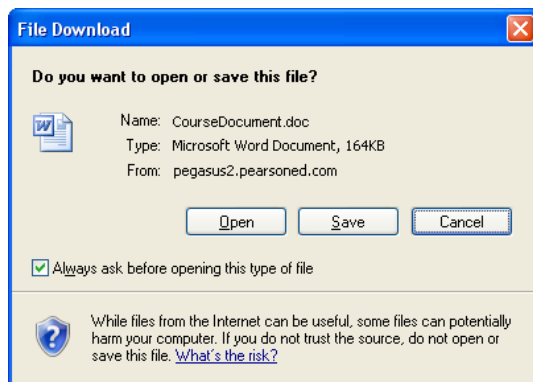
If a user clears the "Always ask before opening this type of file" option, the next time a user tries to open a course file, they may not be to locate the file on the machine.

To reset this option to ensure the file opens in their course:

| Operating System	Instructions
Windows XP	**1** From the **Start** menu, click **Run**, type Control Folders, and click **OK**. **2** Click the **File Types** tab, and select the file type or extension from the list (for example DOC). **3** Click **Advanced**, and click the **confirm open after download** option. **4** Click **OK**.
Windows Vista & Windows 7	**1** To open the Registry Editor, type "regedit" in the **Start Search** bar, and press **Enter**. **2** Navigate to the following registry key, which is for the IE application object: HKEY_CURRENT_USER\Software\Microsoft\Windows\Shell\AttachmentExecute\{0002DF01-0000-0000-C000-000000000046} **3** For this registry key, there is a list of value data on the right that corresponds to all the file types for which the "Always ask before opening this type of file" option has been cleared. **4** Delete any registry values for the following file types or extensions: Word, Excel, PowerPoint, Access, and PDF.

Technical Support

Ensure Flash Files Open in Flash/Shockwave

Make sure that Flash, not QuickTime, is associated with .swf file types.

For PC users:

1 On your desktop, double-click the **My Computer** icon.

2 From the menu bar, click **Tools** and select **Folder Options**.

3 Click the **File Types** tab.

4 In the **Registered file types** list, scroll to locate the SWF extension.

5 Ensure the SWF extension is associated with the file type: **Shockwave Flash Object.**
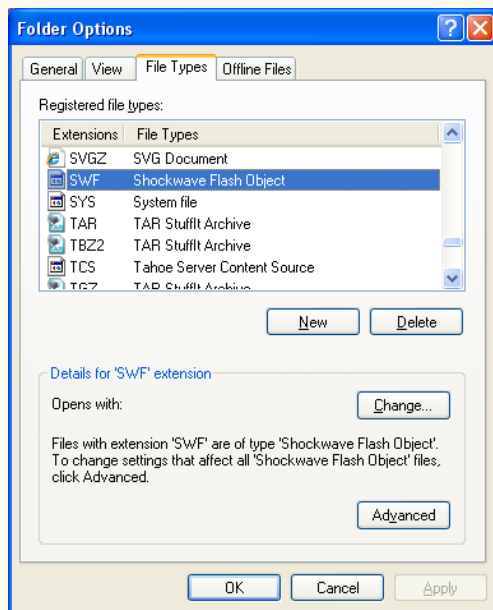
If you cannot locate the SWF extension:

a Click **New**.

b Enter **SWF** and click **Advanced**. Select **Shockwave Flash Object** for the **Associated File Type**.
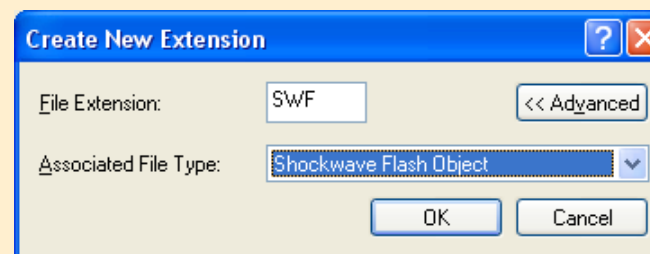
If any file type appears other than Shockwave Flash Object:

a Highlight **SWF** in the **Registered file types** list.

b Click **Delete** and click **Yes** to confirm you want to remove the extension.

c Confirm you have installed Adobe Shockwave (or reinstall the plug-in) and follow the steps above.

Help

Technical Support via the Web, e-mail, online chat, or phone is available for lab administrators, faculty, staff, and students using or working with Pearson products.

For details visit the *SuccessNet Plus* support page:
http://www.successnetplus.com/support

Troubleshooting

You should review this information if you notice frequent server errors, connection and access errors, or other issues related to content access and submission.

Checklist

❏ Does the computer meet the minimum system requirements? **(See page 2)**

❏ Did you run the Browser Tune-up? **(See page 3)**

❏ Is your browser set to look for new Web pages automatically? **(See page 5)**

❏ Have you set your browser to allow pop-ups from Pearson (IE)? Have you set your browser to disable pop-up blockers for all sites? **(See page 6)**

❏ Are any third-party pop-up blockers (Google, AOL, Yahoo, etc.) plug-in activated in your browser? They must be disabled or set to allow pop-ups from Pearson. **(See page 9)**

❏ Has Java been enabled in your browser? **(See page 10)**

❏ Was there was a *SuccessNet Plus* Update? You may need to clear your cache if users are experiencing any issues. **(See pages 14)**

For Internet Explorer (IE) users, you may need to:

   ❏ Add Trusted Sites and Security Level **(See page 11)**

   ❏ Add Privacy Sites **(See page 11)**

   ❏ Add Content Advisor Sites **(See page 12)**

For Safari users, you many need to:

   ❏ Modify Parental Controls of Managed Accounts **(See page 12)**

❏ Is your interactive white board set up? You may need to check the set up so that your projector, computer, and interactive white board are all working properly. **(See page 13)**

Help

Technical Support via the Web, e-mail, online chat, or phone is available for teachers and students using or working with Pearson products.

For details visit the *SuccessNet Plus* support page http://www.successnetplus.com/support.

Minimum System Requirements

To find a list of the most up-to-date, minimum system requirements, go to www.successnetplus.com, scroll to the bottom of the page and on the right-hand side, click **System Requirements**.

Note: *SuccessNet Plus* requires a 32-bit browser. 64-bit Windows systems (which may be Windows 8, Windows 7, Vista, or XP) come with a 32-bit Internet Explorer (IE) browser as the standard (default) for viewing web pages and are necessary for viewing *SuccessNet Plus*. **Click here for information on how to determine if you have a 64-bit operating system**
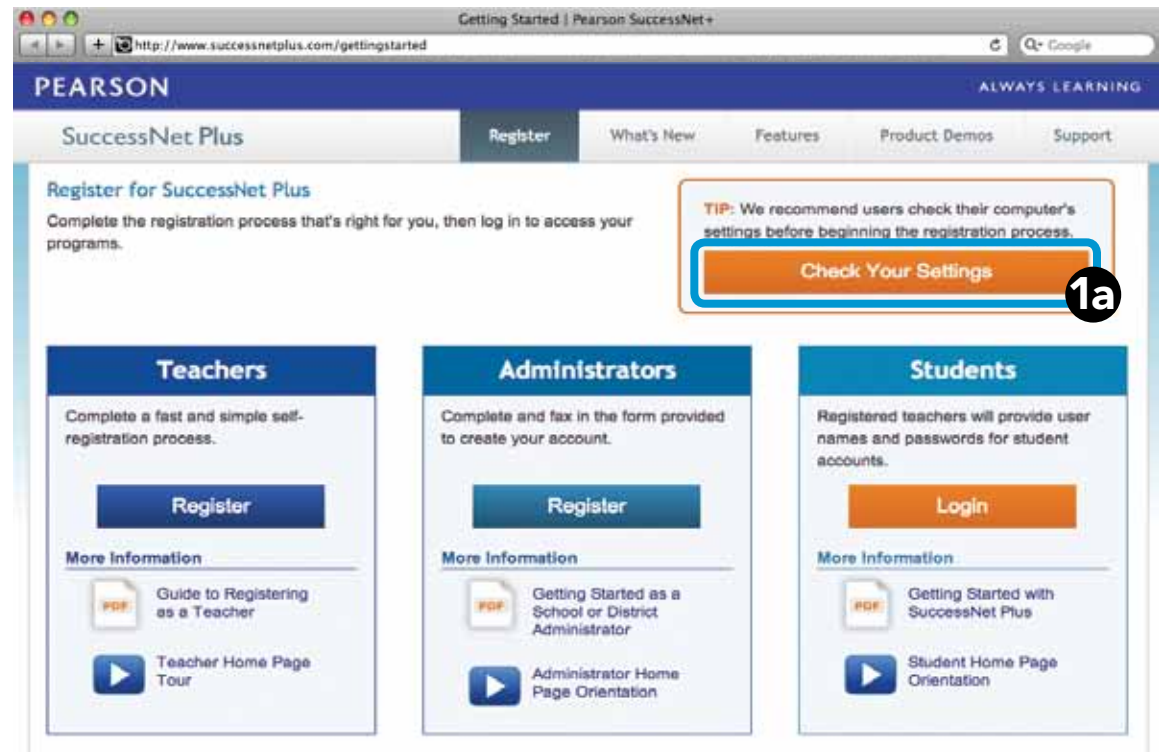
System Requirements

Browser Tune-up

Complete the browser tune-up for all computers. The tune-up will verify you have the correct plug-ins installed, or will display the link from which you can download the appropriate versions of the plug-ins you need to install or update.

1 **a** To start the tune-up, go to
http://www.successnetplus.com/gettingstarted
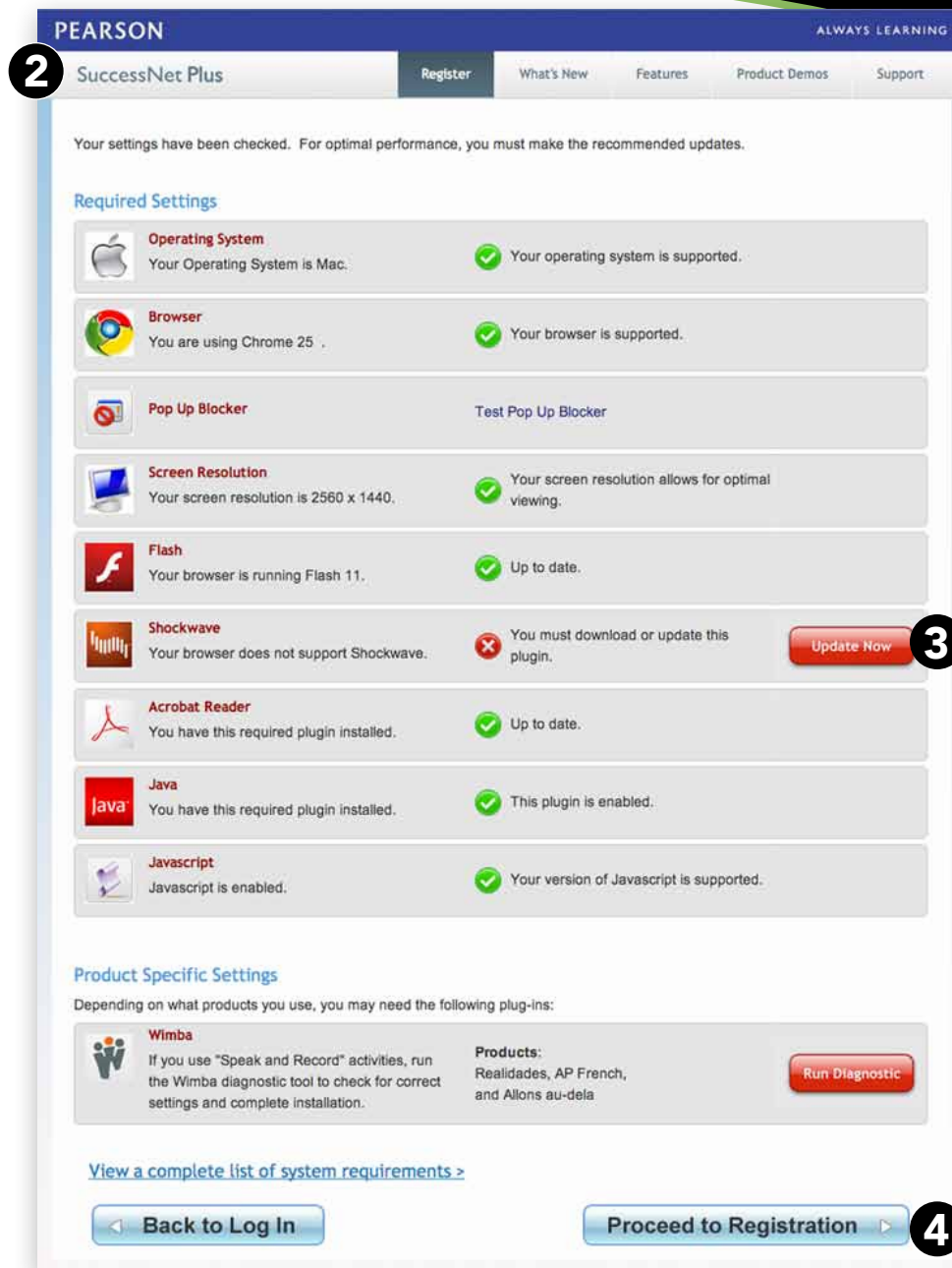and click **Check Your Settings**. ▶

– or –

b After you sign in to your product, click **Setup** in the top right corner. When the **Setup Wizard** page opens, select **Check Settings**. ▼

Browser Tune-up (continued)

2 After the analysis is complete, you will see something similar to the screen at right:

3 Checkmarks and buttons appear on the analysis page. If the required setting is not supported, a button appears on the far right of the required setting. If necessary, click the button to implement the necessary changes to your system. If a button is not shown, follow the directions provided after the red circle ⊗.

4 To end the tune-up, click **Proceed to Registration** or **Back to Log In**.

> **Note:** When troubleshooting, you should run the browser tune-up first to verify you have all of the correct plug-ins. Having the incorrect plug-ins is the most common cause of reported issues.

Web Browser Configuration

Certain browser options and security settings can disable or interfere with *SuccessNet Plus* functionality. To ensure that browser-level options or policies do not affect your products, Pearson recommends the following settings:

Set Browser to Look for New Web Pages Automatically

Set your browser to check for newer versions of stored pages automatically instead of on every visit to the page.

Browser	Instructions
Internet Explorer (7, 8 or 9)	**1** From the browser **Tools** menu, click **Internet Options**. **2** On the **General** tab, in the **Browsing History** section, click **Settings**. **3** Select **Automatically**, and click **OK**.
Firefox (PC only)	Option not supported for this browser.
Safari 5	You will need to clear your cache to see any updated pages (see the section on clearing cache).
Chrome	Option not supported for this browser.

Manage Pop-up Blockers

Pop-up blockers may interfere with the installation of plug-ins and players used in your course. Depending on your preference, you can either allow pop-ups from specific sites or disable browser pop-up blockers for all web sites.

Allow Pop-ups From Specific Sites

Browser	Instructions
Internet Explorer (7, 8 or 9)	When you see in the Information Bar at the top of the web page about a pop-up being blocked, click the bar and select **Always allow pop-ups from this site**, and click **Yes** to confirm. –or– **1** From the browser **Tools** menu, select **Pop-up Blocker**, then **Pop-up Blocker Settings**. **2** Add http://www.pearsoned.com, http://www.pearsoncmg.com, and http://www.successnetplus.com as allowed sites and then click Add. (Add each site individually.) **3** Click **Close**.
Firefox (PC only)	**1** From the browser, select the **Firefox** dropdown and then select **Options**. In the **Options** window, click on the **Content** tab. **2** Click the **Exceptions**… button next to **Block pop-up windows**. **3** In the 'Address of website:' box, enter http://www.pearsoned.com, http://www.pearsoncmg.com, and http://www.successnetplus.com as allowed sites (add each site individually.), click **Allow**, and then click **Close** to close the window. **4** Click **OK** to close the **Options** window.
Safari 5	In Safari you can either enable or disable the pop-up blocker. There is no per-site control. See next section for details on how to disable pop-up blocker.

Chrome (PC and Mac)	1 Click the Chrome menu on the right of the browser toolbar. 2 Select **Settings**. 3 Click **Show advanced settings**. 4 In the "Privacy" section, click the **Content settings** button. 5 Scroll down and in the "Pop-ups" section, select "Do not allow all sites to show pop-ups." Customize permissions for specific websites by clicking **Manage exceptions**. 6 In the 'Hostname pattern' box, enter http://www.pearsoned.com, http://www.pearsoncmg.com, and http://www.successnetplus.com as allowed sites (add each site individually.), click **Allow**. 7 Click **OK** to close the **Pop-up Exceptions** window.

Disable Pop-up Blockers for All Sites

Browser	Instructions
Internet Explorer (7, 8 or 9)	From the browser **Tools** menu, select **Pop-up Blocker**, then **Turn Off Pop-up Blocker**.
Firefox (PC only)	From the browser, select the **Firefox** dropdown and then select **Options**. In the **Options** window, click on the **Content** tab and uncheck **Block pop-up windows**, then click **OK** to close the **Options** window.
Safari 5	From the **Safari** menu, clear the checkmark for **Block Pop-Up Windows**.

Introduction

Chrome (PC and Mac)	1 Click the Chrome menu on the browser toolbar.
	2 Select **Settings**.
	3 Click **Show advanced settings**.
	4 In the "Privacy" section, click the **Content settings** button.
	5 Scroll down and in the "**Pop-ups**" section, select "Allow all sites to show pop-ups." Customize permissions for specific websites by clicking **Manage exceptions**.

Web Browser Configuration

Tips for managing pop-up blockers:

- Most popular pop-up blockers produce an audio alert when they block a pop-up window. If you have speakers installed, raise your volume so you can hear if a pop-up blocker is being used.

- Many pop-up blockers let you use the Control key on your keyboard to allow an individual pop-up window. If you are unsure how to configure your pop-up blocker, hold down the Control key when clicking the **Install** or **Detect** buttons on the Installation Wizard.

- It is common to have multiple pop-up blockers installed, so you will need to configure each pop-up blocker. For example, you may have Internet Explorer, the Google Toolbar, and Norton Internet Security. Each has its own, independent pop-up blocker that you will have to disable separately.

- Be aware that if you install third-party applications on your computer, the installation process may be configured to install new toolbars by default. You will have to disable pop-up blockers for any toolbar you install. Or, during the installation process, you can clear the option to install the new toolbar.

Third-Party Pop-up Blockers (Google, AOL, Yahoo, and Others)

While using your course, you should disable any third-party pop-up blockers that may be installed in your browser, such as those included with Google, AOL, Yahoo, MSN, EarthLink, and other toolbars. Most third-party toolbars have hidden pop-up blockers and other security features that may block your course.

To check if any of these are active in Internet Explorer:

Browser	Instructions
Internet Explorer (7, 8 or 9)	To permanently disable third-party toolbar pop-up blockers: 1 From the browser, click **View** and select **Toolbars**. 2 If any entries are checked between **Links** (IE 7) or **Status Bar** (IE 8, IE 9) and **Lock the Toolbars**, remove the checkmark for that entry. If you have more than one entry, you must repeat this step for each entry to remove the checkmark and disable the pop-up blocker for that toolbar.

Note: To temporarily disable many third-party pop-up blockers, you can click the program's icon in either the Windows System Tray or in the browser itself.

With most popular pop-up blockers, you can allow pop-ups from specific locations. This setting is generally found in the **Settings**, **Preferences**, or **Options** portion of your pop-up blocker. For specific instructions, please refer to the online help for your pop-up blocker.

Java is a general-purpose programming language whose features make its use very common on the World Wide Web. Small applications, called "applets," can be downloaded from a Web server and run on your computer by a Java-compatible Web browser, such as Apple Safari or Microsoft Internet Explorer.

Enable Java

Browser	Instructions
Internet Explorer (7, 8 or 9)	**1** From the browser **Tools** menu, click **Internet Options**. **2** Click the **Security** tab and then click **Custom Level**. **3** Scroll down to locate the **Scripting** section, and under **Active Scripting**, click **Enable**. **4** Click **OK**.
Firefox (PC)	**1** From the browser, click the **Firefox** dropdown, and then select **Options**. **2** Click the **Content** panel and check **Enable JavaScript**. **3** Click **OK** to close the **Options** window.
Safari 5	**1** From the browser Safari menu, click **Preferences**. **2** Select **Security**, check **Enable JavaScript**, and close the dialog box.
Chrome (PC and Mac)	**1** Click the Chrome menu on the browser toolbar. **2** Select **Settings**. **3** Click **Show advanced settings**. **4** Click **Content settings** in the "Privacy" section. **5** Under JavaScript, select **Allow all sites to run JavaScript**.

Web Browser Configuration

For Internet Explorer Users

If you are using Internet Explorer, you can define various security levels to protect your computer from harmful programs and still allow the appropriate *SuccessNet Plus* functionality.

Add Trusted Sites and Security Level

Browser	Instructions
Internet Explorer (7, 8 or 9)	1 From the browser **Tools** menu, click **Internet Options**. 2 On the **Security** tab, click **Trusted Sites**. 3 Drag the slider to set the security level to Medium-low or Low. 4 If you are using Windows Vista, uncheck **Enable Protected Mode**. 5 Click **Sites**. 6 Uncheck **Require server verification for all sites in this zone**. 7 Add http://www.pearsoned.com, http://www.pearsoncmg.com, and http://www.successnetplus.com as allowed sites. 8 Click **Close**.

Add Privacy Sites (if applicable)

If you are using Privacy settings in IE to manage cookies on a per-site basis, you will need to add the Pearson *SuccessNet Plus* sites to this list as noted below.

Browser	Instructions
Internet Explorer (7, 8 or 9)	1 From the browser **Tools** menu, click **Internet Options**. 2 On the **Privacy** tab, click **Sites**. 3 Add http://www.pearsoned.com, http://www.pearsoncmg.com, and http://www.successnetplus.com as allowed sites. 4 Click **OK**.

Add Sites to Content Advisor (if applicable)

If you are using Content Advisor in IE you will need to add the Pearson *SuccessNet Plus* sites to this list, as noted below. If the sites are not added to your Content Advisor list, users will not be able to access the course.

Browser	Instructions
Internet Explorer (7, 8 or 9)	1 From the browser **Tools** menu, click **Internet Options**. 2 On the **Content** tab, click **Enable**. 3 Click the **Approved Sites** tab, and add http://www.pearsoned.com, http://www.pearsoncmg.com, and http://www.successnetplus.com as allowed sites. 4 Click **OK**. 5 When the window asking you to Create a Supervisor Password opens, click **Cancel**.

Modify Parental Controls of Managed Accounts (if applicable)

If you are using managed accounts in your Mac OS, you will need to add the Pearson *SuccessNet Plus* sites as noted below.

Browser	Instructions
Safari 5	1 From **Apple** menu, click **System Preferences**. 2 Click **Parental Controls**. 3 Follow the on-screen instructions to unlock the settings. You are prompted to enter your Admin password. 4 Select the managed account and click **Content**. 5 Select **Allow access only to these websites** and add http://www.pearsoned.com, http://www.pearsoncmg.com, and http://www.successnetplus.com as allowed sites. 6 Close the window.

For Interactive Whiteboard Users

If you are using an interactive whiteboard for your in-class presentation, you can use the tools and features of the board with the ***digits***™ lesson content.

Tips for using your interactive whiteboard:

1 Be sure that your computer and the interactive whiteboard are connected. This connection is usually via a USB cable.

2 Be sure that the drivers for your interactive whiteboard have been installed if you plan to use the tools such as the pens and eraser.

3 Be sure the projector is turned on.

4 Be sure that the resolution settings for your projector and computer match. Otherwise, the image won't appear correctly or will be distorted.

5 Calibrate your interactive whiteboard.

6 Orient your interactive whiteboard if your projector or board has been moved since you last used it. This will ensure that the calibration coordinates are accurately associated with the relative position of your projected image on the interactive surface.

7 Check for software updates for your interactive whiteboard.

8 Check the video cable connection to your projector. Otherwise, the projector will not receive a video signal.

9 Adjust the position of your projector, and use the zoom and focus settings if the projected image on the interactive whiteboard is blurry, too large, or doesn't completely fill the interactive whiteboard surface.

10 The lesson content of the ***digits***™ program includes audio. Be sure to check the volume settings for your computer. Consider connecting speakers to your computer to ensure good sound quality for a classroom audience.

Troubleshooting

Clear Browser Cache After *SuccessNet Plus* Updates

SuccessNet Plus uses your browser cache to store application-related Java files, which support specific application functionality. Occasionally, after an application update, you may experience usability issues because the files stored in your browser cache are out of date. For example, when you click on a link from a page, nothing happens or an error is displayed. This is because your Web browser has cached (stored) the page on your hard drive, and rather than going over the network to load the page, it has loaded the cached copy. Therefore, we recommend that if your course begins to exhibit unexpected behavior. you should clear your browser cache to see if that resolves the error.

To delete all of the files currently stored in your browser cache, follow the directions provided for your specific browser. If you are using Profiles on the machine, individual users will have to follow these steps to clear their browser caches.

Browser	Instructios
Internet Explorer 7.x	1 From the browser **Tools** menu, select **Delete Browsing History**. 2 In the **Browsing History** section, click **Delete**, then click **Yes**. 3 Click **Delete cookies...** then click **Yes**. 4 When the cookies have finished deleting, click **Close**.
Internet Explorer 8.x	1 From the browser **Tools** menu, click **Internet Options**. 2 On the **General** tab, in the **Browsing History** section, click **Delete**. 3 Check **Temporary Internet Files** and **Cookies**, click **Delete**.
Internet Explorer 9.x	1 From the top right of the browser window, click the **Tool** icon and select **Internet Options**. 2 Under **Browsing History**, click **Delete**. 3 Check **Temporary Internet Files** and **Cookies**, click **Delete**. 4 Click **OK**.

Introduction

Firefox (PC)	1 From the Firefox browser, select the **Firefox** dropdown and then click **Options**. 2 Select the **Advanced** panel. 3 Click on the **Network** tab. 4 In the **Cached Web Content** section, click **Clear Now**. 5 Click OK to close the **Options** window. 6 Click **Tools** > **Clear Recent History...** 7 Set "Time range to clear" to **Everything**. 8 Click the arrow next to **Details** to expand the list of history items. 9 Select Cookies and make sure that other items you want to keep are not selected. 10 Click **Clear Now** to clear the cookies and close the **Clear Recent History** window.
Safari 5	1 From browser **Safari** menu, click **Empty Cache**. 2 To confirm the deletion, click **Empty**.
Chrome (PC and Mac)	1 In the Chrome browser, click the Chrome menu on the top right hand corner of the browser toolbar. 2 Select **Tools** from the drop-down list and then select **Clear Browsing Data.....** 3 Select **Empty the cache** and **Delete cookies and other site and plug-in data**. 4 From the menu at the top, select "**beginning of time.**" 5 Click the **Clear Browsing Data** button.

digits™

Troubleshooting

You should review this information if you notice frequent server errors, connection and access errors, or other issues related to content access and submission.

Checklist

❍ Does the computer meet the minimum system requirements? **(See page 2)**

❍ Did you run the Browser Tune-up? **(See page 3)**

❍ Is your browser set to look for new Web pages automatically? **(See page 5)**

❍ Have you set your browser to allow pop-ups from Pearson (IE)? Have you set your browser to disable pop-up blockers for all sites? **(See page 6)**

❍ Are any third-party pop-up blockers (Google, AOL, Yahoo, etc.) plug-in activated in your browser? They must be disabled or set to allow pop-ups from Pearson. **(See page 9)**

❍ Has Java been enabled in your browser? **(See page 10)**

❍ Was there was a *SuccessNet Plus* Update? You may need to clear your cache if users are experiencing any issues. **(See pages 13)**

For Internet Explorer (IE) users, you may need to:

   ❍ Add Trusted Sites and Security Level **(See page 11)**

   ❍ Add Privacy Sites **(See page 11)**

   ❍ Add Content Advisor Sites **(See page 12)**

For Safari users, you many need to:

   ❍ Modify Parental Controls of Managed Accounts **(See page 12)**

Technical Support

Help

Technical Support via the Web, e-mail, online chat, or phone is available for students utilizing or working with Pearson products.

For details visit the *SuccessNet Plus* support page http://www.successnetplus.com/support.

Minimum System Requirements

To find a list of the most up-to-date, minimum system requirements, go to www.successnetplus.com, scroll to the bottom of the page and on the right-hand side, click **System Requirements**.

> **Note:** *SuccessNet Plus* requires a 32-bit browser. 64-bit Windows systems (which may be Windows 8, Windows 7, Vista, or XP) come with a 32-bit Internet Explorer (IE) browser as the standard (default) for viewing web pages and are necessary for viewing *SuccessNet Plus*. **Click here for information on how to determine if you have a 64-bit operating system**
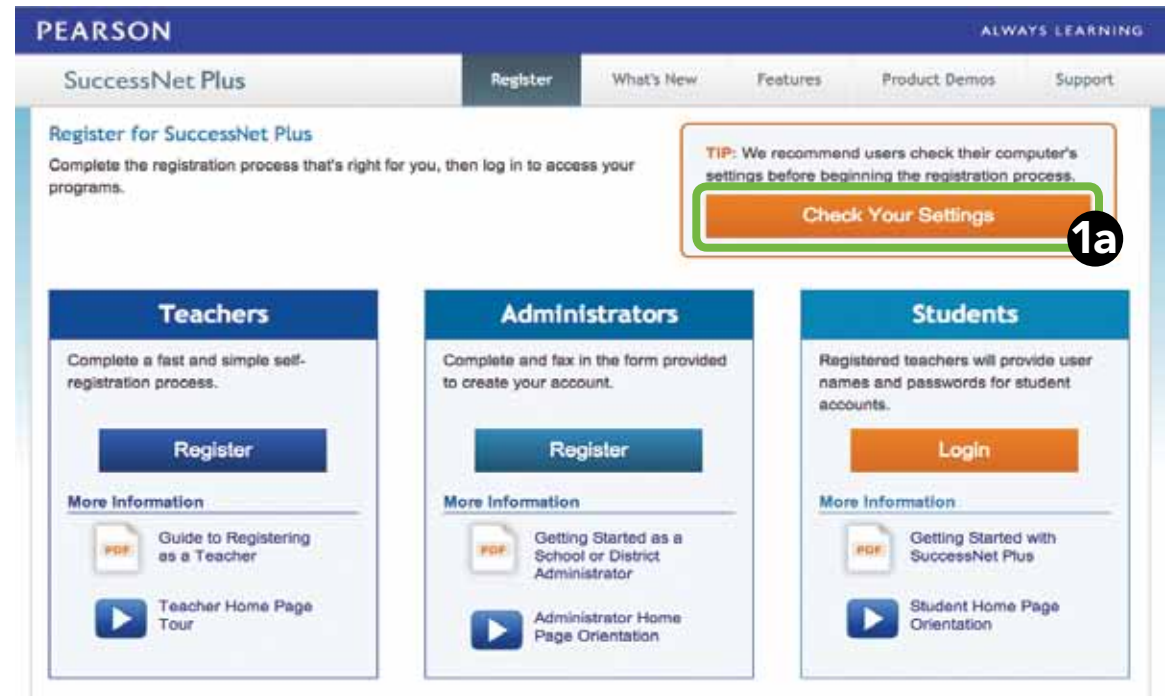
System Requirements

Browser Tune-up

Complete the browser tune-up for all computers. The tune-up will verify you have the correct plug-ins installed, or will display the link from which you can download the appropriate versions of the plug-ins you need to install or update.

1 **a** To start the tune-up, go to http://www.successnetplus.com/gettingstarted and click **Check Your Settings**. ▶
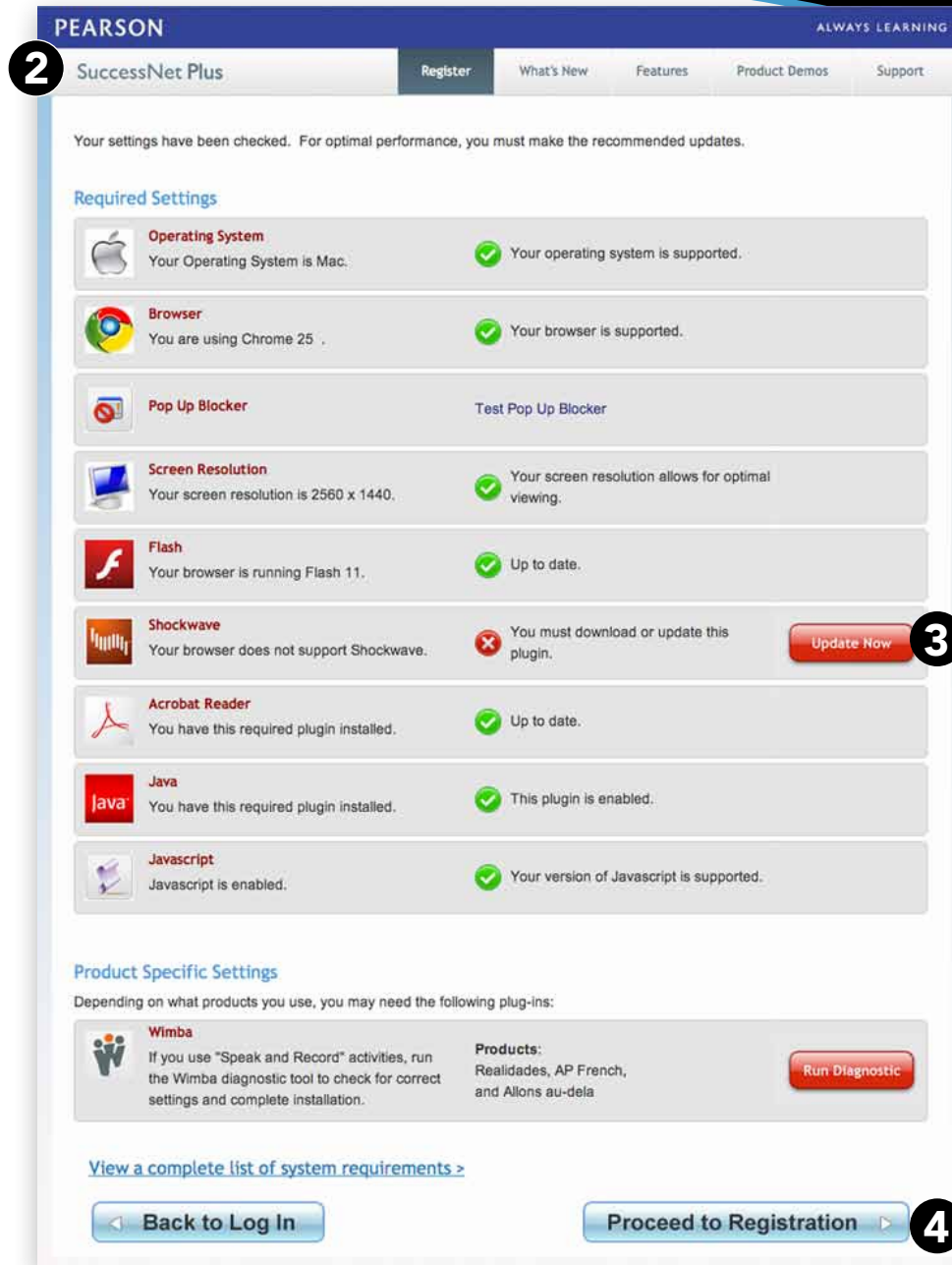
– or –

b After you sign in to your product, click **Setup** in the top right corner. When the **Setup Wizard** page opens, select **Check Settings**: ▼

System Requirements

Browser Tune-up (continued)

2 After the analysis is complete, you will see something similar to the screen at right:

3 Checkmarks and buttons appear on the analysis page. If the required setting is not supported, a button appears on the far right of the required setting. If necessary, click the button to implement the necessary changes to your system. If a button is not shown, follow the directions provided after the red circle ⊗.

4 To end the tune-up, click **Proceed to Registration** or **Back to Log In**.

> **Note:** When troubleshooting, you should run the browser tune-up first to verify you have all of the correct plug-ins. Having the incorrect plug-ins is the most common cause of reported issues.

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2 SuccessNet Plus   Register   What's New   Features   Product Demos   Support

Your settings have been checked. For optimal performance, you must make the recommended updates.

Required Settings

Operating System
Your Operating System is Mac. — Your operating system is supported.

Browser
You are using Chrome 25 . — Your browser is supported.

Pop Up Blocker — Test Pop Up Blocker

Screen Resolution
Your screen resolution is 2560 x 1440. — Your screen resolution allows for optimal viewing.

Flash
Your browser is running Flash 11. — Up to date.

Shockwave
Your browser does not support Shockwave. — You must download or update this plugin. **Update Now** **3**

Acrobat Reader
You have this required plugin installed. — Up to date.

Java
You have this required plugin installed. — This plugin is enabled.

Javascript
Javascript is enabled. — Your version of Javascript is supported.

Product Specific Settings
Depending on what products you use, you may need the following plug-ins:

Wimba
If you use "Speak and Record" activities, run the Wimba diagnostic tool to check for correct settings and complete installation. — Products: Realidades, AP French, and Allons au-dela — **Run Diagnostic**

View a complete list of system requirements >

◁ Back to Log In   Proceed to Registration ▷ **4**

Web Browser Configuration

Certain browser options and security settings can disable or interfere with *SuccessNet Plus* functionality. To ensure that browser-level options or policies do not affect your products, Pearson recommends the following settings:

Set Browser to Look for New Web Pages Automatically

Set your browser to check for newer versions of stored pages automatically instead of on every visit to the page.

Browser	Instructions
Internet Explorer (7, 8 or 9)	**1** From the browser **Tools** menu, click **Internet Options**. **2** On the **General** tab, in the **Browsing History** section, click **Settings**. **3** Select **Automatically**, and click **OK**.
Firefox (PC only)	Option not supported for this browser.
Safari 5	You will need to clear your cache to see any updated pages (see the section on clearing cache).
Chrome	Option not supported for this browser.

Manage Pop-up Blockers

Pop-up blockers may interfere with the installation of plug-ins and players used in your course. Depending on your preference, you can either allow pop-ups from specific sites or disable browser pop-up blockers for all web sites.

Allow Pop-ups From Specific Sites

Browser	Instructions
Internet Explorer (7, 8 or 9)	When you see in the Information Bar at the top of the web page about a pop-up being blocked, click the bar and select **Always allow pop-ups from this site**, and click **Yes** to confirm. –or– **1** From the browser **Tools** menu, select **Pop-up Blocker**, then **Pop-up Blocker Settings**. **2** Add http://www.pearsoned.com, http://www.pearsoncmg.com, and http://www.successnetplus.com as allowed sites and then click Add. (Add each site individually.) **3** Click **Close**.
Firefox (PC only)	**1** From the browser, select the **Firefox** dropdown and then select **Options**. In the **Options** window, click on the **Content** tab. **2** Click the **Exceptions**… button next to **Block pop-up windows**. **3** In the 'Address of website:' box, enter http://www.pearsoned.com, http://www.pearsoncmg.com, and http://www.successnetplus.com as allowed sites (add each site individually.), click **Allow**, and then click **Close** to close the window. **4** Click **OK** to close the **Options** window.
Safari 5	In Safari you can either enable or disable the pop-up blocker. There is no per-site control. See next section for details on how to disable pop-up blocker.

Introduction

Chrome (PC and Mac)	1 Click the Chrome menu on the right of the browser toolbar. 2 Select **Settings**. 3 Click **Show advanced settings**. 4 In the "Privacy" section, click the **Content settings** button. 5 Scroll down and in the "Pop-ups" section, select "Do not allow all sites to show pop-ups." Customize permissions for specific websites by clicking **Manage exceptions**. 6 In the 'Hostname pattern' box, enter http://www.pearsoned.com, http://www.pearsoncmg.com, and http://www.successnetplus.com as allowed sites (add each site individually.), click **Allow**. 7 Click **OK** to close the **Pop-up Exceptions** window.

Disable Pop-up Blockers for All Sites

Browser	Instructions
Internet Explorer (7, 8 or 9)	From the browser **Tools** menu, select **Pop-up Blocker**, then **Turn Off Pop-up Blocker**.
Firefox (PC only)	From the browser, select the **Firefox** dropdown and then select **Options**. In the **Options** window, click on the **Content** tab and uncheck **Block pop-up windows**, then click **OK** to close the **Options** window.
Safari 5	From the **Safari** menu, clear the checkmark for **Block Pop-Up Windows**.

Introduction

Chrome (PC and Mac)	1 Click the Chrome menu on the browser toolbar. 2 Select **Settings**. 3 Click **Show advanced settings**. 4 In the "Privacy" section, click the **Content settings** button. 5 Scroll down and in the "**Pop-ups**" section, select "Allow all sites to show pop-ups." Customize permissions for specific websites by clicking **Manage exceptions**.

Tips for managing pop-up blockers:

- Most popular pop-up blockers produce an audio alert when they block a pop-up window. If you have speakers installed, raise your volume so you can hear if a pop-up blocker is being used.

- Many pop-up blockers let you use the Control key on your keyboard to allow an individual pop-up window. If you are unsure how to configure your pop-up blocker, hold down the Control key when clicking the **Install** or **Detect** buttons on the Installation Wizard.

- It is common to have multiple pop-up blockers installed, so you will need to configure each pop-up blocker. For example, you may have Internet Explorer, the Google Toolbar, and Norton Internet Security. Each has its own, independent pop-up blocker that you will have to disable separately.

- Be aware that if you install third-party applications on your computer, the installation process may be configured to install new toolbars by default. You will have to disable pop-up blockers for any toolbar you install. Or, during the installation process, you can clear the option to install the new toolbar.

Third-Party Pop-up Blockers (Google, AOL, Yahoo, and Others)

While using your course, you should disable any third-party pop-up blockers that may be installed in your browser, such as those included with Google, AOL, Yahoo, MSN, EarthLink, and other toolbars. Most third-party toolbars have hidden pop-up blockers and other security features that may block your course.

To check if any of these are active in Internet Explorer:

Browser	Instructions
Internet Explorer (7, 8 or 9)	To permanently disable third-party toolbar pop-up blockers: **1** From the browser, click **View** and select **Toolbars**. **2** If any entries are checked between **Links** (IE 7) or **Status Bar** (IE 8, IE 9) and **Lock the Toolbars**, remove the checkmark for that entry. If you have more than one entry, you must repeat this step for each entry to remove the checkmark and disable the pop-up blocker for that toolbar.

Note: To temporarily disable many third-party pop-up blockers, you can click the program's icon in either the Windows System Tray or in the browser itself.

With most popular pop-up blockers, you can allow pop-ups from specific locations. This setting is generally found in the **Settings**, **Preferences**, or **Options** portion of your pop-up blocker. For specific instructions, please refer to the online help for your pop-up blocker.

Web Browser Configuration

Java is a general-purpose programming language whose features make its use very common on the World Wide Web. Small applications, called "applets," can be downloaded from a Web server and run on your computer by a Java-compatible Web browser, such as Apple Safari or Microsoft Internet Explorer.

Enable Java

Browser	Instructions
Internet Explorer (7, 8 or 9)	1 From the browser **Tools** menu, click **Internet Options**. 2 Click the **Security** tab and then click **Custom Level**. 3 Scroll down to locate the **Scripting** section, and under **Active Scripting**, click **Enable**. 4 Click **OK**.
Firefox (PC)	1 From the browser, click the **Firefox** dropdown, and then select **Options**. 2 Click the **Content** panel and check **Enable JavaScript**. 3 Click **OK** to close the **Options** window.
Safari 5	1 From the browser Safari menu, click **Preferences**. 2 Select **Security**, check **Enable JavaScript**, and close the dialog box.
Chrome (PC and Mac)	1 Click the Chrome menu on the browser toolbar. 2 Select **Settings**. 3 Click **Show advanced settings**. 4 Click **Content settings** in the "Privacy" section. 5 Under JavaScript, select **Allow all sites to run JavaScript**.

For Internet Explorer Users

If you are using Internet Explorer, you can define various security levels to protect your computer from harmful programs and still allow the appropriate *SuccessNet Plus* functionality.

Add Trusted Sites and Security Level

Browser	Instructions
Internet Explorer (7, 8 or 9)	**1** From the browser **Tools** menu, click **Internet Options**. **2** On the **Security** tab, click **Trusted Sites**. **3** Drag the slider to set the security level to Medium-low or Low. **4** If you are using Windows Vista, uncheck **Enable Protected Mode**. **5** Click **Sites**. **6** Uncheck **Require server verification for all sites in this zone**. **7** Add http://www.pearsoned.com, http://www.pearsoncmg.com, and http://www.successnetplus.com as allowed sites. **8** Click **Close**.

Add Privacy Sites (if applicable)

If you are using Privacy settings in IE to manage cookies on a per-site basis, you will need to add the Pearson *SuccessNet Plus* sites to this list as noted below.

Browser	Instructions
Internet Explorer (7, 8 or 9)	**1** From the browser **Tools** menu, click **Internet Options**. **2** On the **Privacy** tab, click **Sites**. **3** Add http://www.pearsoned.com, http://www.pearsoncmg.com, and http://www.successnetplus.com as allowed sites. **4** Click **OK**.

Add Sites to Content Advisor (if applicable)

If you are using Content Advisor in IE you will need to add the Pearson SuccessNet Plus sites to this list, as noted below. If the sites are not added to your Content Advisor list, this feature will prevent users from being able to access the course.

Browser	Instructions
Internet Explorer (7, 8 or 9)	1 From the browser **Tools** menu, click Internet Options. 2 On the **Content** tab, click **Enable**. 3 Click the **Approved Sites** tab, and add http://www.pearsoned.com, http://www.pearsoncmg.com, and http://www.successnetplus.com as allowed sites. 4 Click **OK**. 5 When the window asking you to Create a Supervisor Password opens, click **Cancel**.

Modify Parental Controls of Managed Accounts (if applicable)

If you are using managed accounts in your Mac OS, you will need to add the Pearson SuccessNet Plus sites as noted below.

Browser	Instructions
Safari 5	1 From **Apple** menu, click **System Preferences**. 2 Click **Parental Controls**. 3 Follow the on-screen instructions to unlock the settings. You are prompted to enter your Admin password. 4 Select the managed account and click **Content**. 5 Select **Allow access only to these websites** and add http://www.pearsoned.com, http://www.pearsoncmg.com, and http://www.successnetplus.com as allowed sites. 6 Close the window.

Clear Browser Cache After *SuccessNet Plus* Updates

SuccessNet Plus uses your browser cache to store application-related Java files, which support specific application functionality. Occasionally, after an application update, you may experience usability issues because the files stored in your browser cache are out of date. For example, when you click on a link from a page, nothing happens or an error is displayed. This is because your Web browser has cached (stored) the page on your hard drive, and rather than going over the network to load the page, it has loaded the cached copy. Therefore, we recommend that if your course begins to exhibit unexpected behavior. you should clear your browser cache to see if that resolves the error.

To delete all of the files currently stored in your browser cache, follow the directions provided for your specific browser. If you are using Profiles on the machine, individual users will have to follow these steps to clear their browser caches.

Browser	Instructios
Internet Explorer 7.x	**1** From the browser **Tools** menu, select **Delete Browsing History**. **2** In the **Browsing History** section, click **Delete**, then click **Yes**. **3** Click **Delete cookies...** then click **Yes**. **4** When the cookies have finished deleting, click **Close**.
Internet Explorer 8.x	**1** From the browser **Tools** menu, click **Internet Options**. **2** On the **General** tab, in the **Browsing History** section, click **Delete**. **3** Check **Temporary Internet Files** and **Cookies**, click **Delete**.
Internet Explorer 9.x	**1** From the top right of the browser window, click the **Tool** icon and select **Internet Options**. **2** Under **Browsing History**, click **Delete**. **3** Check **Temporary Internet Files** and **Cookies**, click **Delete**. **4** Click **OK**.

Introduction

Firefox (PC)	1 From the Firefox browser, select the **Firefox** dropdown and then click **Options**. 2 Select the **Advanced** panel. 3 Click on the **Network** tab. 4 In the **Cached Web Content** section, click **Clear Now**. 5 Click OK to close the **Options** window. 6 Click **Tools** > **Clear Recent History...** 7 Set "Time range to clear" to **Everything**. 8 Click the arrow next to **Details** to expand the list of history items. 9 Select Cookies and make sure that other items you want to keep are not selected. 10 Click **Clear Now** to clear the cookies and close the Clear **Recent History** window.
Safari 5	1 From browser **Safari** menu, click **Empty Cache**. 2 To confirm the deletion, click **Empty**.
Chrome (PC and Mac)	1 In the Chrome browser, click the Chrome menu on the top right hand corner of the browser toolbar. 2 Select **Tools** from the drop-down list and then select **Clear Browsing Data.....** 3 Select **Empty the cache** and **Delete cookies and other site and plug-in data**. 4 From the menu at the top, select "**beginning of time**." 5 Click the **Clear Browsing Data** button.