

QUICK REFERENCE GUIDE: PLAN YEAR 2021 Computer Configuration Requirements

Computer Configuration Requirements

This document provides a quick overview of the system requirements for taking training on the Marketplace Learning Management System (MLMS). For an optimum training experience, it is important that you check your computer's configuration prior to launching the training in the MLMS by following the steps below.

1. Navigating to the MLMS

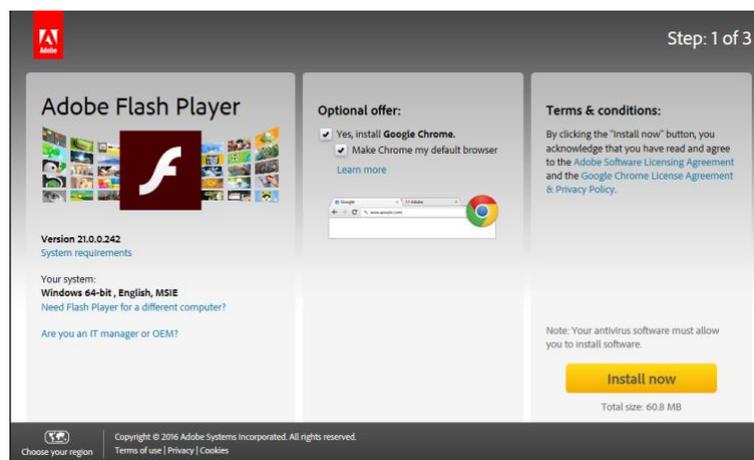
For the best performance, we highly recommend using either the Chrome or Firefox web browser instead of other browsers, such as Internet Explorer or Safari. **If you are attempting to complete your training at your workplace, in particular a hospital or a workplace with settings that may include special firewall configurations, see page three for additional computer configuration considerations.**

2. Enable JavaScript

Open the browser that will be used to complete the coursework. Navigate to JavaScript at <http://enable-javascript.com/>. The website will automatically check that JavaScript has been enabled. If JavaScript has not been enabled, the website will provide the steps you would need to follow to enable it.

3. Download the latest version of Adobe Flash

After enabling JavaScript, navigate to the Adobe Flash Player page at: <https://get.adobe.com/flashplayer/?promoid=JZEFT>.



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Follow the onscreen instructions shown under the optional offer section in the middle:

- You DO NOT need to select the antivirus software. That is a personal preference.
- You DO NOT need to set Chrome as your default browser. This is also a personal preference.

4. Allow Pop-Up windows

It is important to allow Pop-up windows to view the training courses. Below are instructions for the three supported web browsers. Web browsers are regularly updated and this guide may not be current with the steps for the latest versions. If that's the case, use the hyperlink below to navigate to the browser help information for allowing pop-ups or in your chosen browser search with the phrase "[Browser Type] enable pop-ups."



Firefox (77)

- a. From the toolbar select, Tools  -> Options -> Content -> Exceptions
- b. Type portal.cms.gov in the Address of website field
- c. Select Allow
- d. Select Save Changes



Chrome (83)

- a. In the top-right corner of Chrome, click the Chrome menu 
- b. Select Settings
- c. Click Show advanced settings
- d. Under "Privacy," click the Content settings button
- e. Under "Pop-ups," click Manage exceptions
- f. Enter [*.]cms.gov in the Hostname pattern field and select Allow from the Behavior menu
- g. Select the Done button



Internet Explorer (11)

- a. Click the Tools button  and select Internet Options
- b. On the Privacy tab, next to the Pop-up Blocker, select the Settings button
- c. Enter [*.]cms.gov in the Address of website to allow field
- d. Select the Add button
- e. Select the Close button and then the OK button

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5. Using the Check your system configuration link

A tool has been added to the MLMS user landing page that will verify general computer configuration settings to aid the help desk in troubleshooting any technical issues.

- Navigate to the MLMS after logging into the CMS Enterprise Portal at <https://portal.cms.gov/>
 - Complete your MLMS profile and select “Save/Update”
 - Select the “Check your system configuration ” link in the Assister Announcement or Agent/Broker Announcement section of the MLMS landing page
 - Review the information and compare to MLMS recommendations

MLMS Check your System		
The following browser compatibility tests represent the minimum and recommended settings that will allow you to view the majority of MLMS courseware in your internet browser.		
	Recommended Settings	Your System Results
1 Javascript Status	Enabled	JavaScript is Enabled
2 Internet Browser	Firefox,Chrome,Internet Explorer	Firefox (75)
3 Screen Resolution	1024 x 768	1920 x 1080
4 Pop-Up Blocker	Not Blocked	Not Blocked
5 Cookies Enabled	Yes	Yes



- **NOTE:** If submitting a ticket to the help desk for technical help complete these steps first and provide a screen shot of your system results for enhanced troubleshooting

6. Clearing your Internet Cache

Sometimes it is necessary to clear the browser cache when troubleshooting problems. Below are instructions for the supported web browsers. Web browsers are regularly updated and this guide may not be current with the steps for the latest versions. If that is the case, use the hyperlink to go to the browser help information for clearing internet cache or in that browser search with the phrase “[Browser Type] clear cache.”



Firefox (77)

- a. From the toolbar select, Tools  -> Options -> Privacy
- b. Select the “clear your recent history” link in the History section of the screen
- c. Check the boxes for Cookies and Cache at a minimum
- d. Select Clear Now
- e. Close the Options tab

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Chrome (83)

- a. In the top-right corner of Chrome, click the Chrome menu 
- b. Select Settings.
- c. Select History in the left-hand navigation.
- d. Select Clear browsing data....
- e. Select the beginning of time from the Obliterate the following items from menu.
- f. Check the boxes for Cookies and other site and plugin data and Cached images and files at a minimum.
- g. Select Clear browsing data.
- h. Close the Settings tab



Internet Explorer (11)

- a. Click the Tools button  , select Safety and then select Delete browsing history
- b. Check the boxes for Cookies and website data and Temporary Internet files and website files at a minimum.
- c. Select Delete

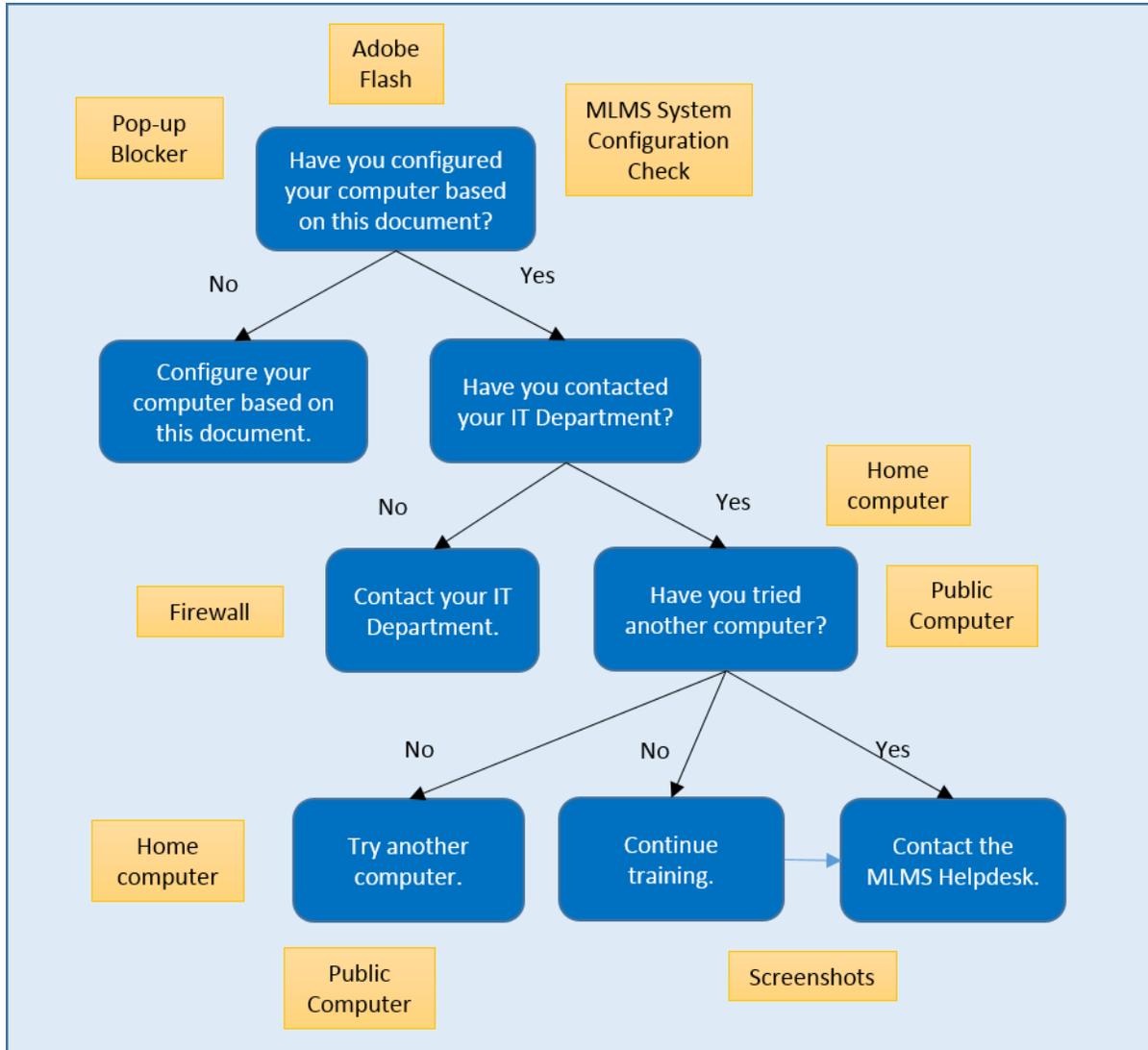
7. Network or Firewall Interference

If you are attempting to complete your training at your workplace and are having issues related to course roll-up and/or printing certificates, please confirm that your computer is configured in accordance to the QRG. If issues persist, your workplace network or firewall is most likely interfering with the completion of your training or printing your certificate. You may need to follow one of these paths:

- Contact your program director or IT department regarding firewall settings to check if changes can be made to allow you to complete your training and print certificate(s). This may require them contacting the MLMS Help Desk for assistance.
- If your settings cannot be changed, try to complete your training using a different computer using a Chrome or Firefox internet browser outside of your organization's system, such as a home computer or public computer, (e.g. library).
- You may also continue to take the training on your organization's computer and take a screenshot of your completed course pages. Send the screenshots to the MLMS Help Desk so that they can manually update your training status and provide you with a course completion certificate.

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Consider the following to help guide you through your issue:



Graphic Outline:

Top of graphic begins Q: "Have you configured your computer based on this document?"

1. If "No" to configuring, then "Configure your computer based on this document"
2. If "Yes" to configuring, then Q: "Have you contacted your IT Department?"
 1. If "No" to contacting IT department, then "Contact your IT department"
 2. If "Yes" to contacting IT department, then Q: "Have you tried another computer? (4 Options)"
 1. If "No" to trying another computer, then "Try another computer"
 2. If "No" to trying another computer, then "Continue training"



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3. If "No" to trying another computer but "Continue Training," then "Contact MLMS helpdesk"
4. If "Yes" to trying another computer, then "Contact MLMS helpdesk"