

**Technical Support:** [literacysolutions.net@gmail.com](mailto:literacysolutions.net@gmail.com) or call **845-380-3437**

**Chat:** [www.literacysolutions.net](http://www.literacysolutions.net)

- 1) You should have regular access to a desktop or a laptop computer with broadband Internet access. Having a computer at home is great. But, if you don't have one, make sure that you will have regular access to a computer lab or an Internet cafe that has Internet access. Broadband.
- 2) **Moodle for Android:** <https://play.google.com/store/apps/details?id=com.moodle.moodlemobile>
- 3) **Moodle for iPhone:** Moodle works well (and best) using the regular browser on most mobile devices without any app. If you view Moodle using a phone, side blocks usually display at the bottom of the page. You will also be provided with the option to switch to normal view.
- 4) You should have the Mozilla Firefox web browser installed. If you don't have Firefox, you can download and install it for free at... [Link: http://www.mozilla.org/en-US/firefox/new/](http://www.mozilla.org/en-US/firefox/new/)  
Make sure to Enable Cookies in Firefox. To learn how to check this, follow this link... <http://support.mozilla.org/en-US/kb/enable-and-disable-cookies-website-preferences>
- 5) Chrome and Safari will also work with Moodle, as long as they are recent versions:
  - a. <https://www.google.com/chrome/browser/desktop/>
  - b. [https://support.apple.com/en\\_US/downloads](https://support.apple.com/en_US/downloads)
- 6) Make sure that Pop-up Windows are not blocked. To learn how to check this, follow this link... <http://support.mozilla.org/en-US/kb/pop-blocker-settings-exceptions-troubleshooting>
- 7) Make sure that you have Adobe PDF Reader installed. If you don't have it, you can download and install it for free at... <http://get.adobe.com/reader/>
- 8) Make sure that you have Adobe Flash Player installed. If you don't have it, you can download and install it for free at... <http://get.adobe.com/flashplayer/>
- 9) Make sure that you have a Media Player installed. An excellent free media player is VLC Player. You can download and install it for free at... <http://www.videolan.org/>
- 10) Make sure that your computer has an office suite, which is a collection of software including a word processor, a presentation program, and even a spreadsheet program. Microsoft Office is the most popular, but it is not free. If you don't have an office suite yet, here are your options:
  - a. Buy **MS Office Home and Student** version. This includes Word, Excel, PowerPoint, and OneNote. The average price is around \$150.  
Link: <http://office.microsoft.com/en-us/home-and-student/>
  - b. **OpenOffice.org** is a FREE full-featured office suite that you can install on your computer. You just need to remember to save your files as MS Office files.  
Link: <http://www.openoffice.org/>
  - c. **ThinkFree Online** is a FREE, ONLINE full-featured office suite that you do not have to install anywhere. All you need is Internet access.  
Link: <http://member.thinkfree.com/member/goLandingPage.action>
  - d. **If you have a Gmail account**, Google offers Office compatibility through shared documents: <https://docs.google.com>
  - e. **Dropbox** is a free service that lets you bring all your photos, docs, and videos anywhere. After you install Dropbox on your computer, any file you save to your Dropbox will automatically save to all your computers, your Android device, iPhone, iPad, and the Dropbox website. Files can be uploaded from your Dropbox when submitting assignments or to other places in Moodle where files can be uploaded. There are versions for Mac, PC, **iPhone** and **Android**.
- 11) Make sure that you have virus and spyware protection installed on your computer. Even if your computer does not get infected, you can still spread viruses to others from your computer. If you

don't have any virus or spyware protection installed on your computer, you can buy a protection suite or you can use a free version. Free versions usually offer the absolute minimum protection and they do not include any support. Popular brands include the following:

- a. **Bitdefender** - <http://www.bitdefender.com/solutions/>
- b. **Norton** - <http://us.norton.com>
- c. **Avast!** - <http://www.avast.com/index>
- d. **AVG** - <https://www.avg.com.au/>

**12)** Make sure to save copies of all your work. It is always best to type forum posts into a document, and then cut-and-paste them into the window. **Keep copies of all work submitted for your classes.**

