

Before You Begin

Compatible Web Browser

For best results, please access your online training courses in either **Internet Explorer** or **Firefox**.
If you are using a **Mac**, we recommend accessing the course in **Firefox**.

To install Firefox for Mac or PC, please click here: <http://www.mozilla.org/en-US/firefox/new/>.

If you are not sure what web browser you are using, you can click this link to find out: <http://www.thismachine.info/>.

Online Training courses are not accessible via **iPad** or **iPhone** at this time because they do not support Flash.
Google Chrome is not supported at this time. Please use Internet Explorer or Firefox.

If you are using **Internet Explorer 9**, you will need to access the course in “Compatibility Mode.”

For instructions about how to turn on “Compatibility View,” please click here: <http://windows.microsoft.com/en-US/windows7/why-do-some-webpages-look-incorrect-in-internet-explorer-9>.

Pop Up Blockers

You will need to allow pop-ups in order to access your course. Please set your browser and pop-up blocker to allow pop-ups from these sites:

<http://behavioraltech.webclasses.net>

<http://wnscormplayer.westnetlearning.com>

If you do not know how to allow pop-ups, please click on a link below to view instructions.

Internet Explorer: <http://windows.microsoft.com/en-US/Windows7/Internet-Explorer-Pop-up-Blocker-frequently-asked-questions>

Firefox: http://support.mozilla.com/en-US/kb/Pop-up%20blocker#w_is-the-pop-up-blocker-on-and-enabled-for-this-site

If you have a tool bar installed from Google, Yahoo!, AOL, or EarthLink, you will need to allow pop-ups from the toolbar.
Please click on a link below for instructions on how to do this.

Google Toolbar Pop Up Blocker: <http://www.google.com/support/toolbar/bin/answer.py?hl=en-GB&answer=9171>

Yahoo Toolbar Pop Up Blocker: http://help.yahoo.com/tutorials/toolbar/popup/ct_popup3.html

Earthlink Toolbar Pop Up Blocker: <http://support.earthlink.net/articles/vas/using-the-earthlink-popup-blocker.php>

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Cookies

You will also need to allow cookies and third-party cookies in your browser. Please set your browser to accept cookies from these sites:

http://behavioraltech.webclasses.net

http://wnscormplayer.westnetlearning.com

If you do not know how to allow cookies, please click on a link below to view instructions.

Internet Explorer: <http://windows.microsoft.com/en-US/windows-vista/Block-or-allow-cookies>

Firefox: <http://support.mozilla.com/en-US/kb/Enabling%20and%20disabling%20cookies?s=cookies&r=3&as=s>

Save Your Progress

Please be sure to save your progress by exiting the course at least once every two hours and launching it again from the My Courses screen.

Users often report that their **progress is lost** if they spend more than **two hours** working through the course material without exiting the course.

To **avoid losing your progress**, bookmark this page <https://behavioraltech.org/myaccount/index.cfm>, and be sure to SIGN IN each time you access the course.

How to bookmark a webpage:

Firefox: http://support.mozilla.org/en-US/kb/use-bookmarks-to-save-and-organize-websites#w_how-do-i-create-a-bookmark

Internet Explorer: <http://windows.microsoft.com/en-US/windows-vista/What-are-Internet-Explorer-favorites>

Screen Resolution

If it looks like part of the course window is being cut off, make sure that the window is maximized and that your screen resolution is at least 1024 x 768.

MAC: Desktop: <http://www.macworld.com/article/1158603/macresolution.html>

Macbook: <http://support.apple.com/kb/ht5266>

Windows 8: <http://www.youtube.com/watch?v=SwRTONHH-zY>

Windows 7: <http://windows.microsoft.com/en-US/windows7/Change-your-screen-resolution>

Windows XP: http://www.microsoft.com/resources/documentation/windows/xp/all/proddocs/en-us/display_change_screen_resolution.mspx?mfr=true

Adobe Flash Player

You will need to install Adobe Flash Player in order to view the courses. This program is available for free. You can download it here: <http://get.adobe.com/flashplayer/>

Before You Begin

If you are taking the **DBT Skills Training Course**, please be sure that you are running **Flash 9.0 to 11.4, or 11.6 or higher**. Update 11.5 causes an error in the course. If you are not sure what version of Flash you have installed on your computer, please click here: <http://helpx.adobe.com/flash-player/kb/find-version-flash-player.html>

System Requirements

Media Used

- Streaming videos and audio
- Interactive modules
- Microphone “Match the Tone” in *Transforming Difficult Moments in Therapy*

Minimum System Requirements

- 128 MB RAM
- Broadband Internet Connection (256kps or higher)
- Adobe Flash Player 9.0 to 11.4 or 11.6 or higher
- Soundcard with headphones or speakers are required
- Screen Resolution of 1024 x768
- This course is not Section 508 compliant

Microsoft Windows Users

- Windows 2000/XP/Vista/7/8
- Internet Explorer 7 or higher, or Firefox 3.0 or higher (Tech support is not available for Google Chrome or Opera at this time)

Macintosh Users

- Courses are not accessible on iPad or iPhone
- Mac OS X or higher
- Firefox for Mac is recommended (Tech support is not available for Safari at this time)