

## An Introduction to Human Rights in Disability Services – A training program for disability support workers in New South Wales

# Computer Help Guide

This guide will help you if you are having any technical problems when using the program.

### What if you can't open the modules or the information is stopped from coming up?

If you are having problems viewing the program, follow these steps to find out why:

#### 1. *Are you using the right internet browser?*

The training program can be viewed on a range of internet browsers, and meets Web Content Accessibility Guidelines. For **optimal** performance, we recommend that you view the training program in any of the following internet browsers: Google Chrome, Internet Explorer Version 8.0 or above; or Firefox.

To check what internet browser you are using, you have 2 options:

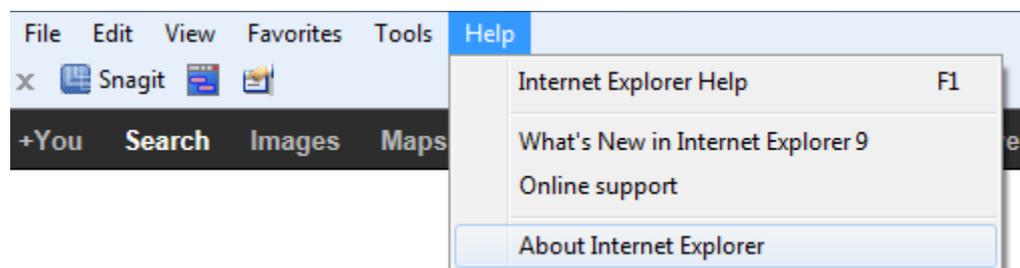
#### A. Website

- Click on the link: <http://www.thismachine.info/> (Or you can open up the internet browser and type in the link in the Address Bar)
- This website will tell you how your computer is set up

#### B. Check your internet browser

#### Internet Explorer:

1. From the menu bar in Internet Explorer choose, About Internet Explorer:



#### Firefox

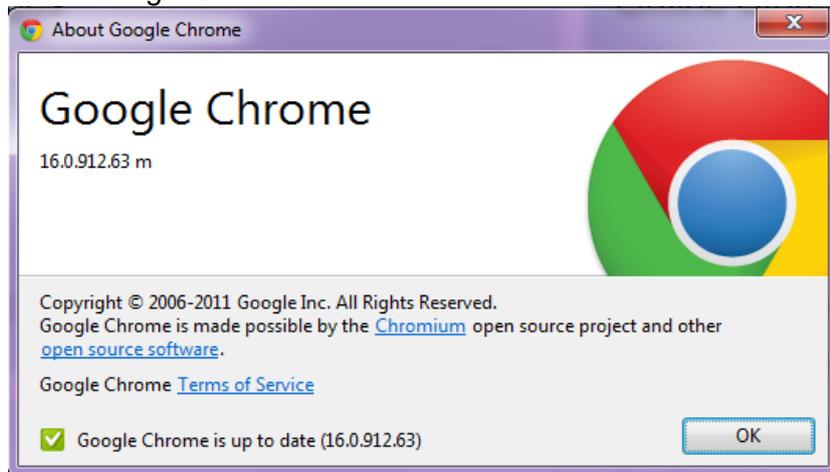
1. Click on the Help menu

2. Click About Mozilla Firefox
3. You will need version 3.6.3 or later.



## Google Chrome

1. Click on the  image, located in the top-right hand corner of the screen
2. Select About Google Chrome.



## **2. Is there something blocking the programs?**

If you cannot open the modules or if not all the information pops up on screen, you should check to see if Pop Up blockers are on in your browser:

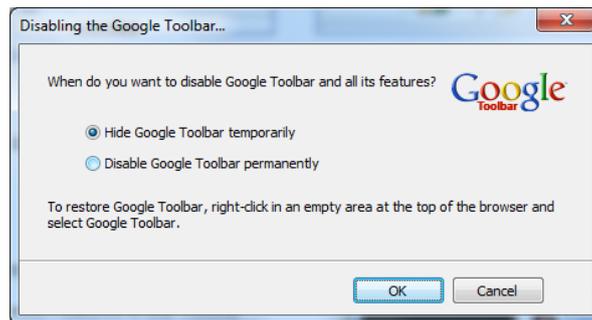
- (1) Click on Tools in the top of your browser (e.g. Internet Explorer)
- (2) Hold your mouse cursor over the Pop Up Blockers option on the menu
- (3) Change to Turn Off, if needed.

## **3. Check that you don't have a Google toolbar or some other similar toolbars installed.**

If Google toolbar is installed you will see something similar to the screen below at the top of your browser window.



You can choose to turn it off by clicking on the  button and the following message will display. It is recommended that you disable Google toolbar.



#### **4. Check to see what anti-virus software you are using?**

Sometimes Norton Anti-virus programs can cause issues with applications.

#### **What if I cannot see a full screen?**

The online program can be completed on a computer, tablet or iPad. The computer screen must be 13 inches or larger. This won't be a problem for desk tops and laptops. But it means if you are viewing it on a netbook computer with a screen smaller than 13 inches you will not be able to see the full screen.

If you are viewing it on the right sized screen and still cannot see the full screen, click on the white square in the top right corner of the window to check that it is maximised.

If this has no effect, press F11 on the top line of your key board.

#### **Zoom**

If you cannot see all elements of the screen, ensure your zoom in your browser is at 100%

#### **When I am in IE 8.0 the text does not seem to display properly on screen?**

This could be because you are in compatibility mode. To check this, press F12 on your keyboard. A new menu will appear; click on the tab entitled 'Browser Mode: IE8' and select the option 'Internet Explorer 8'. Press F12 again to hide the menu.

#### **What if the video does not work?**

To view the videos, you will need Adobe Flash Version 8.0 or above. If you cannot view the videos or hear the audio, you can read the information in the transcripts. You do not need a special program to read the transcripts.

*Checking your version of Adobe Flash Player:*

To check which version of Adobe Flash Player is running, click on the following link:

<http://www.adobe.com/software/flash/about/>

Alternatively, you can open up the internet browser and type the link into the Address Bar.

If you do not have a version of 8.0 or higher, you can install it to watch the videos or just read the transcript.

### **What if the audio does not work?**

If the audio does not work, look at the Audio button in the top right hand of the Module screen and check that it reads Audio : On.

If you do not have audio on your computer, you can read the information on the screen or in the transcripts.

### **What if I cannot print?**

Some of the printed pages will take a little while to load – please allow time for the detail to appear onscreen before clicking on the print button. If the detail appears and you still cannot print you may need to contact your internal IT team for support.

If you do not see any detail on the printed pages it could be due to the Telstra toolbar which is software that came with the new Telstra VOIP telephony system. You will need to disable this toolbar by clicking on the close button at the beginning of the toolbar. You may need to close and re-start your browser for this to take effect.

### **What do I do if I want to save my answers onto the computer?**

If you want to save your answers onto a computer you can:

- Close printing screen and select Save As from file menu
- Cut and paste into a word document or email