

CPDOnline System Requirements

Software Required:

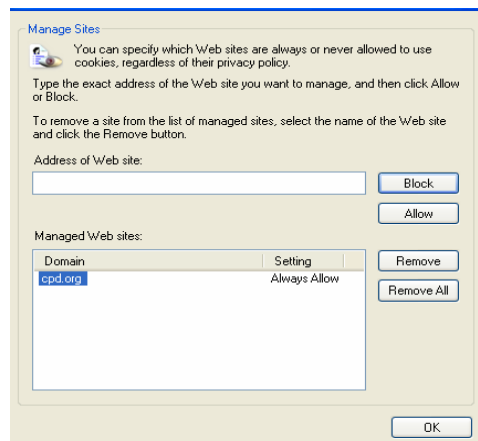
- Internet Explorer 6.0 or higher with browser set to enable cookies; Web pop-up blockers must be disabled
- Java build 1.4.2_03 or above
- Microsoft Windows 98 SE, Windows NT 4.0 SP6a, Windows 2000 SP4 (Professional, Server, or Advanced Server), Windows XP SP1 or SP2, Windows 2003 Server

Hardware Required:

- Intel Pentium 333 MHz processor or equivalent
- 128 MB RAM
- Video graphics adapter able to display 800x600 screen resolution or higher; 16-bit color setting or higher (compatible with 8-bit color)

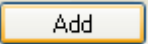
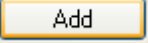
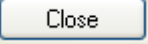
Enable Cookies for the CPDOnline Website:

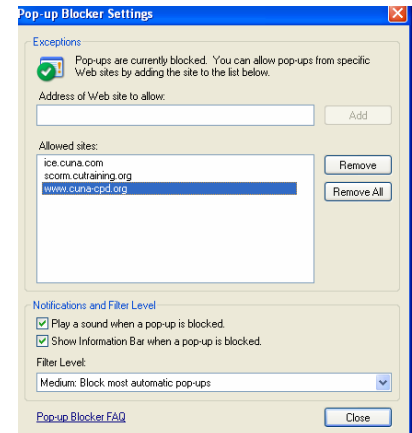
1. Open Internet Explorer.
2. On the **Tools** menu, click **Internet Options**.
3. Click the **Privacy** tab and then click **Sites...**.
4. In **Address of Web site** field, type the following address:
<https://www.cuna-cpd.org>.
5. To specify that you want Internet Explorer to always allow cookies from the specified Web site to be saved on your computer, click **Allow**.
6. Click **OK**.






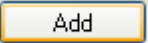
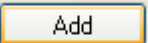
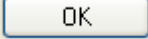
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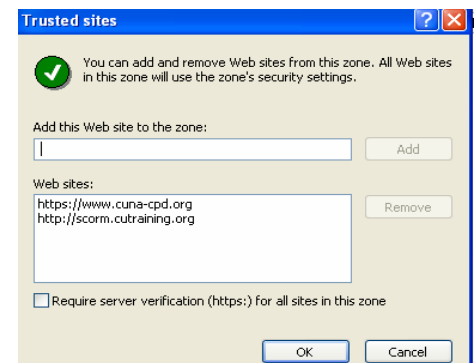
Disable Pop-up Blockers for the CPDOnline Website:

1. Open Internet Explorer.
2. On the **Tools** menu, click **Pop-up Blocker**.
3. Click the **Pop-up Blocker Settings**.
4. In the **Address of Web site to allow** box, type the following address: <https://www.cuna-cpd.org>.
5. Click on .
6. In the **Address of Web site to allow** box, type the following address: <http://scorm.cutraining.org>.
7. Click on .
8. In the **Address of Web site to allow** box, type the following address: <https://ice.cuna.com>.
9. Click on .
10. Click on .



Enable Trusted Sites for the CPDOnline Website: (This step is a recommendation, though not a requirement).

1. Open Internet Explorer.
2. On the **Tools** menu, click **Internet Options**.
3. Click the  tab.
4. Click  Trusted sites .
5. Click .
6. In the **Add Web site to the Zone:** box, type the following address: <https://www.cuna-cpd.org>
7. Click on .
8. Uncheck the box:
 Require server verification (https:) for all sites in this zone .
9. In the **Add Web site to the Zone:** box, type the following address: <http://scorm.cutraining.org>
10. Click on .
11. Click on .



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Optimized Screen Resolution

Screen resolution is the number of little boxes of color called pixels your monitor can show at one time. There are 3 main screen resolutions:

- 640 x 480 - Very basic screen resolution, minimum desktop area
- 800 x 600 - Most common, good desktop area, medium resolution.
- 1024 x 768 - Most desktop area, high resolution, but you must have a good video card to view. Text and images appear much smaller with this setting.

If you have difficulty viewing the screens in full, consider changing to a higher screen resolution.

Web Plug-ins

In order to take full advantage of the sound, animation, and graphics included in the courses, we ask that you download the following free web plug-ins. Some of these may already be located on your computer. You may download these yourself, or you may prefer to have your IT/IS department assist you with this.

- Adobe PDF Reader
<http://www.adobe.com/products/acrobat/readstep2.html>
- Adobe Flash Player
http://www.adobe.com/shockwave/download/download.cgi?P1_Prod_Version=ShockwaveFlash&promoid=BIOW

Java Applet Requirements

Java build 1.4.2_03 or above must be installed on your pc.

- Java Applet - Please check with your IT department for assistance; they can determine if your computer has this software installed. If your computer does not have this software installed, please click on the link below to install:

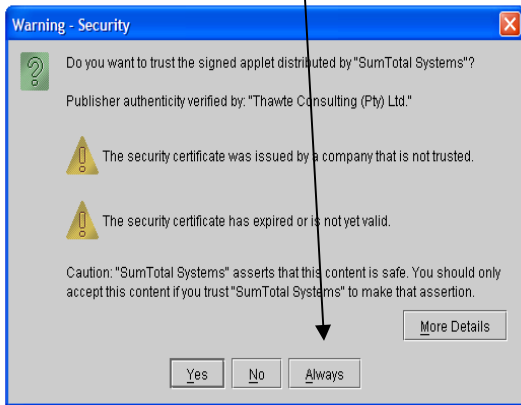
<http://java.com/en/download/index.jsp>

Click on the 'Begin Download' button.

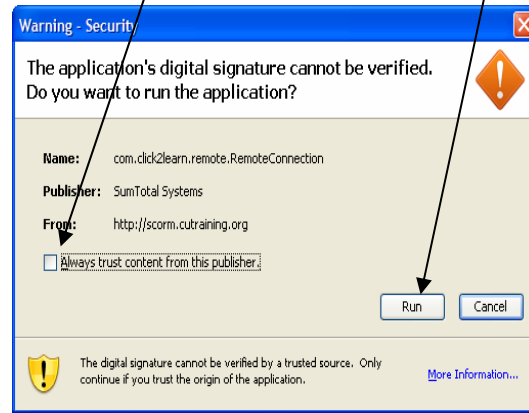
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On your first course/exam launch you will need to perform this one-time series of steps. After registering for a course and clicking the launch icon, you will see one of the two screens below, depending on which version of Java is running on your PC.

For those of you that see the box on the left, click the **Always** button.

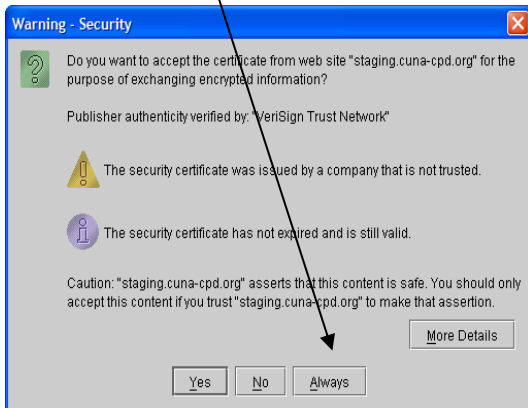


For those that see the right, click the check box **Always trust content from this publisher**. And then click the **Run** button.

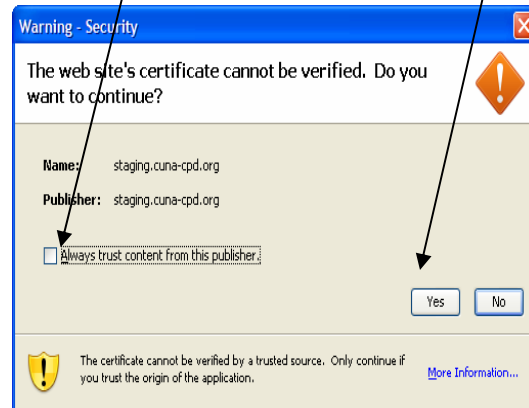


Once the boxes above have been processed, you will see one of the two boxes listed below, again based on the version of Java on your PC.

For those that see the box on the left, click the **Always** button.



For those that see the right, click the check box **Always trust content from this publisher**. And then click the **Yes** button.



Once you have processed both of these boxes, the course or exam should launch and you can continue normally. These steps should only need to be done once, so the next time you launch a course or exam, you should not be prompted for these messages.

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Technical Problems

If you are experiencing a technical problem, please call 800-356-9655, ext. 4072. If you are using a home-based computer that is not connected to your credit union network, please follow these steps:

- If your credit union IT/IS department offers training support, please call them first.
- If you have a service agreement where you purchased your computer, call their support staff to see if they are able to assist.

If the options listed above do not apply, please call us at 800-356-9655, ext. 4072 or via e-mail at cpdonline@cuna.coop. We will do our best to assist, however our analysts may have difficulty resolving the situation without IT/IS support on your end. Configurations within systems can vary greatly, and we may be unable to troubleshoot your problem.