

ACLS Student Website Support

This document answers frequently asked questions to help you troubleshoot problems you may have with using the ACLS Student Website.

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What are the system requirements for using the ACLS Student Website?

Your computer system must meet the following requirements:

Minimum Computer Requirements	
Connection	Broadband/T1/Cable/DSL/Fiber etc. is recommended
Operating system	At least Windows XP or newer, Mac OSX 10.9 or newer iOS 6.0 or newer, Android 4.3 or newer
Processor speed	1+ GHz Pentium or equivalent
RAM	1+ GB RAM
Web browser	Windows systems: Internet Explorer 8 or higher, Chrome, Firefox Mac OSX systems: Safari, Chrome, Firefox iOS devices: Mobile Safari* Android devices: Mobile Chrome* *Although the ACLS Precourse Self-Assessment should generally work on tablets, the tool for measuring the animated rhythm strips will not be available. To access the measurement tool, it is recommended that you use a desktop or laptop system.
Plug-ins	Flash 10.1 or above
Speakers/headphones	Recommended

Soundcard	Recommended
<i>Plug-ins</i>	
Flash	Macromedia Flash (latest version)—available for free at get.adobe.com/flashplayer
Adobe Acrobat	Adobe Acrobat Reader (latest version)—available for free at get.adobe.com/reader

I can't access the ACLS Precourse Self-Assessment or make it work properly. What should I do?

1. Your browser must be open, and your device must be connected to the Internet.
2. If you are using Internet Explorer, download Adobe Flash Player from www.adobe.com if you do not already have it installed on your computer. Then restart your computer.
3. Otherwise, make sure you are using one of the supported systems and browsers listed above.

How do I find out what version of Internet Explorer I have?

1. Open Internet Explorer.
2. Click on Help > About Internet Explorer. The display box will show the version and any updates.

How do I get Adobe Acrobat Reader?

The ACLS Student Website contains PDF files. You need Adobe Acrobat Reader to open these files. To download a free copy of Adobe Acrobat Reader, go to www.adobe.com.

Can I use another browser, such as Mozilla Firefox?

The ACLS Student Website will run on other desktop browsers, such as Firefox, Safari, or Chrome. The ACLS Student Website and the ACLS Precourse Self-Assessment will generally work on tablet devices running iOS (using Safari) or Android (using Chrome), but the tool for measuring the animated rhythm strips will not work on tablets at this time. To access the measurement tool, it is recommended that you use a desktop or laptop system.

I can't hear any sound. What should I do?

1. Make sure the speakers are turned on and the volume is turned up.
2. Check the volume and mute settings on your computer. Make sure Mute is not checked, and adjust the volume as needed.
3. Make sure the volume on the video is turned up. The volume control button is located at the bottom of the video window on the right.

The videos don't play. What should I do?

Check with your security administrator. Your system security settings or virus protection software may be the problem.

I can't open any PDF files on the site. What should I do?

Make sure you have Adobe Acrobat Reader installed on your computer. You can download it for free from www.adobe.com.

I can't play the video more than 2, 3, or 4 times. What should I do?

1. Delete temporary Internet files in Internet Explorer by clicking on Tools > Internet options > General > Delete files. Then click on OK.
2. Close other programs running in the background.
3. Restart your computer.

How do I advance the video, back up the video, etc?

Use the buttons on your media player to control the video. Windows Media Player has 3 control buttons (from left to right):

- Pause/play
- Slider (left click, hold, and slide to advance or rewind)
- Volume control (left click on the marks to increase/decrease volume)

These control buttons are not available until the video has completely loaded.

The video often pauses or freezes for a few seconds. Why does this happen, and what should I do?

This may be due to buffering. Allow the video to buffer, or press pause and allow enough time for the video to buffer.

If you still have problems after trying these steps, and you believe the problem is with the website and not your computer, call 1-877-AHA-4CPR (1-877-242-4277) between 8:30 AM and 5:00 PM Monday through Friday for additional assistance. Please contact your computer manufacturer for assistance with issues related to your computer.