

MyClasses is a course management system that is accessed through a World Wide Web browser. The following information explains what web browsers MyClasses officially supports and how to configure the browser effectively.

Supported Browsers by Operating System

	IE 9	IE 8	Firefox 4	Firefox 3.6	Chrome
XP	✗	✓	✓	✓	✓
Vista	✓	✓	✓	✓	✓
Windows 7 (32 bit)	✓	✓	✓	✓	✓
Windows 7 (64 bit)	✓	✓	✓	✓	✓

	Safari 5.1	Safari 5	Firefox 4	Firefox 3.6	Chrome
Leopard	✗	✓	✓	✓	✓
Snow Leopard	✓	✓	✓	✓	✓
Lion	✓	✗	✓	✓	✓

- ✓ **Certified:** fully tested and supported.
- ✓ **Compatible:** partially tested but should function
- ✗ **Unsupported:** either impossible or not tested.

REQUIRED CONFIGURATION

Web browsers used with Blackboard must have:

- Java and JavaScript enabled
- Cookies and third-party cookies enabled
- Pop-up blocker disabled
- Clear Browser cache on a regular basis

Java Information



To make sure you have the latest version of Java, please visit www.java.com and click on FREE JAVA DOWNLOAD. The installation of Java will give you the ability to use the Visual Text Editor and other pertinent functions within MyClasses.

Flash Player



We recommend that you have the latest version of Adobe's Flash Player on your computer in order to view narrated lectures and other course-related videos inside MyClasses. You can download the latest version for free at www.adobe.com and click on Adobe Flash Player.



Firefox is the recommended browser for using MyClasses on a PC. Download the latest version at www.firefox.com.



Safari is the recommended browser for using MyClasses on a Mac. Download the latest version at www.apple.com.

Microsoft Silverlight



Panopto Lectures require the use of Microsoft Silverlight. You can download the latest version for free at:

<http://www.microsoft.com/getsilverlight/Get-Started/Install/Default.aspx>

Login & Password Help

Your MyClasses @ SU username and password is the same as your SU Live@edu email account username and password.

If you have problems with your password and need to have it changed – go to: <http://mypassword.salisbury.edu>.

Help with MyClasses

The IT HelpDesk is prepared to handle MyClasses questions throughout the semester. You can contact them at 410-677-5454 or at helpdesk@salisbury.edu for support. When talking to a consultant, be prepared to provide the following information via phone or email:

- Course name and number that you are experiencing the problem with in MyClasses
- The browser and operating system you are currently using to access MyClasses
- Identify the steps the consultant needs to take inside MyClasses to reproduce your problem

Additional student support information, including browser configuration tips, handouts and video can be found online at: <http://www.salisbury.edu/instructionaldesign/cms/Students.html>