

The purpose of this document is to provide a quick overview for preparing your system for the functional requirements of the Marketplace Learning Management System (MLMS). The MLMS works best with Chrome or Firefox. For the best performance, we highly recommend using one of these web browsers. If at any time a redirect screen appears while navigating into the MLMS, select the **Next** button to proceed. Open a web browser in Firefox, Chrome, or Internet Explorer.

1 Enable Javascript

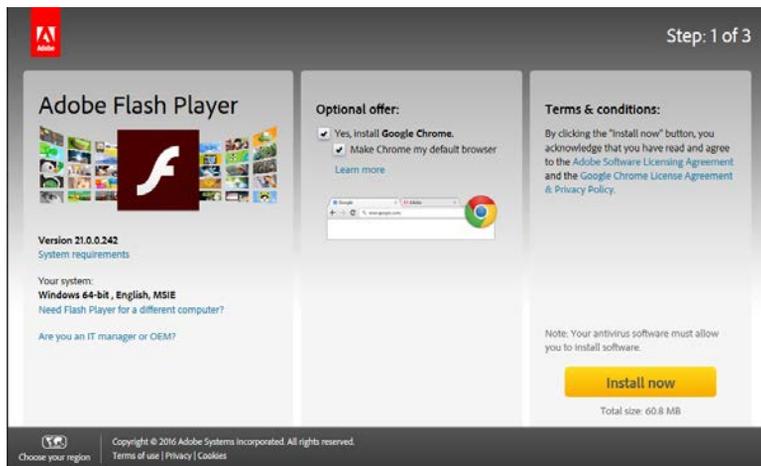
Open the browser that will be used to complete the coursework. Navigate to Javascript at <http://enable-javascript.com/>. The website will automatically check that Javascript has been enabled. If Javascript has not been enabled, the website will provide the enabling steps.

2 Download the latest version of Adobe Flash

After enabling Javascript, navigate to the Adobe Flashplayer page at <https://get.adobe.com/flashplayer/?promoid=JZEFT>.

Follow the onscreen instructions shown under the optional offer section in the middle:

- You DO NOT need to select the antivirus software. That is a personal preference.
- You DO NOT need to set Chrome as your default browser. This is also a personal preference.



3 Allow Pop-Up windows

Web browsers are regularly updated and this guide may not be current with the steps for the latest versions. Use the hyperlink to go to the browser help information for allowing pop-ups or in that browser search with the phrase "[Browser Type] enable pop-ups."

• [Firefox](#) (45.1.1.47)

- From the toolbar select, **Tools**  -> **Options** -> **Content** -> **Exceptions**
- Type portal.cms.gov in the **Address of website** field
- Select **Allow**
- Select **Save Changes**



• [Chrome](#) (50.0.2661.102 m)

- In the top-right corner of Chrome, click the **Chrome** menu .
- Select **Settings**
- Click **Show advanced settings**
- Under "Privacy," click the **Content settings** button
- Under "Pop-ups," click **Manage exceptions**
- Enter **[*.]cms.gov** in the **Hostname pattern** field and select **Allow** from the **Behavior** menu
- Select the **Done** button



• [Internet Explorer](#) (10)

- Click the **Tools** button  and select **Internet Options**
- On the **Privacy** tab, next to the **Pop-up Blocker**, select the **Settings** button
- Enter **[*.]cms.gov** in the **Address of website to allow** field
- Select the **Add** button
- Select the **Close** button and then the **OK** button



4 Using the Check your system configuration link

A tool has been added to the MLMS user landing page that will verify general computer configuration settings to aid the help desk in troubleshooting any technical issues.

- Navigate to the MLMS after logging into the CMS Enterprise Portal at <https://portal.cms.gov/>
 - Complete your MLMS profile and select **“Save/Update”**
 - Select the **“Check your system configuration”** link in the Assister Announcement or Agent/Broker Announcement section of the MLMS landing page
 - Review the information and compare to MLMS recommendations

NOTE: If submitting a ticket to the help desk for technical help complete these steps first and provide a screen shot of your system results for enhanced troubleshooting.

MLMS Check your System		
The following browser compatibility tests represent the minimum and recommended settings that will allow you to view the majority of MLMS courseware in your internet browser.		
	Recommended Settings	Your System Results
1 Javascript Status	Enabled	JavaScript is Enabled
2 Internet Browser	Firfox,Chrome,Internet Explorer	Chrome (50)
3 Screen Resolution	1024 x 768	1600 x 900
4 Pop-Up Blocker	Not Blocked	Not Blocked
5 Cookies Enabled	Yes	Yes



5 Clearing your Internet Cache

Sometimes it is necessary to clear the browser cache when troubleshooting problems. Below are instructions for the three supported web browsers. Web browsers are regularly updated and this guide may not be current with the steps for the latest versions. Use the hyperlink to go to the browser help information for clearing internet cache or in that browser search with the phrase “[Browser Type] clear cache.”

- [Firefox](#) (45.1.1 47)

- From the toolbar select, **Tools**  -> **Options** -> **Privacy**
- Select the **“clear your recent history”** link in the History section of the screen
- Check the boxes for **Cookies** and **Cache** at a minimum
- Select **Clear Now**
- Close the **Options** tab



- [Chrome](#) (50.0.2661.102 m)

- In the top-right corner of Chrome, click the **Chrome** menu .
- Select **Settings**.
- Select **History** in the left-hand navigation.
- Select **Clear browsing data...**
- Select **the beginning of time** from the **Obliterate the following items from** menu.
- Check the boxes for **Cookies and other site and plugin data** and **Cached images and files** at a minimum.
- Select **Clear browsing data**.
- Close the **Settings** tab.



- [Internet Explorer](#) (10)

- Select the **Tools** button , select **Safety** and then select **Delete browsing history...**
- Check the boxes for **Cookies and website data** and **Temporary Internet files and website files** at a minimum.
- Select **Delete**

