How to...Prepare Your Device for IVS Courses

ILLINOIS VIRTUAL SCHOOL

This guide provides important links for web browsers to prepare a device before beginning IVS coursework.

Supported Web Browsers and Display Settings

The IVS course system, Brightspace® by Desire2Learn®, continuously test its platform with the latest or most recent web browsers. However, due to the frequency of browser releases, it cannot guarantee that each browser will perform as expected.

Desktop/Laptop
Google® Chrome™ (latest)
Mozilla® Firefox® (latest)
Microsoft® Edge (latest)
Apple® Safari® (latest)

Tablets/Mobile Devices
Android OS with latest Google® Chrome™
Apple® iOS® (latest) with latest Apple® Safari®

Display
To view all content correctly, you must set your laptop or desktop **Display** to at least 1024 x 768 (sometimes referred to as **More** under Screen Resolution).

System Check

System Check is designed to test if your computer is properly configured for the IVS course platform (D2L). However, it does not ensure that all of your technical needs have been met to display content within the course. You may still need to allow pop-ups, allow cookies, clear cache, allow mixed content and install or update plug-ins. Click the links below to check your system.

- **Course System Check**
- **Information System Check**
- **Credit Recovery System Check** (Click Run System Check in the QuickLinks section)

Control and Allow Pop-Ups

Pop-ups are new browser windows or tabs that open in front of or behind the current window to reveal additional information. You **need to allow pop-ups in your web browser** to launch your course and view course content. Click the links below to learn how to allow pop-ups in your web browser.

Google® Chrome™   **Microsoft® Edge**
Mozilla® Firefox®   **Apple® Safari®**

Adobe Acrobat Reader

Adobe® Acrobat Reader software is also recommended to view/download all PDF documents. You can download it for free at http://get.adobe.com/reader/

Allow Sites (Cookies) for IVS Content

A **cookie** is information stored on your computer by a website you visit, such as your preferred language or location. When you return to the site, the browser sends back the cookies that belong to the site. This allows the site to present you with information customized to fit your needs.

You need to enable/allow cookies from our website: *ilvirtual.org*

Click the links below to learn how to allow cookies in your web browser.

Google® Chrome™   **Microsoft® Edge**
Mozilla® Firefox®   **Apple® Safari®**

Clear Cache/Browsing History

The **cache** temporarily stores images, scripts, and other parts of websites while you are browsing to reduce bandwidth usage and server load.

Click the links below to learn how to clear your cache in your web browser.

Google® Chrome™   **Microsoft® Edge**
Mozilla® Firefox®   **Apple® Safari®**

Allow Content from External Sources/Manage Blocked Content

The IVS course system, Brightspace® by Desire2Learn®, is a secure site and will alert users of a possible security issue for steaming content from a non-secured site. **You must enable the content, or unblock mixed content, to be viewed. Please know there is no security threat coming from IVS external sources.**

Click the links below to learn how to allow content from external sources in your web browser.

Google® Chrome™   **Microsoft® Edge**
Mozilla® Firefox®   **Apple® Safari®**

IVS Web Help Center

Numerous help articles and videos are available at our Help Center at https://ilvirtual.zendesk.com/hc/en-us

If you experience technical issues with your course and need more assistance, the IVS Help Center provides efficient responses to your questions and technical issues.

You can submit a new help request at https://ilvirtual.zendesk.com/hc/en-us/requests/new