

## MANDATORY PROFESSIONALISM COURSE – TECHNICAL SUPPORT


### MINIMUM REQUIRED TECHNICAL SPECIFICATIONS

- Operating system:
  - Mac OS X 10.6 and up
  - Windows XP
  - Windows Vista
  - Windows 7
- Browser:
  - Internet Explorer 7 and up
  - Firefox 3.6 and up
  - Chrome 12.0 and up
  - Safari 5.0 and up
- Recent version of Flash

\* If you do not know your computer's technical specifications, [click here](#).

### TECHNICAL PROBLEMS YOU MAY ENCOUNTER


#### ? **The video window stays black and won't close:**

Click on the  (Escape) button on your keyboard to close the window.

#### ? **The (Continue) button is locked:**

The videos must be viewed to the end. In other words, each video must be played from start to finish; you may not skip ahead manually before moving on to the next video. If the button is locked, it is because the video has not been viewed correctly.

#### ? **Part of the course seems to be missing on my screen:**

Click on  to put the course in full screen mode or check your screen resolution.

#### ? **The videos load very slowly:**

Make sure that your Internet connection is not limited and that you have the minimum technical specifications to take the course.

\* Please note that if you take the course at work, it is possible that you will encounter technical problems in connection with the limitations of your company's server or because your access is limited for security reasons. Contact your technical support team to find out if they can help you.

For all other technical issues, call us at **514 845-6141** or **1 800 461-6141, extension 2398**, or write to [sac@oiq.qc.ca](mailto:sac@oiq.qc.ca).