

Computer Configuration Requirements

This document provides a quick overview of the system requirements for completing the Marketplace Learning Management System (MLMS).

For an optimum training experience, you must check your computer's configuration prior to launching the training in the MLMS by following the steps below.

1. Navigating to the MLMS

We highly recommend using either Microsoft Edge, Chrome or Firefox web browsers for the best performance. **If you are attempting to complete your training at your workplace, in particular a hospital or a workplace with settings that may include special firewall configurations, see "Network or Firewall Interference" for additional computer configuration considerations.**

2. Enable JavaScript

Open the browser you will use to complete the coursework. Navigate to JavaScript at <http://enable-javascript.com/to> check that JavaScript has been enabled. If JavaScript has not been enabled, the website will provide the steps you would need to follow to enable it, or in the MLMS recommended browser of your choice, search with the phrase "[Browser Type] enable JavaScript."

3. Allow Pop-Up windows

It is important to allow Pop-up windows to view the training courses. To enable Pop-ups, follow the [MLMS PY2022 Browser Pop-Up Guidance for Successful Completions](#). Web browsers are regularly updated, and this guide may not be current with the steps for the latest versions. If that's the case, in the MLMS recommended browser of your choice, search with the phrase "[Browser Type] allow Pop-up windows."

4. Using the Check your system configuration link

A tool has been added to the MLMS user homepage that will verify general computer configuration settings to aid the help desk troubleshoot any technical issues.

1. Navigate to the MLMS after logging into the CMS Enterprise Portal at <https://portal.cms.gov/>
2. Complete your MLMS profile and select "Save/Update"
3. Navigate to the MLMS Homepage, Select the "Check your system configuration" link in the Assister Announcement or Agent/Broker Announcement section of the MLMS Homepage\\
4. 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 screenshot of your system results for enhanced troubleshooting. Your screen should look like the picture above.

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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	Disabled
2 Internet Browser	Chrome, Firefox, Edge	Firefox 89
3 Screen Resolution	1024 x 768	1680 x 1050
4 Pop-Up Blocker	Not Blocked	Not Blocked
5 Cookies Enabled	Yes	Yes

NOTE: If submitting a ticket to the help desk for technical help complete these steps first and provide a screenshot of your system results for enhanced troubleshooting. Your screen should look like the picture above.

5. [Clearing your Internet Cache](#)

Sometimes it is necessary to clear the browser cache when troubleshooting problems. [Click here](#) to access the MLMS instructions for supported web browsers below. However, web browsers are regularly updated, and this guide may not be current with the steps for the latest versions. If that is the case, use <https://www.pcmag.com/how-to/how-to-clear-your-cache-on-any-browser>, or in the MLMS recommended browser of your choice search with the phrase “[Browser Type] clear cache.”

6. Network or Firewall Interference

If you are attempting to complete your training at your workplace and are having issues related to course roll-up and/or printing certificates. Therefore, you may need to follow one of these paths:

1. Contact your program director or IT department regarding firewall settings to check if changes can be made to allow you to complete your training and print certificate(s). This may require them to contact the MLMS Help Desk for assistance.
2. If your settings cannot be changed, try to complete your training using a different computer and a different internet browser such as Chrome or Firefox outside your organization's system, such as a home computer or public compute, (e.g. library).
3. You may also continue to take the training on your organization's computer and take a screenshot of your completed course pages. Send the screenshots to the MLMS Help Desk so that they can manually update your training status and provide you with a course completion certificate.



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7. Consider the following to help guide you through your issue

1. Use the “Check your Configuration” link to learn important information about your system.
2. For the best experience, use only one of the three supported browsers- Microsoft Edge, Chrome, or Firefox.
3. Configure your browser to allow JavaScript.
4. Always allow Pop-ups for the cms.gov site.
5. If you experience any issues with page loading or courses launching, try clearing your cache.
6. Be aware that some organizations restrict browser configurations. You will need to contact your IT department if you are unable to modify your browser settings.
7. If you need to contact the MLMS Help Desk, you will be best served if you can supply basic information about your system - operating system (Windows or Mac) and the browser (Edge, Chrome, or Firefox).
8. Take a screenshot of the last page of a course, showing it’s been completed. The Helpdesk can use that as verification of completion and manually change a course to complete for you.

MLMS PY2022 Cache Clearing Guidance for Successful Completions


Users should be sure that their browsers Cache are cleared when experiencing troubleshooting

When experiencing troubleshoot problems make sure to clear your cache. To make sure you have access to the courses, your browser's data must be cleared. Cache clearing instructions for each MLMS supported browser are provided below.

Follow the instructions below for each MLMS supported browser




Firefox

1. From the toolbar select, Tools  -> Options -> Privacy & Security
2. Select the "Clear Data" button in the Cookies and Site Data section
3. Check the "Cookies" and "Site Data and Cached Web Content" boxes.
4. Click "Clear"
5. Close the Preference




Chrome

1. In the top-right corner of Chrome,  click the Chrome menu
2. Select "Settings."
3. Select "Privacy and Security" in the left-hand navigation menu
4. Select "Clear browsing data..."
5. Select All Time from the drop-down time range field.
6. Check the boxes for "Cookies and other site and plugin data" and "Cached images and files."
7. Select "Clear data."
8. Close the Settings tab



Microsoft Edge

1. Click the "Tools" button  and select Settings
2. Click "Privacy, Search, and Services" on the left Settings menu
3. Under Clear browsing data click the "Choose What to Clear" button.
4. Ensure that Cached images and files is checked then click "Clear Now."