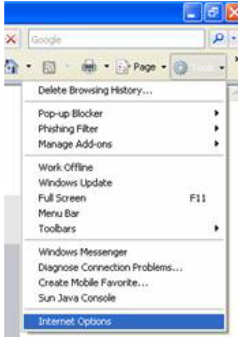

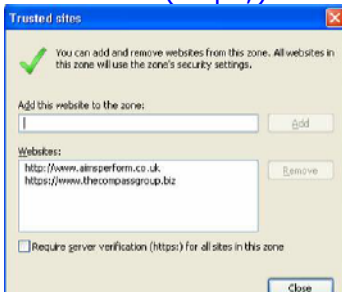

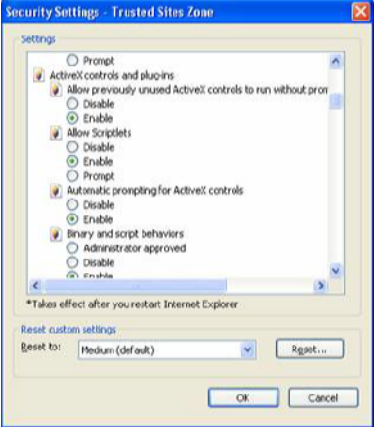



System requirements for running Aims Perform online

This document provides basic guidance to running Aims Perform online. If you still have problems running the system on your work pc, please inform the Customer Service Help Desk or your project manager and we will assist. Please note that we cannot provide support for home pcs.

	Solution
Windows XP/2000/Vista/7	Thirdforce CLM cannot guarantee that Aims will run on older versions.
Broadband link	Minimum 1Mb speed
Internet Explorer 6 service pack 2, Internet Explorer 7 or Internet Explorer 8	To check your version, open Internet Explorer. Choose Help, About and you will see the installed version. It will not work with service pack 1. The solution is to update to IE8 (available from Microsoft.com).
Internet Explorer 7 and above, trusted site and ActiveX settings	<ol style="list-style-type: none"> Open Internet explorer Click on Tools then Internet options  <ol style="list-style-type: none"> Click on the Security Tab  <ol style="list-style-type: none"> Click on Trusted Site then click on the Sites button Add http://www.aimsperform.co.uk to the list of trusted Sites, make sure you take the tick out of the "Require Server Verification (https;) for all site in this zone) box 

	<ol style="list-style-type: none"> 6. Click Close 7. Click on the "Custom Level" button 8. Scroll down to the ActiveX controls and plug-ins   <ol style="list-style-type: none"> 9. Set all the ActiveX settings to enable. (starting from "Allow previously unused ActiveX controls to run without prompt" to "Script ActiveX controls marked safe for scripting") 10. Once all of these have been done click "OK" 11. Internet Explorer will need to be closed in order for the setting to take affect.
Flash v8.0.22 or higher	Go to www.adobe.com and follow the link on the home page to download the latest version of Adobe Flash Player. We strongly recommend you keep the player for security reasons.
Sound	The courseware is narrated so the system must support sound through Windows.
NCPLH/FAI course	<p>This course requires a specific 'CLEM' plug in from Thirdforce CLM. If you get the option to install this the first time you go into the course then accept the prompts or you can go to http://www.aimsperform.co.uk/functions/clem.html.</p>  <p>Important message from Creative Learning Media</p> <p>In order to use this courseware, our multimedia engine component needs to be installed on your PC. Please click the link below to download and install the missing component.</p> <p>When prompted if you want to "run or save this file", click "Run".</p> <p>Note: This is a one-off procedure; once installed on your PC, this dialog will never appear again.</p> <p>Click HERE to install the CLM multimedia engine software</p> <p>If you have any problems, please call the Help Desk on 0845 3780040.</p> <p>This course also requires graphics cards to be DirectX 9.0c compatible.</p>
Internet security	It is also possible that internet security programs e.g. Norton / McAfee may block files. This sometimes either does not allow a user to log in or shows the loading icon.

These programs would need to be configured to allow our traffic through.