

Technical Checklist for the Managing Housing Benefit Error e-learning course

This document has been produced to assist administrators in supporting users taking the Managing Housing Benefit Error e-learning course, which is live on <http://www.learningpool.com/housingbenefiterror> from 5 November 2007.

Technical requirements

The minimum hardware and software requirements are as follows:

Platform:	Windows PC 866MHz, 256MB RAM	Additional Required Software:	Adobe Flash Player 6.0.79 Adobe Reader 6
Screen resolution:	1024x768	Browsers:	IE 5.5 SP2, IE 6.0, IE 7.0
Operating Systems:	Win XP Home & Professional Win 2000 SP4	Connectivity:	56Kbps modem or faster Broadband recommended

It is necessary for JavaScript and cookies to be enabled in the user's browser. It is also highly recommended for pop-up blockers to be disabled prior to accessing the course. You can get [information on disabling common pop-up blockers](#).

Upgrading Flash Player and Adobe Reader

You can get the latest versions of [Adobe Flash Player](#) and the [Adobe Reader](#).

Frequently Asked Questions

This section details some answers to user's frequently asked questions:

I don't have a username for the system but would like to take the course. How do I get started?

You can create a user account on the system by going to www.learningpool.com/housingbenefiterror and clicking the Create New Account button.

I don't have an email address – can I still register?

You can still register but we need to help you do this manually. Simply call Learning Pool on 0207 101 9383 and we'll help you get set up.

I've registered on the system but it tells me that I need to confirm my registration. How do I do this?

You should have received an email from the Housing Benefit Administrator at Learning Pool. This email contains a link which you need to click to complete your registration.

I've logged on and clicked on the course – the system asks me do I want to enrol on the course. What does this mean?

You need to answer yes to this question to enrol on the course and take the e-learning. You only need to do this step the first time you log in.