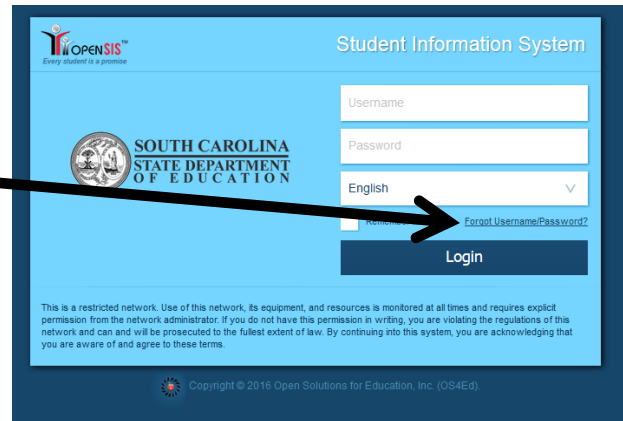


# VirtualSC Level 1 – Troubleshooting Guide

## Dashboard Login Issues

Problem: Forgot Password

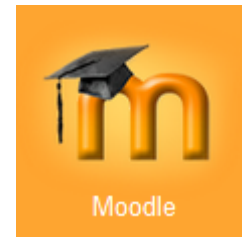
Response: Use the “Forgot Password” tool on the <https://opensis.virtualsc.org/Login/login>



## Dashboard Moodle Issues

Problem: How do I get to my class?

Response: Go to the <https://opensis.virtualsc.org/Login/login> website, login to your account, and click on the button that says “Moodle.”



## General Browser Issues

Problem: My browser is freaking out

Response: Have you tried a different browser? IE10 and below is no longer a supported browser. Have you reset the cache?



## [General Files to make sure you keep updated](#)

### **Adobe Acrobat Reader (<https://get.adobe.com/reader/otherversions/>)**

Adobe Acrobat Reader software allows you to open, view, sign, print, annotate, and search Portable Documents Format (PDF) files. There will be many files, documents, textbooks and other documents throughout our courses that will require the ability to open and view PDF documents.

### **Adobe Flash Player (<https://get.adobe.com/flashplayer/otherversions/>)**

Adobe Flash Player is software that allows streaming video, audio and multimedia animations to be seen in your web browser. Many videos and animations throughout our courses will not be visible without Adobe Flash Player plugin installed.

### **Java (<http://www.java.com/en/download/manual.jsp>)**

Java is needed to be able to view websites that have embedded Java apps. If you encounter a website with an embedded Java app, and you don't have Java installed (or enabled), you'll just see an empty space where the program (applet) should be displayed.

### **QuickTime (<https://support.apple.com/downloads/quicktime>)**

Apple QuickTime is a multimedia framework that provides a common set of APIs for encoding and decoding audio and video in the QuickTime movie file format. Many video files throughout our course are in QuickTime format and will not play correctly without QuickTime installed.

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If these general pages do not help then you may call the Help Desk for extra assistance. (803)734-8039