

Centre for Continuing Education | Case Management Certificate Program

Welcome to the Case Management program. All program courses are delivered online via McMaster University's learning management system, [Avenue to Learn](#), and Contact North's web conferencing system.

Please review the following information regarding system and software requirements.

Required Equipment

All participants will require a headset with microphone for the weekly, live audio chats (web conferencing). Microphone headsets can be purchased at most electronic goods stores and department stores.

Avenue to Learn

To ensure you have a smooth Avenue to Learn experience, use the following chart as a guide. It is strongly recommended to complete the BROWSER CHECK via the Avenue to Learn website. [Please click here for a System Check before you login.](#)

System and software requirements

	Required	Recommended
Operating system	Windows 98, 98SE, ME, 2000, 2003, XP, Vista, Windows 7 Mac OS X	Windows 2003, XP Service Pack 2
Video	SVGA monitor Minimum resolution of 800 x 600	Resolution of 1024 x 768 or greater
Internet speed	56K modem	56K or cable modem, DSL
Sun Java Runtime Environment (JRE)	JRE v1.4.2.x, 1.5.x, 1.6.x (Required to run LiveRoom 4.3 and Equation Editor.)	JRE 1.6 update 13
Java script	Enabled	Enabled
Cookies	Enabled	Enabled

Browser support

Windows

Browser	Status
Internet Explorer 9	Investigation
Internet Explorer 8	Supported (recommended)
Internet Explorer 7	Supported
Firefox 4.0	Investigation
Firefox 3.6	Supported (recommended)
Firefox 3.5	Supported
Firefox 3.0	Maintenance
Chrome	Supported

Mac OS X

Browser	Status
Firefox 4.0	Investigation
Firefox 3.6	Supported (recommended)
Firefox 3.5	Supported
Safari 5.0	Supported
Safari 4.0	Supported
Safari 3.1	Supported

Web Conferencing via [Contact North](#)

Before you run the System Check, make sure your system satisfies the following requirements:

Windows System Requirements
<ul style="list-style-type: none">• Windows 2000 or Windows XP• Internet Explorer 5.5, Netscape 7.2, Firefox 1.5x or later.• 28.8 kbps or faster Internet connection• P350+ MHz, 128+ MB memory• 800x600 16-bit color display or better
Apple System Requirements
<ul style="list-style-type: none">• Mac OS/X 10.4.4• Safari 2.0.1• Local Area Network or Broadband connection• G4 700 MHz PowerPC, 384 MB memory• Display color depth: Thousands of colors

If you need to upgrade your browser, you can download the latest version of Internet Explorer from [Microsoft](#), Navigator from [Netscape](#), or Firefox from [Firefox](#).