



## Tips and Technology Requirements for Child Care Online Courses

The Department of Children and Families, Office of Licensing's online course help child care personnel fulfill mandatory training requirements, meet in-service training hours, and earn Continuing Education Units (CEUs). Online courses can be accessed home, at work, in a library, or community center at a time that is most convenient to your schedule and at your pace.

While the online courses do not teach the basics of how to use a computer and the internet, we have provided some tips and technology requirements to help you before you begin your online course.

1. Make sure you have a mouse, keyboard, printer, and internet access.
2. For the best course viewing experience, we recommend using a computer desktop or laptop with the latest version of [Microsoft Edge](#), [Chrome](#), [Safari](#), or [Firefox](#).
  - We do **not** recommend taking online courses on a phone.
3. Adobe Acrobat Reader is required to view some of the resources within online courses. A free viewer is available for [Adobe Acrobat Reader](#).
4. The best screen resolution for online courses is 1024 x 768 or higher. If the course text is too small or too big, you can adjust your display settings and text size within your Internet browser's settings.
5. If you cannot see all course content on your screen, you can use your Internet browser's scroll bars to shift what you see. Scroll bars are the arrow keys found on the bottom and right-hand side of the screen that shift what you see on the screen from left to right, and up and down.
6. Many course screens are enhanced with audio, which can be heard by clicking on the "Listen" link at the top of the screen. To get the full content of a course, your computer must have sound capability using speakers or headphones. If you cannot hear the audio, make sure your speakers or headphones are turned on and plugged in.
7. Training courses provide course materials such as participant guides, documents, and additional resources for you to download and print. Make sure your printer is plugged in and contains enough ink to print your course materials.
8. To view the DCF online course in Spanish, please click the "Español" option found at the bottom of the course.
9. If you need to leave the course before completion, you can click "Exit Course" at the top of the Menu box. Your progress will be saved, and when you return to the course, you will be taken to the page you last viewed. The "Next" button moves you to the next page and the "Back" button returns you to the previous page.

If you experience technical issues or have course content questions, at the bottom of the course page, click "Need help with technical issues or do you have content questions?". Contact information will then be displayed. Technical support is not designed to answer questions about the content of the course.

If you have these basic skills and the computer equipment needed to successfully navigate the course, then you are ready to start your online child care training course.