

eLearning Programme

Quick Start Guide

This guide contains technical details on how to download and run eLearning courses issued by the Directorate General of the European Commission in charge of Taxation and Customs union (DG TAXUD) as well as the necessary troubleshooting information.

The course is compatible with Microsoft Windows Operating Systems and many Learning Management Systems on the market.

Available formats

LMS (.scorm)

CD-ROM (.iso)

Webserver (.html and .html5)

Executable (.exe)

The course is provided in several versions to be compatible with as many IT infrastructures as possible.

Please select the right one for your needs:

- **LMS** (SCORM) – If you are loading the course into a Learning Management System (LMS), use this version and follow the directions given by your LMS administration team. This version is strongly recommended for the training departments in big companies, organisations and administrations.

If you are running the SCORM version through an LMS then it will automatically run the version that is appropriate for your system.

- **CD-ROM** (ISO) – To run this version of the course, you need to burn it to a CD-ROM.
 - An ISO file is a CD-ROM image file, and any CD-ROM burning software should recognise the file format and allow you to burn a copy.
 - To play the course insert the CD-ROM in your optical drive and the 'autoplay' will take over.
 - In the event that 'autoplay' is disabled, open the CD ROM folder to view files, and run the file **Run.exe**.

- **WebsERVER** (HTML and HTML5) - You can load the contents of this ZIP file onto a webserver and run the course from there.
 - The webserver can be an internet or intranet site.
 - This version can alternatively be run locally, but due to common computer security settings you are likely to encounter warning messages when attempting to run the flash-based HTML version. (*See below Troubleshooting*)
 - **HTML or HTML5?** All courses include both HTML and HTML5 outputs.
 - **HTML5** uses '**story_html5.html**'. This version does not include any Flash content and will run on most devices and modern browsers. To run the HTML5 version you need to use only the specified browsers:
 - Windows: Google Chrome (latest version)
 - Mac: Safari 7 and later, Google Chrome (latest version)
 - Mobile: Safari in Apple iOS 7 and later, Google Chrome (latest version) in Android OS 4.1 and later
 - **HTML** uses a launch file named '**story.html**'. This version contains Flash content, a technology which some systems will be configured to block or simply will not work – for example most mobile devices won't support flash content. If you try to run this version and your browser doesn't have Flash installed then it will automatically redirect you to the HTML5 version.
- **Executable** (EXE) – This is a back-up copy of the contents of the CD-ROM version. It can be copied to a flash drive, local network drive, or other drive, if preferred, and learners can open from there.

Troubleshooting

1. Running the course full screen

When running the course you may find that the course takes up your entire screen or overflows to be too big for some screens. Here's how to rectify this issue:

Check your screen height – in Windows, right-click your desktop and select 'resolution' or 'display', then navigate to your screen resolution tab. Your screen resolution is shown as two numbers, such as "1024x768", indicating width and height.

- If your screen height is more than 768 then you should not experience any issues, you can run the course in 'windowed' mode.
- If your screen height is less than 768 then you will not be able to run these courses. Hook up a monitor or use a different display.

2. Running the webserver version from a local drive

If you aim to use one of the webserver versions (HTML, or HTML5) without a webserver, you will need to be careful to set your computer environment to allow your operating system to trust the course as 'safe'.

Local Folder: Download the webserver course in ZIP file format, and unzip the file to a certain location on your local drive. It is recommended that you create a new folder and always use that folder for TAXUD courses, so that the security changes you make to your computer can be restricted to just these courses.

To that end, we recommend you create a folder and give it a clear name (i.e. C:\TAXUD). This document will assume that you used the above folder name; so, if you choose a different folder name and location, please use your chosen folder name when following these instructions.

The webserver version has two options in the same ZIP file:

- flash-based HTML format (compatible with older browsers).
- HTML5 format (compatible with newer browsers).

The flash-based HTML version is likely to generate issues, which may be solved using the tips in the next section of this guide.

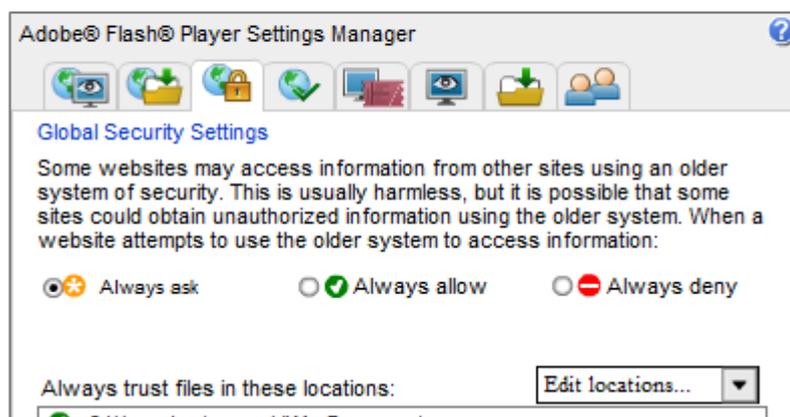
3. Troubleshoot the flash-based HTML version

If you attempt to run the flash-based HTML version on a local drive then you are likely to encounter warnings and find that various items (like links to legislative references, for example) do not work. You will need to be an 'administrator' on your computer to make the adjustments, which may vary slightly between browsers, versions of Windows, and over time.

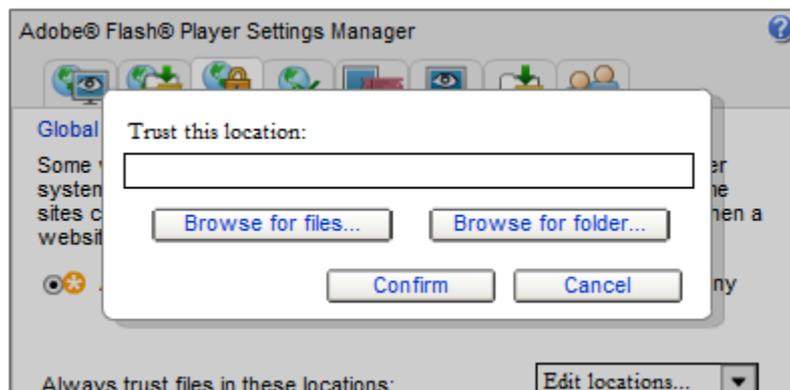
1. **Adobe Flash:** allows flash 'safe' access to a certain folder on your local drive. Navigate to http://www.macromedia.com/support/documentation/en/flashplayer/help/settings_manager_04.html

On this page you will find a settings manager widget, similar to that shown here.

Global Security Settings panel



Click **edit locations**. Then click **Add Location**. You will see a dialog similar to this:



Type in the folder name '**C:\TAXUD**', which is where you will store your downloaded courses.

Note: "Browse for files" and "Browse for folder" buttons do not function properly. You have to manually type or copy/paste your path into the text field above the buttons to add the file or folder to the trusted list.

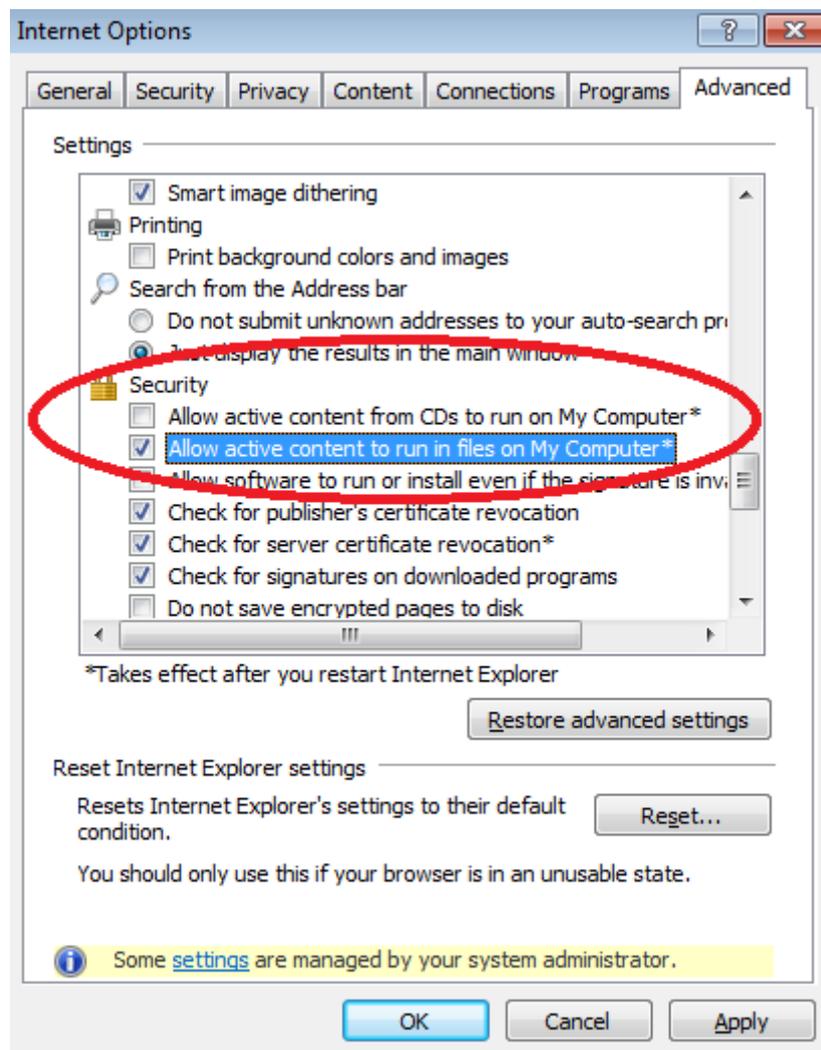
Your settings have now been saved and the links to the legislative references in the course will work.

You may have to repeat the installation of these settings over time as most organisations regularly clear these settings.

2. **ActiveScript in Microsoft IE:** This allows Internet Explorer (IE) to run scripts on your local 'machine'. The course runs smoother if you make this change, as it removes yellow 'warning' bars in IE. To date we have not encountered issues with ActiveScript using Firefox, Opera, or Chrome.

Find your **Internet Options** menu item in IE. This could be, depending on your version and layout, in tools menu or tools button on the toolbar (top-right). If you can see neither option then you can access this menu from your Windows control panel (network and sharing center) – in the lower-left corner.

In the Internet Options dialog, select Advanced and scroll down until you see the section labelled Security – similar to this screen:



Ensure that you have a 'tick' in the second option '**Allow active content to run in files on My Computer***.

Click **OK** Then restart your browser to ensure the changes take effect. You should now be able to open and play the course.