Mini Course Troubleshooting Guide

Accessing Mini Course

I forgot or cannot find my User ID.

Your User ID was emailed to you when you registered for your mini course. The subject of the email is “Capella University Mini-Course Registration.” If you cannot locate this email, check your spam folder or call Technical Support at 1.888.227.3552. Be sure to tell Technical Support that you are a mini course student.

I forgot my password.

You created your password when you registered for your mini course. If you forgot your password, you can reset your password now.

I am not able to access mini course.

If you are not able to access your mini course, please ensure your computer meets the following requirements. Your academic courses at Capella may have additional requirements.

Capella University Computer Requirements

<table>
<thead>
<tr>
<th>Internet Connection</th>
<th>DSL, Cable, or 56k Modem</th>
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</thead>
<tbody>
<tr>
<td>Software</td>
<td>Microsoft Word (2007 or higher) Adobe Acrobat Reader (current release) Adobe Flash (10 or higher) Oracle Java (current release)</td>
</tr>
<tr>
<td>Internet Browser (Current Release)</td>
<td>Chrome, Safari, Firefox, or Internet Explorer 8 or higher</td>
</tr>
<tr>
<td>Internet Connection</td>
<td>Desktop computer or laptop (PC or Mac) 2GHz processor (or higher) 2GB of memory / RAM (or higher) 30GB of available storage (or higher)</td>
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Access issues from work: If you are accessing your mini course from a work computer, your company’s firewall may prevent access to some information, videos, or features. It is best to access mini course from an alternate computer.

Access issues from screen reader: If you are accessing your mini course from a screen reader, please refer to Blackboard’s website for accessibility tutorials and other information.
Registered for Wrong Mini Course

I registered for the wrong mini course section.
Due to the short timeframe of mini course, it is best to register for the next session of a mini course, rather than request a transfer into a different section. Please contact your mini course facilitator to be unregistered from the current session. A new mini course session is offered twice per month.

I registered for the wrong mini course date.
If you registered for the wrong mini course, or are not ready to take mini course now, simply register for mini course again when it works best for you. A new mini course session is offered twice per month.