

Cengage web-based learning platforms require broadband internet access and supported web browsers and plugins.

SYSTEM REQUIREMENTS

SUPPORTED BROWSERS

Windows®

- Chrome™ current and preceding version
- Firefox® current and preceding version
- Edge current and preceding version

macOS™

- Chrome current and preceding version
- Firefox current and preceding version
- Safari® current and preceding version

iOS

- Safari 10 or later (iPad only)
Only the SAM Study Center is supported.
2016 Tasks might not work in portrait mode on iPad.
You can't right-click.

WORKSTATION RECOMMENDATIONS

- Download bandwidth: 5+ Mbps
- RAM: 2+ GB
- CPU: 1.8+ GHz / multi-core
- Display: 1366 × 768, color
- Graphics: DirectX, 64+ MB
- Sound (for some content)

BROWSER SETTINGS

Configure the following settings in your web browser.

See your browser's help information for specific instructions.

- Allow cookies and pop-up windows for the following sites:
cengage.com and subdomains of
cengage.com such as gateway.cengage.com
sam.cengage.com
cengage.celebrus.com

Cengage uses an encrypted cookie file to authenticate your identity each time you give or request information like activities or grades. This helps to protect your information without requiring you to sign in repeatedly. The cookie is deleted when you sign out or close your browser.

NOTE To allow pop-up windows, you might need to configure or turn off third-party extensions or toolbars in addition to your browser settings.

- Accept third-party cookies.
Third-party cookies are used for authentication with some learning management systems (LMS) such as Blackboard.
- Allow JavaScript.
This is the default setting.

BROWSER PLUGINS

Some content and tools might require the following browser plugins.

PDF Reader (Adobe Reader or Apple Preview)

Current versions of Chrome, Firefox, and Safari can display and print PDF files.

get.adobe.com/reader

NOTE If your institution uses disk image protection software like Deep Freeze or Clean Slate, install software in a safe area of the workstation's disk that will not be overwritten by these utilities.

CHROME

Allow Pop-Up Windows in Chrome

1. Go to `chrome://settings/content/popups`.
2. At the top of the Allow list, click **Add** and add each of the following domains:
 - The domain used by your *LMS integration*, for example, `ncsu.blackboard.com`
 - `[*.]cengage.com`
 - `https://sam.cengage.com`

Allow Cookies in Chrome

1. Go to `chrome://settings/content/cookies`.
2. Turn on **Allow sites to save and read cookie data**.
3. Turn off **Block third-party cookies**.

Allow JavaScript in Chrome

1. Go to `chrome://settings/content/javascript`.
2. Turn on **Allowed**.

FIREFOX

Allow Pop-Up Windows in Firefox

1. Go to `about:preferences#privacy`.
2. Beside **Permissions > Block pop-up windows**, click **Exceptions**.
3. For each of the following domains, type the domain and click **Allow**:
 - The domain used by your *LMS integration*, for example, `ncsu.blackboard.com`
 - `[*.]cengage.com`
 - `https://sam.cengage.com`
4. Click **Save Changes**.

CHECK YOUR SYSTEM

Use the browser check tool to see if you need to update your browser or install missing plugins.

BROWSER CHECK

Go to sam.cengage.com and click **System Check**.

SPEED CHECK

www.speedtest.net

ACCESSIBILITY

Cengage is committed to making its educational materials accessible to users of all abilities. Through a dedicated company-wide task force, the assistance of outside experts and consultants, and feedback from users, Cengage continuously seeks to identify and evaluate opportunities for improving the usability and accessibility of our products and services.

SAM has been tested with the following screen readers and browsers.

JAWS 18

- Chrome

NVDA

- Firefox version 38 or later

Allow Cookies in Firefox

Either set **Content Blocking** to **Standard** or allow cookies from the domains listed above.

- Set Content Blocking to Standard
 - a. Go to `about:preferences#privacy`.
 - b. Under **Content Blocking**, select **Standard**.
- Allow cookies for the domains listed above
 - a. Go to `about:preferences#privacy`.
 - b. Under Cookies and Site Data, click **Manage Permissions**.
 - c. Type the domain name and click **Allow**.
 - d. After entering all the domains, click **Save Changes**.

Allow JavaScript in Firefox

1. Go to `about:config` and accept the warning.
2. Search for the **javascript.enabled** preference.
3. If its value is **false**, double-click to change it to **true**.

INTERNET EXPLORER

Allow Pop-Up Windows in Internet Explorer®

1. Click **Tools** > **Internet Options**.
2. Click the **Privacy** tab.
3. If **Turn on Pop-up Blocker** is selected, complete the following steps.
If **Turn on Pop-up Blocker** is not selected, SAM pop-up windows are already allowed.
4. Under Pop-up Blocker, click **Settings**.
5. Add each of the following domains:
 - The domain used by your [LMS integration](#), for example, `ncsu.blackboard.com`
 - `[*.]cengage.com`
 - `https://sam.cengage.com`
6. Click **Close**.

Allow JavaScript in Internet Explorer

1. Click **Tools** > **Internet Options**.
2. Click the **Security** tab.
3. Click **Trusted Sites**, then **Custom level**.
4. Find **Active Scripting** and click **Enable**.
5. Click **OK**.

MICROSOFT EDGE

Allow Pop-Up Windows in Microsoft Edge

1. Click **#** > **Settings**.
2. Click **Privacy & Security**.
3. Under Security, turn off **Block pop-ups**.

Allow Cookies in Microsoft Edge

1. Click **#** > **Settings**.
2. Click **Privacy & Security**.
3. Under Browsing data, set **Cookies** to **Don't block cookies**.

Allow JavaScript in Microsoft Edge

In Microsoft® Edge, JavaScript is always enabled and you cannot disable it.

SAFARI

Allow Pop-Up Windows in Safari

1. If not open already, open SAM in a browser tab.
2. Click **Safari** > **Preferences**.
3. Click the **Websites** tab.
4. Click **Pop-up Windows**.
5. Select **Allow** for the following domains, if listed:
 - The domain used by your [LMS integration](#), for example, `ncsu.blackboard.com`
 - `[*.]cengage.com`
 - `https://sam.cengage.com`

Allow Cookies in Safari

NOTE You can't allow cookies only for specific sites.

1. Click **Safari** > **Preferences**.
2. Click the **Privacy** tab.
3. Clear **Block all cookies**.

Allow JavaScript in Safari

1. Click **Safari** > **Preferences**.
2. Click the **Security** tab.
3. Select **Enable JavaScript**.

CHANGE MONITOR RESOLUTION

To use the SAM Content Player most effectively, set your monitor to a display resolution of 1366x768 or higher. This setting enables SAM simulations to display without scrolling.

TIP Before changing the resolution, you might want to note your current resolution in case you want to change it back.


Windows 7 and 8

1. Right-click on your desktop and select **Screen Resolution**.
2. On the **Resolution** menu, select a resolution to use.
3. Click **OK**.

Windows 10

1. Right-click on your desktop and select **Display Settings**.
2. Click **Advanced displays settings**.
3. On the **Resolution** menu, select a resolution to use.
4. Click **OK**.

MacOS

1. Click  > **System Preferences**.
2. Click **Displays**.
3. Select **Scaled**.
4. Select a resolution to use.