



## Computer Configuration Requirements

**This document provides a quick overview of the system requirements for utilizing the Marketplace Learning Management System (MLMS).**

For an optimum training experience, you must check your computer's configuration prior to launching the training in the MLMS by following the steps below.

### 1. Navigating to the MLMS

We highly recommend using either Microsoft Edge, Google Chrome, or Firefox web browsers for the best performance. If you are attempting to complete your training at your workplace, in particular a hospital or workplace with settings that may include special firewall configurations, see "Network Firewall Interference" for additional computer configuration considerations.

### 2. Allow Pop-Up Windows

Your browser must be configured to allow pop-ups for the courseware to function correctly. To enable pop-ups, follow the instructions for the browser you are using to complete the curriculum

[Edge Pop-up Help](#)

[Chrome Pop-up Help](#)

[Firefox Pop-up Help](#)

Web browsers are regularly updated, and this guide might not be current with the latest versions. If that is the case, in the MLMS recommended browser of your choice, search with the phrase "[Browser Type] allow pop-up windows."

### 3. Clearing your Internet Cache

Sometimes it is necessary to clear the browser cache when troubleshooting problems. Click the link below which corresponds to the browser you are using.

[Firefox - Clear Cache Help](#)

[Edge - Clear Cache Help](#)

[Chrome - Clear Cache Help](#)

Please note that web browsers are regularly updated, and this guide may not be current with the steps for the latest versions. If that is the case, in the MLMS recommended browser of your choice, search using the phrase "[Browser type] clear cache."

### 4. Network or Firewall Interference

If you are attempting to complete your training at your workplace and are having issues related to course roll-up and/or printing certificates, you may be experiencing network or firewall interference. You may need to follow one of these paths:

1. Contact your program director or IT department regarding firewall settings to check if changes can be made to allow you to complete your training and print certificate(s). This may require them to contact the MLMS Helpdesk for assistance ([MLMSHelpDesk@cms.hhs.gov](mailto:MLMSHelpDesk@cms.hhs.gov))



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2. If your settings cannot be changed, try to complete your training using a different computer and a different internet browser such as Chrome or Firefox outside your organization's system, such as a home computer or public computer, (e.g. library)
3. You may also continue to take the training on your organization's computer and take a screenshot of your completed course pages. Send the screenshots to the MLMS Help Desk ([MLMSHelpDesk@cms.hhs.gov](mailto:MLMSHelpDesk@cms.hhs.gov)) so that they can manually update your training status and provide you with a course completion certificate.

### Consider the following to help guide you through your issue

- a) For the best experience, use only one of the three supported browsers: Microsoft Edge, Google Chrome or Firefox.
- b) Always allow pop-ups for the cms.gov site.
- c) If you experience any issues with the page loading or courses launching, try clearing your cache.
- d) Be aware that some organizations restrict browser configurations. You will need to contact your IT department if you are unable to modify your browser settings.
- e) If you need to contact the MLMS Help Desk, you will need to provide basic information about your computer system. For example; operating system (Windows or MAC) browser (Edge, Chrome or Firefox).
- f) Take a screenshot of the last page of a course, showing it's been completed. The Help Desk can use that as verification of completion and manually change a course to "complete" for you.

## MLMS PY2023 Cache Clearing Guidance for Successful Completions

Users should be sure to clear their browser's Cache if they are experiencing issues with accessing the MLMS courses. Please follow the instructions below for each MLMS supported browser.



### Firefox

1. From the toolbar select, "Tools" (three stacked lines in top right-hand corner) then "Settings" then "Privacy & Security"
2. Scroll down to the "Cookies and Site Data" section, Select the "Clear Data" button on the right. In the pop-up box, choose both "Cookies and Site Data and Cached Web Content" check boxes
3. Click "Clear", then "Clear Now"
4. Close the tab for settings



### Google Chrome

1. In the top-right corner of Chrome, click the menu (three dots in top right corner)
2. Select "Settings" from the drop-down menu
3. Select "Privacy and Security" in the left-hand navigation menu
4. Select "Clear Browsing Data"
5. Change time range to "All Time" from the drop-down time range field
6. Check the boxes for "Cookies and other site data" and "Cached images and files"
7. Select "Clear Data"
8. Close the "Settings" tab



### Microsoft Edge

1. Click the Tools icon (three dots in the top right corner)
2. Select "Settings" from the drop-down menu
3. Click "Privacy, search, and services" on the left-hand "Settings" menu
4. Under Clear browsing data section, click the "Choose What to Clear" option
5. Ensure that "Cached images and files" is toggled on then click "Clear Now."
6. Close the "Settings" tab