FAQ
Device And Browser
Requirements For Teaching And Learning Online.

When using Brightspace & Virtual Classroom, only some browsers offer compatibility and full functionality. If using a **PC (Windows)** or a **Mac (Mac OS)** we recommend using **Firefox**. Other browsers, such as Internet Explorer, Edge, or Safari, will not fully support the software.

For best compatibility, please upgrade to **Windows** 10 for PCs or **OS** X 10.**15** for Mac. Chromebooks offer limited support and some features may not function.

On **Android mobile devices**, please use **Firefox.** On **iOS devices**, you must use **Safari**, and disable **"Request Desktop Website"** in Safari settings.

Required Browser Security Settings

If a recommended browser fails to function within Brightspace & Virtual Classroom, browser security settings are the likely cause. Errors are usually reported as "authentication errors", and can be remedied by enabling cookies and third-party cookies:

Firefox: To enable cookies and third-party cookies in Firefox, open the Preferences menu, and go to Privacy and Security. The protection level should be set to Standard, so that pages will load normally. Once you have changed settings, clear all cache/cookies/history, and relaunch Firefox. For further information, visit https://support.mozilla.org.

Virtual Private Networks (VPN) and Firewalls

Some VPN's and/or firewall settings may block functionality of Virtual Classroom. If you are unable to access Virtual Classroom even after adjusting your browser settings, disable any firewalls and VPN's.

Further Support

If you need further support with Virtual Classroom or Brightspace, contact the Software and Application Support Centre at sas@smu.ca. Regular hours are Monday – Friday, 9AM – 5PM. Summer session hours are Monday – Friday, 9AM – 4:30PM.