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SAM

Assessment, Training and
Projects for Microsoft Office



System Requirements



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Overview

Introduction

SAM (Skills Assessment Manager) is a web-based application that measures student proficiency in Microsoft Office software and technology-related topics. SAM teaches Microsoft Word, Excel, PowerPoint, Access, Outlook and Internet Explorer in addition to foundational computer concepts. SAM uses skill-based assessments, interactive training, real-world projects and just-in-time remediation to help students learn essential computing skills.

This document shows admins, students and instructors the requirements to run SAM.

System Requirements

Workstation Requirements

Each workstation running a SAM product must meet the following minimum system requirements:

Requirement	Details
Computer	<ul style="list-style-type: none"> ■ Processor: Intel Pentium 4 or higher processor required; Intel Centrino or an equivalent multi-core processor recommended ■ Memory: 1 GB RAM required ■ Operating Systems: windows 7 32-or 64-bit or Windows 8/8.1 32- or 64-bit; Macintosh OS X 10.9 or higher
Audio and video	<ul style="list-style-type: none"> ■ Graphics: SVGA ■ Resolution: Minimum recommended 1366x768 ■ Color: 32 bits ■ Video Memory: 64 MB minimum, 128 MB recommended ■ Video Card: Modern DirectX compatible
Network	<ul style="list-style-type: none"> ■ Internet Connection: broadband connection (cable, DSL, T1 or ISDN) recommended; persistent connection required
Software and Disk Storage	<ul style="list-style-type: none"> ■ Web Browsers: 4 MB ■ Adobe Flash Player: current version and current version -1 supported; versions prior to 11 are not supported: 17.3 MB ■ Adobe Reader: tested with Version 10 : 47.8 MB ■ For SAM 2010 Projects: Microsoft Office 2010 for Windows ■ For SAM 2013 Projects: Microsoft Office 2013 Professional for Windows, Professional Plus, RT and Office 365 (Home Premium, University) <p style="margin-left: 40px;">NOTE: Refer to your Microsoft documentation for current disk storage requirements</p>

For up-to-date system requirements for Microsoft products, refer to the following page on the

Microsoft website:

- For the Windows 7 operating system:
<http://windows.microsoft.com/en-us/windows7/products/system-requirements>
- For the Windows 8 operating system:
<http://windows.microsoft.com/en-us/windows-8/system-requirements>
- For the Windows 10 operating system:
<https://www.microsoft.com/en-us/windows/windows-10-specifications#sysreqs>


Setting Up SAM Workstations

System Check

Check within SAM to ensure your system meets the requirements to run SAM.








Click **Start Check** on the login page.

The System Check runs automatically and tells you which settings you need to edit to use SAM. Read the following sections to change your system settings.



System Check

This page is conducting a series of tests to ensure that your system can run SAM. If a test fails, follow the instructions provided, then reload this page to confirm the results.

Browser  Your browser is compatible. Name: Chrome 44	Javascript  JavaScript is enabled.
Cookies  Cookies are enabled.	 Third party cookies are enabled.
Flash  Flash is enabled and compatible. Version: 18	Screen Resolution & Window Zoom  Screen resolution and window zoom are OK.
Popups  Popups are disabled. Enable popups in your browser so content displays in SAM.	

Setting Up Your Browser

Access SAM using the following browsers:

Operating System	Supported Browsers
Windows 7, 8 and 8.1	Internet Explorer 11 for 32-bit or 64-bit versions of Windows; Firefox (latest version and latest -1); Chrome (latest version and latest -1), NOTES: <ul style="list-style-type: none"> ■ SAM 2010 Assessment and Training content is not tested on Chrome. ■ Compatibility Mode is not supported for Internet Explorer.
Windows 10	Microsoft Edge 12, Firefox (latest version and latest -1); Chrome (latest version and latest -1), NOTES: <ul style="list-style-type: none"> ■ SAM 2010 Assessment and Training content is not tested on Chrome. ■ Compatibility Mode is not supported for Internet Explorer.
Macintosh OS X 10.9 or higher.	Safari 7.0 and 8.0, Chrome (latest version and latest -1) for OS x 10.10 NOTE: SAM 2010 Assessment and Training content is not tested on Chrome.

Students can also access the SAM Study Center using their mobile devices.

Operating System	Supported Browsers
iOS 7.1.2 or 8.1.3	Native
Android 4.4.4 and 4.5	Native

Confirm these settings in your browser:

- JavaScript is enabled.
- Pop-up Blocking is disabled, either entirely or for the SAM URLs: <http://sam.cengage.com>
- Ad blocking software is disabled for the URLs: <http://sam.cengage.com>

IMPORTANT: Do not have multiple tabs or browsers with SAM open at the same time. Having multiple instances of SAM open may result in a loss of data.

Enabling JavaScript

To use SAM, verify that JavaScript is enabled in your browser. To confirm its status and enable it if necessary, use the appropriate procedure for your browser.

Internet Explorer

Use this procedure to enable JavaScript for Internet Explorer.

Step	Action
1	Start Internet Explorer.
2	On the Tools menu, click Internet Options . Result: The Internet Options dialog box opens.
3	Click the Security tab.
4	Click Trusted Sites .
5	Click Custom level . Result: The Security Settings – Internet Zone dialog box opens.
6	Scroll to the Scripting section.
7	Under Active Scripting , confirm that the Enable option button is selected.
8	Click OK Result: The Security Settings – Internet Zone dialog box closes.
9	Click OK Result: The Internet Options dialog box closes.

Firefox for Windows

JavaScript is enabled by default in Firefox. Use this procedure to verify JavaScript is enabled.

Step	Action
1	Start Firefox.
2	In the Address Bar enter <i>about:config</i> . Press Enter . Result: The A warning box displays.
3	Click the button labeled I'll be careful, I promise! Result: The <i>about.config</i> window displays.
4	In the Search box, enter <i>javascript.enabled</i> . Result: The list filters to display <i>javascript.enabled</i> .

Step	Action
5	In the Value column to the far right, verify that True displays. If False displays (indicating that JavaScript is disabled), right-click True and select Toggle . Result: True displays (indicating that JavaScript is enabled).
6	Exit the <i>about.config</i> window.
7	Restart Firefox. Result: You enabled JavaScript.

Chrome for Windows

Use this procedure to enable JavaScript for Google Chrome.

Step	Action
1	Start Chrome.
2	On the Customize and Control Google Chrome menu in the upper-right corner of the browser window, click Settings . Result: The Settings dialog box opens.
3	Click the Show Advanced Settings link. Result: Advanced settings display.
4	Click Content Settings . Result: Content Settings display.
5	Confirm that the Allow All Sites to Run JavaScript check box is selected.
6	In the Content Settings dialog box, click Done . Result: Your changes save.

Safari for Macintosh

Use this procedure to enable JavaScript for Safari.

Step	Action
1	On the Safari menu, click Preferences . Result: The Preferences dialog box opens.
2	Click the Security tab. Result: The Security tab displays.
3	Confirm that the Enable JavaScript check box is selected.
4	Close the Preferences dialog box Result: Your changes save.

Setting Up Pop-Ups (IE Only)

SAM requires that pop-ups in Internet Explorer always display in a new window instead of a new tab. Use the following procedure to set up this display requirement:

Step	Action
1	On the Tools menu, click Internet Options . Result: The Internet Options dialog box displays.
2	On the General tab under the Tabs Category , click Settings . Result: The Tabbed Browsing Settings dialog box opens.
3	Under When a pop-up is encountered , select Always open pop-ups in a new window .
4	Click OK . Result: Your changes save and the Tabbed Browsing Settings dialog box closes.
5	Click OK . Result: The Internet Options dialog box closes.

Disabling Pop-Up Blockers

To use SAM, disable pop-up blocking software on the browser for the URL <http://sam.cengage.com>. Use the procedure appropriate to your browser to disable pop-up blocking.

Internet Explorer

Use this procedure to turn off pop-up blocking entirely or for the SAM URLs only:

Step	Action
1	Start Internet Explorer.
2	On the Tools menu, click Internet Options . Result: The Internet Options dialog box opens.
3	Click the Privacy tab.

Step	Action			
4	Turn off pop-up blocking completely or for SAM URLs only.			
	<table border="1"> <thead> <tr> <th>To turn off Pop-up blocking completely</th> <th>To turn off pop-up blocking for SAM URLs only</th> </tr> </thead> <tbody> <tr> <td> <p>To disable pop-up blocking completely, confirm that the Turn on Pop-up Blocker check box is not selected.</p> <p>NOTES: You can also turn off pop-up blocking entirely on the menu bar following these steps:</p> <ul style="list-style-type: none"> On the Tools menu, click Pop-Up Blocker. On the Pop-Up Blocker menu, click Turn Off Pop-Up Blocker. </td> <td> <p>To disable pop-up blocking for SAM URLs only:</p> <ul style="list-style-type: none"> Confirm that the Turn on Pop-up Blocker check box is selected. Under Pop-up Blocker, click Settings. Result: The Pop-up Blocker Settings dialog box opens. In the Address of website to allow field, enter http://sam.cengage.com. Click Add. Click Close to return to the Internet Options dialog box. Click OK to save your changes. </td> </tr> </tbody> </table>	To turn off Pop-up blocking completely	To turn off pop-up blocking for SAM URLs only	<p>To disable pop-up blocking completely, confirm that the Turn on Pop-up Blocker check box is not selected.</p> <p>NOTES: You can also turn off pop-up blocking entirely on the menu bar following these steps:</p> <ul style="list-style-type: none"> On the Tools menu, click Pop-Up Blocker. On the Pop-Up Blocker menu, click Turn Off Pop-Up Blocker.
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Microsoft Edge

Enable Pop-ups in Microsoft Edge using the following procedure:

Step	Action
1	Open Microsoft Edge.
2	Click the ellipses icon on the top right.
3	Click Settings . Result: The browser version displays in a window.
4	Click View advanced settings . Result: Advanced Settings display.
5	Ensure Block pop-ups is turned off. Result: Pop-ups are enabled.

Firefox for Windows

Use this procedure to turn off pop-up blocking entirely or for the SAM URLs only:

Step	Action
1	Start Firefox.

Step	Action				
2	On the Tools menu, click Options . Result: The Options dialog box opens.				
3	Click the Content tab.				
4	Turn off Pop-up blocking completely or for SAM URLs only. <table border="1" data-bbox="435 449 1429 940"> <thead> <tr> <th>To turn off Pop-up blocking completely</th> <th>To turn off pop-up blocking for SAM URLs only</th> </tr> </thead> <tbody> <tr> <td>Confirm that the Block pop-up windows check box is not selected.</td> <td> <ul style="list-style-type: none"> ■ If not selected, click Exceptions to the right of the check box. ■ In the Address of website field, enter the URL <i>http://sam.cengage.com.</i> ■ Click Exceptions to the right of the check box. Result: The Allow Sites – Pop-ups dialog box displays. ■ Click Allow. </td> </tr> </tbody> </table>	To turn off Pop-up blocking completely	To turn off pop-up blocking for SAM URLs only	Confirm that the Block pop-up windows check box is not selected.	<ul style="list-style-type: none"> ■ If not selected, click Exceptions to the right of the check box. ■ In the Address of website field, enter the URL <i>http://sam.cengage.com.</i> ■ Click Exceptions to the right of the check box. Result: The Allow Sites – Pop-ups dialog box displays. ■ Click Allow.
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5	On the Allow Sites – Pop-ups dialog box, click Close .				
6	In the Options dialog box, click OK . Result: Your changes save.				

Chrome for Windows

Use this procedure to turn off pop-up blocking entirely or for the SAM URLs only:

Step	Action
1	Start Chrome.
2	On the Customize and Control Google Chrome menu in the upper-right corner of the browser window, click Settings . Result: The Settings dialog box opens.
3	Click the Show Advanced Setting link.
4	Click Content Settings .

Step	Action			
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6	In the Content Settings dialog box, click Done to save changes.			

Safari for Macintosh

Safari does not support disabling pop-up blocking for individual URLs. Turn off pop-up blocking to use SAM.

Step	Action
1	On the Safari menu, click Preferences . Result: The Preferences dialog box opens.
2	Click the Security tab.
3	Deselect the Block pop-up windows check box.
4	Close the Preferences dialog box to save your changes.

Turn off pop-up blocking on the menu bar using the following procedure:

Step	Action
1	Click the Safari menu.
2	Deselect the Block Pop-Up Windows option.

Third-Party Pop-Up Blockers

Third-party Internet Explorer, Firefox and Chrome toolbars offered by companies like Yahoo!, Google and Ask.com may include pop-up blockers. Deactivate this feature, either entirely or for the URL <http://sam.cengage.com>. Refer to the toolbar documentation for instructions on how to disable this feature.

Disabling Ad Blockers

Third-party add-ons and extensions for Internet Explorer, Firefox and Safari may block the display of ads. This may cause issues if one of the SAM URLs is present on the block list. To prevent this, disable the blocker for the URL <http://sam.cengage.com>. Refer to the ad blocker's documentation for more information.

Setting Up Your Computer

You need to ensure you have the following computer settings to run SAM.

Necessary Software

SAM requires the following software:

Adobe Flash Player: Required to use the SAM Content Player to preview the simulations used in exams and training for SAM 2010 or 2013 courses. Find a link to this component on the right side of the *Home* page, under Software. Click the link or go to <http://get.adobe.com/flashplayer/> and follow the installation prompts.

You need the following versions of Microsoft Office to complete SAM Projects:

- **Microsoft Office 2010 for Windows** (specifically Access, Excel, PowerPoint and Word): Needed to complete projects in SAM 2010.
- **Microsoft Office 2013 for Windows** (specifically Access, Excel, PowerPoint and Word): Needed to complete projects in SAM 2013. You can also use Microsoft Office 365 or 2016 to complete SAM 2013 projects.

NOTE: Cengage does not recommend using Office 2011 for Mac with SAM 2013 Projects.

- **Adobe Reader:** Enables you to read the SAM user manuals. Go to <http://get.adobe.com/reader/> to download Adobe Reader.

Disk Protection Software

If your institution uses disk image protection software like Deep Freeze or Clean Slate, install Adobe Flash Player, Adobe Reader, Microsoft Office 2010/2013 and project related Office files in a safe area of the workstation's disk so they are not overwritten by these utilities.

Monitor Resolution

In order to use the SAM Content Player most effectively, set the monitors to a display resolution of 1366x768 or higher. This setting enables SAM simulations to display fully on a 17-inch or larger monitor. To specify a lower resolution, scroll to view the entire simulation.

Check the current resolution and change it using the following procedures:

Windows 7 and 8

Adjust the monitor resolution in Windows 7 or 8 using the following procedure:

Step	Action
1	Right-click anywhere on your computer Desktop. Result: A shortcut menu displays.

Step	Action
2	On the shortcut menu, click Screen Resolution . Result: The Screen Resolution dialog box displays.
3	On the Resolution menu, click.
4	Record the current setting so you can restore it later if desired.
5	Click OK . Result: The changes save and the Screen Resolution dialog box closes.

Windows 10

Adjust the monitor resolution in Windows 10 using the following procedure:

Step	Action
1	Right-click anywhere on your computer Desktop. Result: A shortcut menu displays.
2	On the shortcut menu, click Display Settings . Result: The Display tab displays.
3	Click Advanced displays settings . Result: The Resolution menu displays.
4	On the Resolution menu, select a resolution that is 1366x768 or higher.
5	Record the current setting so you can restore it later if desired.
6	Click OK . Result: The changes save and the Screen Resolution dialog box closes.

Macintosh OS X

Adjust the monitor resolution in Macs using the following procedure:

Step	Action
1	On the Apple menu, click Systems Preferences .
2	From the Hardware category, click Displays .
3	On the Resolutions menu, select 1366x768 or higher.
4	Record the current setting so you can restore it later if desired.
5	Click Close to save your changes.

Tips for Macintosh Users

If your lab uses an Apple Macintosh laptops or desktop computers to access SAM, students may find the following tips helpful:

- When instructions direct students to press the Windows **Ctrl** key, they need to do the following:
 - If students are using a Macintosh with an Apple keyboard, press the Command key instead.
 - Using a Macintosh with a generic USB keyboard, students press the **Ctrl** key. However, on rare occasions, they may need to press the **Alt** key for the same function.
- When instructions direct students to click the right button of a Windows mouse, they need to do the following:
 - Using a single-button mouse or track pad, press the **Ctrl** key and click at the same time.
 - Using a more recent MacBook that supports gestures, touch the track pad with two fingers. (Enable this in the **System Preferences**.)
 - Using a generic USB two-button mouse or track pad, click the right button.
- To **Backspace**, hold the **Function (fn)** key on the keyboard while pressing the **Delete** key.