

## Somerset Learning Platform (SLP) – Configuration & Compatibility

**Service Group:** e-Learning & Information Management

**Contact Details:** South West One Service Desk (FAO: ELIM/SLP)



Support Services  
for Education



### Summary

- When working with SLP the user should be accessing it via [Internet Explorer](#)
- [Compatibility View](#) should be enabled (via group policy for school users)
- [Trusted sites and Proxy Exceptions](#) should be configured (via group policy for school users)
- [Windows Updates](#) should be run and installed regularly

### Web Browser

A web browser is a piece of software on your computer, phone or tablet that enables the user to search and find information on the World Wide Web (www).

SLP is built on Microsoft Technology and will provide full functionality when used with other Microsoft products.

It is recommended, should the user have **Internet Explorer** available to them, that SLP is accessed and utilised through that web browser. In addition to this, there are particular settings and advised versions that have been tested for full functionality of SLP.

To find out what web browser you're using, go to <http://whatbrowser.org>

### Not Supported: Windows XP and Office 2003

On 8th April, Microsoft ceased support for Windows XP and Office 2003. This is important as Microsoft no longer releases security updates, patches, and fixes for these products: if you are continuing to use either Windows XP or Office 2003 you are at risk as this software is no longer protected via the Windows Updates system.

For further details please see this [page on SLP Support](#).

### Windows Updates

The Windows Update service is supplied by Microsoft. ELIM cannot support Windows Update and cannot be held responsible for any loss or damage to computer equipment or data as a result of using this service. Please read the Microsoft terms and conditions carefully.

#### Somerset Schools

Schools and academies may find that their Windows Updates are restricted by default.

We recommend that schools request their ICT Support to run Windows Updates regularly for all computers in school.

#### Personal Computers / Devices

Windows 7 users should click on **Start > System and Security > Check for updates**.

Windows 8 users should find that their updates run automatically.

## Microsoft Software

### Microsoft Office 2010 & Microsoft Office 2013 are supported for use with SLP

When installing new versions of Software (such as Microsoft Office) it is recommended that all previous versions of Office are uninstalled from the computer **before** installing any new software. For example, remove all software relating to Microsoft Office 2010 before installing Microsoft Office 2013.

Failure to do this could result in the user experiencing problems, interacting with documents stored within SLP. This is due to the web service interaction between Microsoft SharePoint & Microsoft Office.

If this advice has been followed and you still experience issues when interacting with files stored on SLP, we recommend performing a repair of Microsoft Office and/or Internet Explorer – [guidance from Microsoft here](#).

## Trusted Sites & Supported Web Browsers

### Somerset Schools

Somerset Schools and Academies should request that their ICT Support apply the following settings to all computers in school:

\*.**somerset.org.uk** AND \*.**somerset.gov.uk** to be added – through Group Policy – as trusted sites AND Proxy Exceptions.

School ICT Technicians should also be aware of the [following information](#).

### Personal Computers / Devices

For staff or governors working with SLP on home computers...

[Please click here to run the SLP Trusted File](#).

When prompted, select **Run** or **Install** > **Agree** to Install and Add the file to the registry – select **Yes**.

You will need to close and reopen your web browser for the changes to take effect.

Provided that the above settings have been applied to your computer, the following browsers are believed to offer full functionality available within SLP:

### Internet Explorer 8, Internet Explorer 9, Internet Explorer 10\*, Internet Explorer 11\*

**It is recommended that 32-bit versions of Internet Explorer are used to interact with SLP**

Other browsers such as **Google Chrome**, **Mozilla Firefox** and **Safari** are capable of accessing SLP sites; however, the structure/content of the site may be different and some functionality may not be available.

\* **Note:** Internet Explorer 10 and 11 may require the user to [enable Compatibility View](#) for SLP sites.

### Somerset Schools

Once trusted sites have been configured as advised above, Somerset School users still experiencing issues accessing files on SLP should:

- Request that their ICT Support has ensured that LAN Settings are set to automatically detect as [shown here](#).
- Go into **Microsoft Word** > **File** > **Options** > **Trust Centre** > **Trust Centre Settings** > **Trusted Locations** – click [Allow Trusted locations on my network](#).

### Personal Computers / Devices

Users who have run the SLP Trusted File as advised above but who are still experiencing issues accessing files on SLP should:

- Go into **Microsoft Word** > **File** > **Options** > **Trust Centre** > **Trust Centre Settings** > **Trusted Locations** – click [Allow Trusted locations on my network](#).