

SATERN Online Training

This information is provided as general guidance only.

If you have any questions about your computer configuration, you should contact ACES, 864-7777 or your organizational IT POC.

Pop-up blockers

The online SATERN courses open in a second window so pop-up blockers should be turned off; otherwise you will not see the SATERN window with the course. Due to the variety of computer configurations (PC, Mac, Internet Explorer, Safari, Firefox, etc.), instructions for turning off pop-up blockers have not been included in this job aid. If you are uncertain how to turn off the pop-up blockers in your web browser, use the web browser help feature or contact ACES.

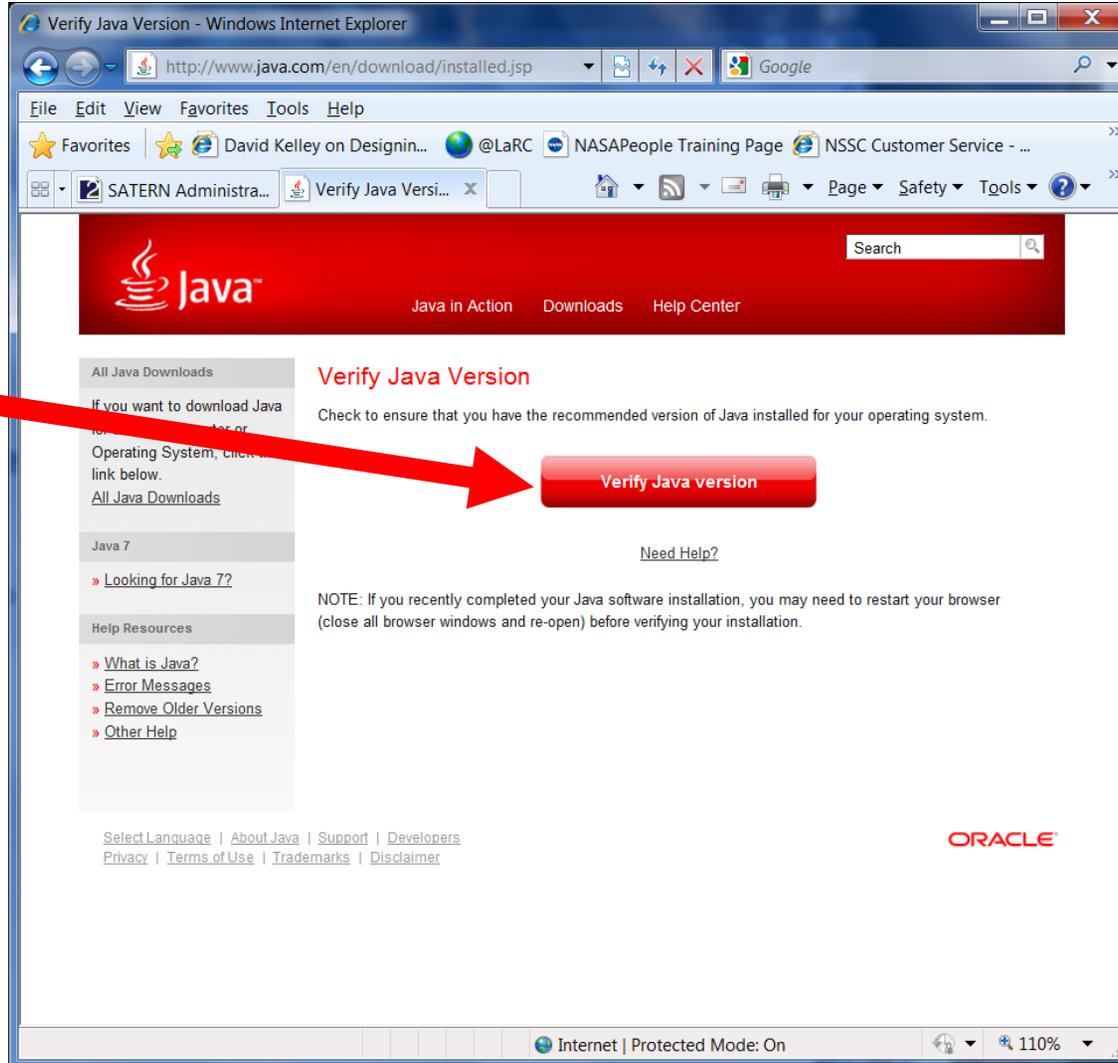
Java Software

You need Java software installed on your computer to run SATERN online courses. To check your Java software, open another web browser window and in the URL, type www.java.com . Click on the link “Do I have Java?”

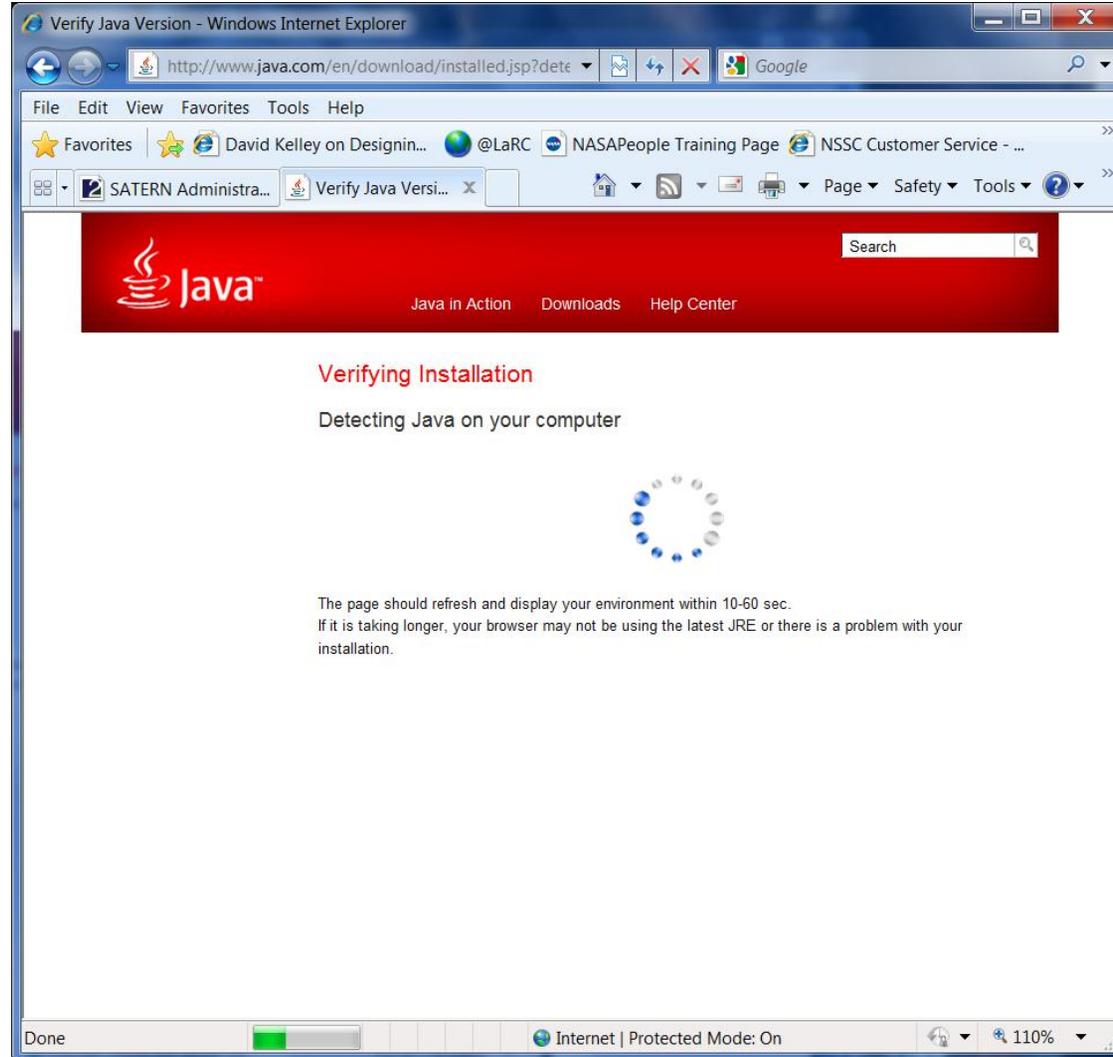
NOTE: The Java home page may be different that what is displayed in this job aid.



You should see a screen similar to the following. Click the button “Verify Java version”.



You should see a screen similar to the following:



If java is installed on your computer, you should screen similar to the following:



Note: The Java version on your screen may be different than this job aid.

You may also see text that there is a newer version of Java available.

*** **You should not install any updated software without contacting ACES.** ***

This could create a configuration problem with your computer.

If the screen does not display that your computer has Java, you need to contact ACES to get Java installed on your computer.

If there are problems launching an online course or if the course is completed but it does not transfer to the employee SATERN Learning History, contact the **SATERN Help Desk at 1-877-677-2123** or NSSC-satern.support@nasa.gov.