



Technical requirements FAQ

What do you need to use realsmart ?

Simply put, you need a computer with internet access, and an Internet browser.

Internet Settings

Contact your local authority ISP and ask them to add www.rlsmart.net to the caching exemption list. Also ask them for any potential filtering software that they may employ and for it to allow ALL parts of www.rlsmart.net to be accessed. Similarly repeat these settings, should you run any caching or filtering software within your own school's network.

What browsers do you support ?

We currently support the latest versions of Internet Explorer and Firefox. Other browsers may work, but they MUST support the latest version of Adobe Flash Player and have JavaScript installed.

What type of computers, or operating systems do you support ?

We support XP and Vista for the PC, and Mac OS X. realsmart can be used in Linux, but we do not officially support it (However, feel free to contact us if you want us to look at an issue)

Go to:

www.microsoft.com for Internet Explorer (PC only)

www.firefox.com for Firefox (PC, Mac, Linux)

www.apple.com for Safari (Mac, PC)

and

www.adobe.com for Flash Player (Mac, PC, Linux)

What webspace do we get ?

You have an unlimited amount of webspace, subject to our fair usage policy



What's the biggest filesize we can upload ?

This is currently limited to 50MB. If you have an issue with this, please contact lianne@smartassess.com

Various common issues

I can see the log in screen, but there's nowhere to type in my log in.

You need to upgrade to the latest Flash Player. Go to www.adobe.com and download it. It's free.

Sometimes I get errors saying 'javascript' error, or error on page.

It could be us, but make sure you have the latest version of your browser first, as javascript is built into your browser.

I'm trying to upload a file, but it doesn't let me.

Check the filetype of the file you're trying to upload. Make sure the place you are uploading supports the filetype.

If it still doesn't upload, try uploading the same file outside of your school eg at home. Sometimes, your school internet access is configured to block certain actions, even though they are harmless in this context. If you can do something at home, but not in school, contact your technician. Ask him about any 'proxy settings' that may be set to block certain actions.

If you can't do something in school and at home, please contact Lianne from customer support at lianne@smartassess.com.

For any other technical questions, please contact Technical Support : support@smartassess.com