

- The Labster simulations must be done on a desktop or laptop computer. (They do not run on cell phones/tablets). The system requirements can be found at <https://help.labster.com/en/articles/1077008-what-are-the-minimum-system-requirements-for-labster-simulations>
- If you are using a Mac/Apple computer, make sure that you have updated your Mac operating system (macOS) to the latest version that your computer allows. You can go to System Preferences from the Apple menu, then click Software Update to check for updates.
- Google Chrome and Mozilla Firefox are the only two web browsers currently supported by Labster. You may experience problems if you use a different web browser. Do not use Safari to run Labster simulations (there are known issues with that).
- Before starting Labster, close all of the other programs running on your computer, including any open web browser tabs/windows besides the ones with Blackboard/Labster. Labster requires a lot of computer system resources—this will improve performance of the program.
- Labster can be slow to load initially. Be patient and remain on the web browser page. Loading will be paused if you move to another web page or other program. Depending on your home Internet speed, it should not take more than 5-7 minutes to load.
- On average, if you have studied the related class material before starting the labster lab, each simulation will take approximately 60-90 minutes to complete. The first time you do a simulation, please allow extra time to learn how to use the “Lab Pad” in the program (There is an option to do a walk-through tutorial at the beginning of each simulation).
- You may exit the program at any time during the simulation by pressing the ESC key on your computer. However, please check that your game has been saved before exiting. (You will be notified by a green 'Saving progress' notification at the bottom left of your screen when your progress is being saved.) If you exit a simulation before reaching 100% completion, you will have the option to ‘Restart from beginning’ or ‘Continue from save game’. If you choose ‘Continue from save game’, then you will be taken back to your latest save point and your progress and score will register as a single attempt. (The saving points match the completion of tasks or 'missions', so that resuming your attempt always leads you to the beginning of a task, which might be a few steps back from where you left the lab.)

- You may repeat each simulation as many times as you like. The score on your “best attempt” will be used for grading so we encourage you to aim for a 100% score.
- Be sure to read all of the information in the “Theory” tab on the Lab Pad. The answers to most of the questions in the simulation itself can be found in the Theory page. This information will also help you prepare for the Blackboard quiz you will take after completing the simulation.
- You cannot skip any of the steps (“missions”) in the simulation. If you get “stuck” on a particular step, go to the Lab Pad (Home tab) and read the instructions carefully. You may need to answer a question or hit the “Continue” button to proceed. (Sometimes you need to scroll down on the page to find the “Continue” button).
- The virtual person cannot pick up more than one object at a time. If you accidentally pick up the wrong item, you must return it to its original location before you can continue. When an item is picked up, an outline showing the shape of the item appears in its original location. Click on the outline to set down the item you are holding.
- If you need technical help with Labster program itself, you can find answers to many frequently asked questions on the Labster Help Center page:  
<https://help.labster.com/en/>. On this page you can also find a link to contact the Labster Support Team.
- If you need help with the content of the lab itself, you may post a question on Blackboard discussion board or email your instructor.