

Student Support for Visible Body

If a student has difficulty gaining access to the Visible Body Courseware after completing registration, here are support steps:

1. Exit other applications and close other browser tabs
2. [Clear browsing history](#)
3. Confirm computer operating system: 64-bit Windows 7/8/10 or Mac OS X 10.10 or later
4. Confirm internet download speed of 30 Mbps or higher - <https://www.speedtest.net/>
5. If you're experiencing an internet speed of less than 30, try disconnecting other devices from the wifi while you are completing your assignment
6. Make sure you are using **Firefox, Chrome, or Safari (v10 or later)**. Courseware is not compatible with Internet Explorer.

After you have tried these suggestions, please email support@visiblebody.com for more assistance, and CC' (Krystyllynn Fusaro krystyllynn.fusaro@visiblebody.com) on the email. In the body of your email, please share this information:

1. Your internet speed <https://www.speedtest.net/>
2. Your computer specifications [For Mac](#); [For PC](#)
3. Screenshots of the error you are experiencing