



MySCLearning Mandatory Network Settings

MYSCLearning is the NEW statewide learning management system. This system is used for required statewide and agency specific training.

Users are required to utilize Internet Explorer v.11 or higher to access MySCLearning via MySCEmployee.

For your employees to have an unimpeded, positive experience with the system, you must make the following adjustments to your agency's trusted sites settings for Internet Explorer. Add the following sites to your listing of trusted Internet Explorer sites.

1. successfactors.com
2. stateofsc.plateau.com
3. icontent-entitlement.plateau.com

***Adjust your settings to turn-off pop-up blocker for these three sites.**

Adding these three sites to your trusted sites will ensure that your employees do not encounter system errors such as sign-on issues or page display errors. Once this adjustment is made the SCEIS LMS team will assist you in testing, if necessary.

Bandwidth

Bandwidth issues can cause delays and errors within MySCLearning when users are viewing video-based content. Bandwidth issues are affected both by statewide content and by your agency's bandwidth capacity and usage.

We have put some content creation limitations in place to help minimize the impact of video-based training to your bandwidth. It is your agency's responsibility to monitor your bandwidth usage and determine whether your agency needs to increase your available bandwidth. Any associated bandwidth costs are the responsibility of the agency.

The chart below will assist you in understanding the impact to bandwidth on video content produced at 900kbps per stream.

Simultaneous Video Streams	1	5	10	20	50	100	250
Available Bandwidth Requirements in Mb*	0.9Mb/s	4.5Mb/s	9 Mb/s	18 Mb/s	45 Mb/s	90 Mb/s	225 Mb/s

*Based on 900Kbps per stream

Existing Flash-based content

As your agency implements MySCLearning, keep in mind that if you have legacy content that utilizes Flash your agency will need to have the most recent version of Flash player installed on all agency computers. If Flash player is not installed, your users will receive an error message when attempting to access Flash-based content. Agency content developers have been notified that in the future they should not create content for delivery via MySCLearning utilizing Flash.

Please let us know if you have questions. Thank you for your effort in making this a smooth process for your agency employees.