



Platform Tips

What is the Lumen Circle Platform?

Your virtual learning community will use the Lumen Circle Platform which is your hub to communicate with your peers and Circle Facilitator and to reflect on your teaching practices. You may access the platform on any device.

Browser Configuration

To ensure that the course materials function properly and to avoid potential frustration, please use the latest version or the second latest version of one of the following browsers:

- Chrome (recommended)
- Firefox (recommended)
- Safari
- Microsoft Edge

If you're not sure whether you are using the latest version, an easy way to check is to visit this website:

<http://www.whatsmybrowser.org/>

Set your browser setting to allow cookies:

- [Manage cookies in Chrome](#)
- [Manage cookies in Firefox](#)
- [Manage cookies in Safari](#)
- [Manage cookies in Microsoft Edge](#)

Need Help?

Contact your Circle Facilitator for assistance and provide:

- a screenshot of your browser showing the error message or what happened on the screen when you encountered the issue,
- a description of the issue, and
- the time you encountered it

Email this information to your Facilitator and they will work to resolve the problem. If the issue is more complex and requires IT support, you may report the problem to [Lumen Support](#). In the drop-down menu, select Customer Support Request and in the Subject line add, "Lumen Circle—[circle name] Issue" and then add your details in the Description box. Be sure to add your screenshots to the Attachments.

