Technical Info

In order to make the most of your online learning experience, there are several technical requirements you will need to fulfill. Refer to the guidelines below to help ensure your online success.

System Requirements

- **Windows Users**
  - Windows 2000, XP, or Vista
  - 64 MB RAM
  - 28.8 kbps modem (56K recommended)
  - Soundcard & Speakers
  - Internet Explorer 7.0

- **Mac OS User**
  - Mac OS X or higher (in classic mode)
  - 32 MB RAM (64 recommended)
  - 28.8 kbps modem (56K recommended)
  - Soundcard & Speakers
  - Safari 3.0

- **Screen Resolution**

  We recommend setting your screen resolution to 800 x 600 pixels. If you currently see a horizontal scroll bar at the bottom of your screen and would like to eliminate this, you can do so by resizing your screen. If you need help with your screen settings, Please see our Instructions for resizing your screen.
Browser Requirements

If a browser is not listed below it has not been tested on the online platform. A user risks running into problems with the course software if they choose to use a non supported browser. Browsers listed below have been validated with the course platform.

- **Windows Users**
  - Recommended Version:(Windows Internet Explorer)
    - Microsoft Internet Explorer 7.0
  - Recommended Version:(Mozilla Firefox)
    - Mozilla Firefox 3.0
  - Supported versions:(Windows Internet Explorer)
    - Microsoft Internet Explorer 6.0
    - Microsoft Internet Explorer 8.0
  - Supported versions:(Mozilla Firefox)
    - Mozilla Firefox 2.0
    - Mozilla Firefox 3.5

- **Mac OS Users**
  - Recommended Version:(Safari)
    - Safari 3.0
  - Recommended Version:(Mozilla Firefox)
    - Mozilla Firefox 3.0
  - Supported versions:(Safari)
    - Safari 2.0
    - Safari 4.0
  - Supported versions:(Mozilla Firefox)
    - Mozilla Firefox 2.0
    - Mozilla Firefox 3.5
Feature Requirements

These components are needed to access certain features of the system. You will be able to access your course without them; however, you may not be able to access the specific feature:

- **Windows Users**
  - **ClassLive**
    - 256 MB RAM
    - 20 MB free disk space
    - Sun’s Java 2 SDK (Java 1.5 or Java 1.6)
    - Microsoft JVM (Windows XP SP1 only)
  - **Class Live Audio**
    - 56K kbps or higher modem*
    - Windows Media Encoder 7.1*
    - Soundcard with speakers and microphone or headset*
    - Windows Media Player 9**

*Instructor-only requirements for Audio Encoding.
**Required for students only if instructor is using Live Audio.

- **Supported Browser Plug-ins**
  - RealPlayer 8 Basic Player
  - Macromedia Flash Player
  - Macromedia Shockwave Player
  - Windows Media Player
  - QuickTime Player

- **Assistive Technology**
  - JAWS 5.0
  - Window-Eyes
Third-party Course Packs

Your instructor may choose to include a CoursePack (for example, a collection of readings, articles, video clips). Because actual CoursePack content varies, you may or may not have additional system requirements. Check with your instructor or with the third-party CoursePack provider for specific requirements.

Mac OS Users

ClassLive
- 256 MB RAM
- Mac OS X 10.4 and 10.5
- G4, G5 or Intel Processor
- Microsoft Internet Explorer 4.5
- MacOS Classic Java (MRJ 2.2.5)

Mac Classlive Audio
- Soundcard with speakers and microphone or headset
- Windows Media Player 9*

*Required for students only if instructor is using Live Audio.

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- RealPlayer 8 Basic Player
- Macromedia Flash Player
- Macromedia Shockwave Player
- Windows Media Player
- QuickTime Player
• **Third-party Course Packs**

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**Additional Information**

• **Email Account**

You will need a personal email account to receive communications from within your course. If an account is not provided by the school, you may sign up for one with any 3rd party email system (EX. Yahoo, Google, Hotmail, Comcast, etc...). We suggest you avoid using special characters (like +, &, $, etc.) in your email address, as they can cause problems with some systems and make it difficult for messages to reach the intended mailbox.

• **Avoiding Inactivity Timeout**

When an ISP’s internal browser is not in use, the ISP will consider the user inactive and will disconnect the user after a period of time. To remain active and avoid being disconnected, return to the main page of the ISP (every half hour or so) and click on a link or check email. This will reset the ISP’s “inactivity timer” and allow you to continue working in your online course.

*Note: Courseware cannot be accessed using MSN TV (formerly Web TV).*

Satellite & Cellular internet connections: If this is the only connection you have access to please note that you may experience sporadic issues while working in your online courses. If you report these problems to the helpdesk we will attempt to address them with your Satellite or Cellular connection provider.

Wireless Routers/Connections: While working in your online courses via a wireless router or wireless connection you may experience problems such as various error messages. If
you contact the online Helpdesk please be aware that part of the troubleshooting process may be to have you bypass your wireless router or connection. If bypassing the wireless router resolves the problems you are experiencing you will either need to continue to bypass the router or contact the router's manufacturer's support to further diagnose the source of this problem.