

Online Learning Technology Suggestions

Your experience in online classes is highly dependent on the quality and functionality of your computer equipment. Below are the *suggested* specifications for your computer equipment and software versions. Recommended standards for best experience appear in parentheses.

Computer

- A Windows or Mac desktop or laptop computer with speakers, microphone, and a webcam
- Win 10 version 1903 or Mac 10.14 or higher (Windows 10 Build 1909 or newer • macOS 10.15.3 or newer recommended)¹
- Audio headset with microphone attachment is required for all online live sessions
- Test your computer's audio input (mic/headset), audio output (speakers/headset) and video input (webcam) with Skype, Google Hangouts, FaceTime or other audio/video software on your computer
- System requirements for Zoom: <https://support.zoom.us/hc/en-us/articles/201362023-System-Requirements-for-PC-Mac-and-Linux>

Network Bandwidth/Connection Speed

- Internet Access with a minimum connection speed of 1.5 mbps (5 mbps download speed or higher recommended). To test speed: Close all applications and other website tabs and conduct test by visiting: <http://speedtest.net>

Software

- Adobe Acrobat Reader (<http://get.adobe.com/reader/>) or Apple Preview for MAC (to open PDFs)
- Microsoft Office - <http://it.emory.edu/studentdigitallife/services/office/index.html>
- Mozilla Firefox – <http://firefox.com> (recommended); Safari, Chrome (OK); IE or Edge NOT recommended

Plugins

The following free plugins are required and must be updated and enabled

- Zoom download: <https://zoom.us/support/download>

Important Services

- Box at <http://emory.box.com> - login to accept Terms of Service and establish workspace
- Access to your Zoom Pro account with Emory NETID and password: <https://emory.zoom.us/>
- Duo (Two-Factor Authentication from off-campus) – enroll at <https://duo.emory.edu>
 - Brief overview of Duo on YouTube: <https://youtu.be/3CuCTh1lpKg>
- Emory IT Service Help Desk – 404.727.7777

¹ To check your Windows and or macOS version:

Windows: Press the Windows Key and then type winver and press enter. Your version will be shown in the small window that appears.

If your version is below the minimum version listed above, press the Windows Key and then type in Check for Updates. Run updates until your computer says you are up to date. If your device is owned or managed by a church or business, please ask them to update you to the version listed above.

macOS: Click on your Apple Menu and then About This Mac. Your version will be shown in the small window that appears.

If your version is below the minimum version listed above, click on Software Update. Run updates until your computer says you are up to date. If your device is owned or managed by a church or business, please ask them to update you to the version listed above.

If you have support needs this fall, here's where to start:

- Canvas: Emory IT Help (404-727-7777) or <http://it.emory.edu/studentdigitallife/support/student-technology-support/index.html>
- General IT and Emory login support (including DUO issues): Emory IT (404-727-7777)
- Hardware/wifi access issues: csthhelp@emory.edu
- Library/course e-reserves: theologyref@emory.edu
- Add/drop and grading basis questions: candlerregistrar@emory.edu
- Scholarship questions: ashly.frances.cargle@emory.edu
- Federal aid questions: finaid@emory.edu