Online Classroom Technology Requirements & Recommendations

Equipment Requirements:

Device with a compatible, updated browser and an internet connection (see below)

Blackboard Collaborate Ultra – Certified Browsers and Operating Systems

Microphone -- A headset or USB plugin microphone is recommended.

*A webcam is recommended for most classes, but NOT required.

Most Compatible Browsers

- Chrome
- Firefox
- Safari

Checking for Browser Updates

How to update Google Chrome

How to update Firefox

How to update Safari
**Internet Connection**

Online courses provide key course content through multimedia, including video and audio. For this content to play smoothly, plan to have access to a broadband internet connection (download speeds of at least 15 Mbps). A faster connection will improve your experience.

[Check your internet speed.]

**Tips to manage poor internet speed**

- Close all the programs on your computer except for the tools you’re actively using.
- Try to remain as physically close to the wireless access point (router) as possible to maintain a strong signal. Using an ethernet cable to directly connect your device to the wireless router provides the strongest connection.
- Turn on webcam only when necessary. Webcam use is recommended, but not required, during discussion portions.
- Ask others using your home network to reduce their network use while you’re participating in online classes and/or remote meetings.
- If you have “smart devices” in your home that connect to your Wi Fi, disconnect these devices during the time you need your best internet speed. Even when not active, smart devices can be sending and receiving information over your Wi Fi.

**Confirm that your internet provider does not have any outages and use the troubleshooting guides below:**

- Spectrum: [Troubleshooting | Outage Map](#)
- TDS: [Troubleshooting | Outage Map](#)
- Verizon: [Troubleshooting | Outage Map](#)
- AT&T: [Troubleshooting | Outage Map](#)
- Comcast: [Troubleshooting | Outage Map](#)

In the event of an internet outage, you may wish to investigate using cellular data.