



Technical Requirements

Materials Needed:

- A computer, iPad/Tablet or smart phone with internet access
- Approx.3-5 hours per week to complete the online portion, reflection components, discussion boards, and webinars
- Pen or pencil for personal notetaking

System Requirements:

We suggest that your computing equipment meets or exceeds the following basic requirements:

	MINIMUM	RECOMMENDED
DESKTOP DISPLAY RESOLUTION	1024 X 768	1280 X 720
SMARTPHONE DISPLAY RESOLUTION	320 X 480	320 X 480 OR HIGHER
PC USERS	WINDOWS VISTA	WINDOWS 10
MAC USERS	OS X 10.5 OR HIGHER	OS X 10.13 HIGH SIERRA
INTERNET DOWNLOAD SPEED	.256 MBPS	1.5 MBPS
INTERNET UPLOAD SPEED	.384 MBPS	1 MBPS
RAM	1 GB, 1 GHZ PROCESSOR	2 GB, 1 GHZ PROCESSOR
DISPLAY COLOR	16 BIT	32 BIT

<p>COMPATIBLE BROWSERS</p> <p>WE RECOMMEND USING THE LATEST VERSION OF GOOGLE CHROME.</p> <p>OTHER COMPATIBLE BROWSERS INCLUDE:</p> <ul style="list-style-type: none"> • MICROSOFT EDGE FOR WINDOWS 10 • APPLE SAFARI 10 AND GREATER • LATEST MOZILLA FIREFOX VERSION 	<p>PLUG-INS & CONFIGURATIONS</p> <p>THE FOLLOWING PLUG-INS AND CONFIGURATIONS ARE REQUIRED FOR OUR LEARNING EXPERIENCES:</p> <ul style="list-style-type: none"> • POP-UP BLOCKER DISABLED • JAVASCRIPT AND COOKIES ENABLED • ADOBE ACROBAT READER ENABLED • ADOBE FLASH ENABLED • MICROSOFT OFFICE
<p>MOBILE DEVICES</p> <p>EDUCARE DIGITAL OVERVIEW ARE ACCESSIBLE VIA NATIVE BROWSERS IN WINDOWS PHONE 8 AND ABOVE, IOS 9 AND ABOVE AND ANDROID 5.0 AND ABOVE.</p>	

Troubleshooting:

Most frequently, browser settings will be the cause of problems that prevent a self-paced course from functioning properly. Try these steps first:

- **Disable the pop-up blocker** in your browser's settings.
- Upgrade to the most current version of your browser. We recommend using Chrome for viewing this course, but it also works with Internet Explorer, Firefox and Safari.
- Ensure your internet browser is configured to **allow Flash**:
 - To the left of the web address, click Lock.
 - In the menu window, to the right of "Flash," click the Down arrow Allow.
 - Go back to the site and reload the page.
- Log out of the system, **clear your browser's cache**, and login again to re-launch the course.
- Confirm you have a strong and reliable connection to the internet.

Technical Support:

If you are unable to complete the above troubleshooting steps, or need further assistance, please contact our support team by sending an email to support@theounce.org.