Emory College Online Course Technology Requirements

Hardware
- Access to a computer with speakers and a microphone
  - Windows 7 and above
  - Mac OS 10.6 and above
- An affordable USB headset
- Internet Access - minimum recommended connection - DSL - (high speed if possible)

Software
- Adobe Acrobat (to open PDFs)
- An Office Processing application (any of these will work)
  - Microsoft Office
  - OpenOffice
  - Google Drive
- Internet browsers to access course materials such as:
  - Mozilla Firefox
  - Google Chrome
  - Safari
- Adobe Connect Test your Computer Diagnostic Tool

Plugins
The following plugins are required for this course at no additional cost:
- Adobe Flash Player
- Adobe Acrobat Reader
- Java must be updated!

Supported Browsers
(typically the most up-to-date version available, check for updates within the individual browsers)

Microsoft Windows
- Microsoft Internet Explorer
  - Check out this information about Compatibility Settings when using IE
- Google Chrome
- Mozilla Firefox
Mac OS Users
- Apple Safari
- Google Chrome
- Mozilla Firefox

Browser Settings
Please refer to your browser's Help features to check these settings.
- Pop-Up Blocker should be disabled
- Script should be enabled
- Java should be enabled
- Cookies should be enabled

Technical Issues and Support Model (recommended that each instructor adds to the syllabus and/or learner support resources)
If you are experiencing any technical difficulties, the first steps to troubleshoot are:

1. Check the above computer and browser requirements and ensure that your system and browsers are up-to-date.
2. Open an ALTERNATE browser and perform the same task. Did it work or not?
3. Once you have attempted the two steps above, feel free to post your question via the “Q&A - Got Questions?” discussion forum on the main Discussion Board or via email if you cannot get to the forums.
4. Finally, contact the Service Desk at help.emory.edu to create a ticket in ServiceNow or call 404-727-7777. Assistance is available 24/7.