

**University of Technology, Jamaica  
Academic Affairs Division**

**Office of Distance Learning (ODL)**

*Facilitating Technology-mediated Educational Opportunities for Diverse Learners*

**UTechOnline Minimum Technical & System Requirements**  
*(aka... what you will need)*

**Computer Operation System:**

***Windows OS***

- ✚ 2GHz Intel Core™ Duo or faster processor, 16GB RAM
- ✚ Windows 8, 10
- ✚ Web Browsers (versions): Chrome 36.0 and later, Firefox 31.0 and later, Edge for Win10.

***Macintosh OS***

- ✚ 2GHz Intel Core™ Duo or faster processor, 8GB RAM
- ✚ Mac OS X 10.8 - 10.11
- ✚ Web Browsers (versions): Safari 8 and later, Firefox 31.0, and later

**Internet Speeds**

- ✚ Download/upload: minimum 1.5 Mbps. Use a wired internet connection where possible. If using a wireless connection, ensure close proximity to your Wi-Fi to guarantee a stable online experience.
- ✚ Check Speed your internet speed @ <http://www.speedtest.net>

**Headset**

- ✚ Logitech H390 USB headset or Sennheiser PC230 USB headset
- ✚ (Similar quality USB headsets available, which may be adequate)
- ✚ We highly recommend the use of a headset with microphone over built-in microphone of the PC.

**Video Camera (2 options)**

- ✚ Adequate: Most built-in camera and basic webcams will be fine.
- ✚ Best: Logitech 930e webcam; a little more expensive but much better video quality.

## Your Minimum Online Technical & System Requirements

### Audio

- ✚ Computer/laptop Sound card with speakers with recommended headphones.
- ✚ Your instructor may initially limit your use of video and/or audio until you are better acquainted with the software. Therefore, keep your mics muted until instructed.
- ✚ You will always be able to communicate with the instructor or an invigilator using the chat window provided.

## Other Recommendations

These options will depend on the Operating System (Windows or OS X) present on the device.

- ✚ **Browser** – [Google Chrome](#), [Safari](#), [Microsoft Edge](#)
- ✚ **PDF Reader** - Adobe Acrobat Reader (<http://get.adobe.com/reader/>)
- ✚ **Cross-platform plug-in plays animations** - Adobe Flash (<http://get.adobe.com/flashplayer/>)
- ✚ **Cross-platform plug-in for Multimedia**- Adobe Shockwave  
<http://get.adobe.com/shockwave/>)
- ✚ **Plug-in for Cross-platform applications** - [Java runtime environment](#) ·
- ✚ **Multimedia player** - <https://www.videolan.org/vlc/index.html>

### Troubleshooting tips:

- ✚ [JavaScript must be enabled](#)
- ✚ [Cookies must be enabled](#)
- ✚ [Pop-up blocker is turned off](#)

## Internet Options

A high-speed modem is required under the category of broadband, which is high-speed internet connection via a modem. The modems are either internal (within the computer) or external (separate device, which is provided alongside the broadband services offered by both your mobile phone and cable companies).

## Technical Support

- ✚ For password and log-in issues with your student portal, student email, UTechOnline and other UTechJa online systems; please contact [Tier1support@utech.edu.jm](mailto:Tier1support@utech.edu.jm)
- ✚ For assistance with activities within your UTechOnline module, please contact your lecturer.

## Your Minimum Online Technical & System Requirements

### Your Virtual Online Class – Web-conferencing Session



Bb Collaborate is your Virtual Online Class Session Web conferencing tool. You can participate in Your online class using Blackboard Collaborate using your Laptop, tablet or even your mobile device with the free app. Within the app, you are able to join live class sessions, share audio and video, interact via chat, use whiteboard tools and a host of other features!



Download on your iPhone®, iPod touch®, Android™ device or Windows device



#### Supported Browsers

Browser	Desktop	Mobile
Google Chrome™	Windows®, macOS, Ubuntu	Android™
Firefox®	Windows, macOS	Not supported
Safari®	macOS 10.13+	iOS® 12+, iPadOS
Microsoft Edge® (Chromium)	Windows, macOS	Android, iOS

## Your Minimum Online Technical & System Requirements



### Download Your Moodle Mobile App



Enjoy the flexibility of offline learning. When you're offline, you can still access your content through the app and keep learning. That's handy during commutes or when living or working in remote areas where the network might be unstable.



Engage users with push notifications. Keep learners engaged and motivated by sending tailored messages at the right time, so they don't miss anything and continue to progress through their learning. Save time and remove complexity by automating your notifications.



Quicker and easier login. Get better engagement by having your learning app visible on your employees' mobile phone. It's simpler and more accessible than navigating through your browser, logging in each time and then accessing your training courses.



Mobile friendly activities and content. You'll be able to provide a wide range of teaching and learning materials to engage your audiences through the mobile app. From videos, written content, forums and chats to submitting quizzes and assignments, you have it all at the reach of your pocket.