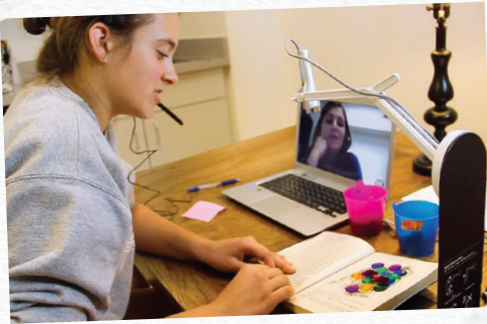


Online Services Tech Requirements



Network Requirements

- Upload speed: At least 2 Mbps
- Download speed: At least 2 Mbps
- Ping: Less than 100 ms
- Limit network use by other devices during the online instruction session (other devices streaming content such as Netflix, Pandora, etc. will drastically reduce the bandwidth required for online instruction.)

System Requirements

- The latest version of Chrome browser on a Windows or macOS operating system.
- Windows, Mac, support: Chrome browser – Latest version only

Webcam Requirements:

- **Minimum:** A webcam - built-in or USB plug-in
- **Recommended:** HD webcam - full HD 1080p (Example: Logitech HD pro 920 - full HD 1080p)

Computer Requirements (minimum):

- Mac:
Currently supported version of macOS.
- Windows:
Currently supported version of Windows.
- We do not support the Chrome Operating System.

Important Note: Once a location and computer setup are qualified for online instruction, the setup must remain consistent throughout instruction. Changing the qualified setup may cause network issues and can result in a poor connection. Credits for technical problems will not be issued.

Web Browser Requirements:

- Our online platform is currently only supported by the Google Chrome web browser.

Online Services Kit:

- Students are required to use the technology and materials that are in the online services kit. This kit includes headphones, a document camera, instruction and/or evaluation materials, and a UPS return label.

Set-Up:

Your student should have the following setup for each online instructional session:

- A quiet, neat space to work with no distractions
- Computer (session should never be completed on a tablet or phone)
- Headset/headphones
- Document camera (if applicable)
- Lindamood-Bell materials (if applicable)