

Student Checklist for Online Technology Readiness

Applications such as Canvas, Zoom, ProctorU, Respondus LockDown Browser, and others may not function correctly if the user has an older device, operating system, or browser or has limited internet access. This document recommends the minimum device, software, and internet resources students should have to use online instructional tools with minimal technical issues. **NOTE: Workstations in UHCL's computer labs meet or exceed these minimum requirements, so students are encouraged to use those computers when/if the labs are open, and their personal devices do not meet the following specifications.**

For up-to-date information about Browser and Computer Requirements for Canvas, please visit the [Canvas browser and computer requirements link](#).

For UHCL Canvas Resources for students, please visit our [Canvas Student Support Site](#).

Recommended Hardware

- It is recommended to use a computer (desktop/laptop) that is less than 5 years old or newer with at least 1GB of RAM. A newer (less than 5 years old recommended) tablet/smartphone will also work, although their functionality may be limited (see "What about using my cell phone or tablet?" below). For best performance, access Canvas with a computer that supports the most recent browser versions.
- Speakers/headphones/earbuds for listening to audio or video presented in courses.
- Webcam for interacting in course activities that require video feedback from students (such as online class sessions), video test proctoring (such as Respondus Monitor), or other third-party tools.

NOTE: If you don't have speakers/headphones/earbuds, make sure that the web camera that you use has a built-in microphone.

Recommended Software

- Because Instructure products are built using web standards, Instructure products run on Windows, Mac, Linux, iOS, Android, or any other device with a modern web browser. To determine if your device and operating system are compatible with Canvas, view the [Canvas Browser Checker tool](#) on the [Canvas browser and computer requirements site](#). Instructure products require an operating system that can run the latest compatible web browsers. Your computer operating system should be kept up-to-date with the latest recommended security updates and upgrades.
- The latest version of an internet browser, such as Google Chrome or Edge. Macintosh users are strongly encouraged to use Chrome, rather than Safari, for online coursework.
 - Mozilla Firefox (latest version) - [Download](#)
 - Google Chrome (latest version) - [Download](#)

NOTE: Do not use Internet Explorer. This browser is obsolete and is no longer supported by Canvas.

****Note**** For best performance, Instructure products should be used on the current or previous major releases of Chrome, Firefox, Edge, or Safari. Your browser will notify you if there is a new version available.

- Adobe Acrobat Reader (latest version) - [Download](#)
- [Office 365](#) (available to all UHCL students)

Internet Requirements

It is recommended to have a minimum Internet speed of 512kbps for using basic tools/features in an online course, but it is usually insufficient for tools such as web conferencing and online exams. Therefore, **we recommend using a high speed (broadband) DSL/cable internet service when completing tasks in an online course**. Keep in mind that, if you share a router or WiFi service with others (e.g., you live in a house/apartment with family/roommates), how fast and efficient your internet connection is can vary greatly depending on how many people and devices are accessing the internet at the same time.

Synchronous Online Meetings (Zoom, Teams, etc.)

For synchronous class meetings, students should use a full-function computer/laptop. Cell phones and tablets are more likely to result in technical problems and may not permit the degree of interaction required by your instructor. Here are some additional tips for successful online meetings:

- Shut down all applications, tools, etc. on your computer except for the browser or tool needed for the meeting. This includes closing your email, social media (e.g., Facebook, Google Hangouts), and other applications.
- Unless your instructor requires you to be seen, leave your camera toggled OFF.
- Keep your microphone muted until called upon to speak to the group.
- If you share internet access with others (e.g., roommates, family members), ask them to avoid using "high bandwidth" internet access (e.g., streaming movies or music, downloading files, online gaming) during important online class meetings.

Online Exam Proctoring

Many UHCL courses require students to use an online proctoring tool when completing online tests and exams. Online proctoring may have additional hardware/software requirements, such as the following:

- You must have a USB camera and microphone connected to or built into your computer.
- You may need to download and use a specific web browser or a plug-in/add-on to your existing Edge, Chrome or Firefox browser.

For more information about proctoring tools currently used at UHCL, please visit the [Online Proctoring Resources web page](#). **Note:** We are working on Canvas-Specific Online Exam Proctoring resources and

will update this link as soon as those resources are available. If your instructor requires online proctoring, additional information should be provided to you in the course syllabus or elsewhere in the course.

What About Using My Cell Phone or Tablet?

Canvas makes a mobile application for iOS and Android devices. However, it is not a fully functioning version of Canvas, and there may be limitations on the type of tasks you can complete in the app. It is also possible to access Canvas through the browser on your cell phone or tablet. Again, **these devices may not function as intended, especially when taking online exams, submitting assignments, and other graded tasks.** In general, such devices are best reserved for consuming information that your instructor has made available in Canvas, such as articles, lecture notes, PowerPoint files, etc. For graded work, activities, and assignments, students should expect to use a full-function desktop or laptop computer.

For the best Canvas user experience on a mobile device, Instructure recommends downloading the product mobile application versus using the mobile browser. Below are Instructure's links for how to download the mobile app on iOS and Android devices:

- [How do I download the Canvas Student app on my iOS device?](#)
- [How do I download the Canvas Student app on my Android device?](#)

Notes from Instructure regarding the use of the Canvas Student iOS and Android Apps:

- **Not all Canvas features are supported on the app at this time.**
- The Canvas Student app uses your device's settings to set the time zone used within the app.
- To change the language displayed in the Student app, select a language in Canvas from a web browser, log out of the Student app, and log in again.