

# Technical Requirements

## Minimum Technical Skills

- You will need to access and use the Blackboard course site. If this is your first time using Blackboard, or if you have questions about how to perform certain tasks during the course, review the tutorials and information in the Blackboard Help for Students by [clicking here](#).
- You should have access to an ECU student email account. All course correspondence will be conducted through your ECU email account. Messages sent and received through the Blackboard course site are delivered through your ECU email account. [Click here](#) for help with your ECU email account.
- You must be able to locate and download specific files and create and submit assignment attachments using Microsoft Word. You will use Microsoft Office to open and review some downloaded attachments. You can download a free version from ECU IT by [clicking here](#).

## Required course Software for Course Assignments

- If you do not currently have Microsoft Office, you can download a free version from ECU IT by [clicking here](#).
- You will need access to a PDF reader. Download the free Adobe Acrobat Reader by [clicking here](#).
- A web cam is required (or another type of recording device, such as a smart phone or tablet) to record presentations and attend virtual meetings with the instructor.
- You will need access to a reliable Internet connection that will support streaming video and audio.
- In order to view content in your Blackboard course, you will need to use the Chrome or Firefox web browsers. Some content in Blackboard will not display in Safari or Internet Explorer. Download Google Chrome by [clicking here](#). Download Firefox by [clicking here](#).
- Your course may require you to use a video conferencing software called Zoom. ECU offers students access to Zoom by [clicking here](#).

## Computer Access Requirements

- Be sure to have a backup plan if your computer technology fails at home. In the event that your computer or Internet services fail at home, students should have a plan to gain access to a reliable Internet connection to complete and submit assignments on or before the date and time they are due.
- Note that most public libraries will have access to the technology and Internet services needed to complete the course.

- For additional tech support, students should access the resources provided in the EKU Online Student Support Resource page by [clicking here](#).

## **How to Get Technology Help**

- The best way to get immediate help is to call the Service Desk (859-622-3000) during normal business hours - 8:00am - 4:30pm Monday through Friday.
- If it is after hours, you may submit a support ticket for help by [clicking here](#). Please give them as much information as you think necessary, but especially: Your username for email, the CRN # of the course, and your contact information such as a cell number if you would like them to call you back.