Technology Requirements

The following technology is required for this class:

- ☑ Desktop or laptop computer with a sound card (either a Mac or PC computer will be just fine)
- ☑ Headset with microphone (while your computer may have built-in mic, please do not use because we experience sound echoes that are distracting).
- ☑ High speed internet access
- ☑ Use one of these internet browsers for the Synchronous Session: Firefox 49+ and Google Chrome 54+

Internet Connection

It is necessary to have access to a computer with Internet connections and email. I will be honest - the faster and better your Internet connection, the better your online experience will be in this class. If you don't have a high-speed DSL or Cable connection, now is a good time to think about upgrading.

Sound Card, Speakers, Microphone

Your computer needs a sound card, speakers, **and a microphone** for the synchronous lessons and activities presented with Blackboard Collaborate Ultra. I recommend a headset combination microphone, because you can listen and talk without having to hold a microphone. You can purchase a good computer microphone or headset at stores like Best Buy, Staples, Walmart, and a variety of online stores.

Internet Browser

You can access both the BOLT course web site and Blackboard Collaborate Ultra using either a Mac or PC. Blackboard Collaborate Ultra is based on modern web technologies including HTML 5 and WebRTC. You don't need to install Java or a launcher.

Use of these two internet browsers: Firefox 49+ and Google Chrome 54+. **Do NOT use Internet Explorer or Safari.**

Technology Help and Support

BOLT Support	Blackboard Collaborate Ultra Support	BU Technology Support
http://www.bloomu.edu/imdc-bolt-student	https://help.blackboard.com/Collaborate/Ultra/Participant	http://www.bloomu.edu/technology/student
Monday – Friday 8 am to 4 pm **570-389-2888** bolthelp@bloomu.edu	24/7 Support **1-877-382-2293**	Monday – Thursday 8am to 7pm Friday - 8am– 4:30pm **570-389-4357**
After hours/weekend/holiday support: 1-866-921-0473		Help Desk Ticket: http://www.bloomu.edu/technology/help

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