

## Technical Requirements for Taking Online Classes

### 1. Computer requirements:

#### System requirements for PC:

- Windows 2000 or XP
- 64 MB of RAM (128-256 MB recommended)
- 56 kbps modem. While a dial-up modem can be used for online classes, **we strongly recommend a DSL or cable modem connection.**
- Sound card
- Speakers (headset w/microphone recommended)

#### System requirements for MAC:

- Mac OS X (version 10)
- 64 MB of RAM (128-256 MB recommended)
- 56 kbps modem. While a dial-up modem can be used for online classes, **we strongly recommend a DSL or cable modem connection.**
- Sound card
- Speakers (headset w/microphone recommended)

### 2. Internet Service Provider (ISP):

*You must have Internet access to take an online class.* An ISP is a company that provides you with the software necessary to connect to the Internet. Note: classes cannot be accessed using Web TV Accessibility, and functionality is limited with AOL, Prodigy, and CompuServe.

### 3. Java capable browser:

In order to participate in your classes, you need to use a Java capable web browser. For a listing of supported browsers, or to download browsers free of charge, please visit [www.webct.com/tuneup](http://www.webct.com/tuneup).

### 4. University of Massachusetts Amherst e-mail account:

You must activate your university e-mail account (UMail) to receive class log-in information. If you are a new student, directions will be sent to your non-university email address explaining how to activate your UMail account. After this initial email, all future communications will be sent to your UMail address. If you already have a UMail account, make sure your account is active. If you have questions or problems with UMail, please contact OIT (Office of Information Technologies) at 413-545-9400 or submit a help request online at [www.oit.umass.edu/help.html](http://www.oit.umass.edu/help.html) for further assistance.

### For more information and technical assistance:

If you need help with technical issues, please email [amherstsupport@umassonline.net](mailto:amherstsupport@umassonline.net) or call 1-800-569-6505 (24-hours a day, 7 days a week). You may also want to take advantage of the Live Text Chat available on the UMassOnline course login page [www.amherst.umassonline.net](http://www.amherst.umassonline.net).