

Computer Standards and Recommended Software

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1. Computer Standards and Recommended Software

What kind of computer do I need?

Most modern desktop and laptop computers are suitable for studying online. Please make sure your computer runs a standard Operating System e.g., Windows 10, Mac IOS 13.

At a minimum, we recommend the following hardware requirements:

Operating Systems

- Windows 10
- Apple macOS 10.15 or later

Processor, RAM, Hard Disk

- Processor 1.10 GHz or higher (Intel, AMD or equivalent)
- Memory 4GB or higher
- Hard disk space 256GB or more (excluding space required for the operating system and basics)

Other requirements for online study

- Speakers and a microphone or a USB headset with a microphone (if you attend webinars or virtual classrooms)

- A webcam (if you attend webinars or virtual classrooms)

Internet connection

- ADSL2+ broadband, Cable or NBN is recommended.

The Internet speed is important for studying online, particularly because it impacts performance on webinars or virtual classrooms.

Below are recommended bandwidths:

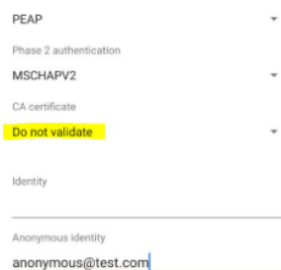
- Webinars and virtual classrooms require 800kbps/1.0Mbps (up/down) for high-quality video, for gallery view and/or 720p HD video: 1.5Mbps/1.5Mbps (up/down)
- Echo (video stream) requires approximately 50-150kbps
- Both the webinars and virtual classrooms can be operated on the mobile Internet (4G/5G). However, depending on your area mobile Internet doesn't always run at peak efficiency and this could influence the video/audio quality. If you are experiencing the issues, we recommended to join local Wi-Fi.
- 3G connection is not recommended due to the slow Internet speed.
- Please check your data allowance to ensure you stay within your data plan.
- You can check your Internet speed on <https://speedtest.telstra.com>

Requirements for on-campus Wi-Fi connection

The campus Wi-Fi uses 802.1X authentication. Devices that do not support this standard will not be able to connect.

For Window 7 device. The Navitas Students Wi-Fi is configured with PEAP and using local users (no RADIUS). The users who on Windows 7 might be experiencing the issues connecting to the Wi-Fi. We suggest using an external device to connect the Wi-Fi. (Example USB Wi-Fi dongle)

For Android device only. Please select "Do not validate" while joining the student Wi-Fi.



The image shows a configuration screen for a Wi-Fi network. It has several dropdown menus for authentication settings:

- PEAP (selected)
- Phase 2 authentication (selected)
- MSCHAPV2 (selected)
- CA certificate (selected)
- Do not validate (selected and highlighted in yellow)

Below these settings is an "Identity" field with the text "Anonymous identity" and the email address "anonymous@test.com" entered.

Recommended Internet Browsers

Internet browsers or web browsers are the applications you use to access the Internet. The most common are:

- Internet Explorer 10/ Microsoft Edge
- Google Chrome
- Mozilla Firefox
- Safari
- Opera

Chrome and **Firefox** generally are the most compatible browser across Moodle. If you use Internet Explorer, we recommend version 10 or higher.

We recommend that you install a second web browser on your computer. This is very useful for troubleshooting since it is common for browsers to develop small issues or have trouble with tasks. For example, if you have trouble with accessing a site or streaming a video, you can try using the other browser. That will tell you if the problem is most likely with the web site or with your browser.

For Mac user, please check and ensure you have the latest macOS and Safari installed to prevent any issues caused by the unscheduled software update such as Echo360 and Zoom.

Microsoft Office 365 Suite (Word, PowerPoint, etc)

The college provides Microsoft Office365 suite to all students for free. The installer can be downloaded from your student Office365 account. Please refer to 'Download and install Office 365' guide for more information.

2. Other Useful Applications

The following applications might help to make you more productive and is free to download.

- [VLC Media Player](#)
- [Handbrake](#) for video compression
- [Zoom](#) for virtual and hybrid classrooms (*The College does not offer student a full version of Zoom account. Student can sign up and create their own personal Zoom account via <https://zoom.us> if they'd like to use it for other purposes e.g., recording of counselling sessions.*)

If you have any questions, please email the IT Help Desk helpdesk@acap.edu.au or call (02) 9964 6322 between the hours of 9:00 am – 5:00 pm, Monday to Friday.