

Minimum Technical Requirements

To take part in an online course at UNH, you must be able to connect to Blackboard and access your course documents. UNH recommends that the computer you use meet the "[Recommended for Current Purchases](#)" requirements on the IT supported products Web site. Although you may be able to participate in a course online if you don't use a computer meeting these minimum specifications, you will have a better chance of success if you do.

To participate in a Blackboard course, you will also need:

- Access the Internet using a supported Web browser. You can find a list of "[Certified](#)" browsers online.
- Some courses may also require additional plug-ins.

To check your browser and plug-ins for compatibility with Blackboard:

- Log into Blackboard
- Click on the **MyUNH RESOURCES** tab under the My UNH logo
- Scroll down to the *Browser Checker* module.
- Click on **TEST BROWSER** and follow the on-screen instructions.

UNH IT maintains a comprehensive [list of Supported Hardware](#).

If your course uses Panopto:

In addition to the minimum requirements above, you will need to be able to install Silverlight 3, a plug-in that is available for Intel-based Mac, and PCs running Windows. You will also need speakers or headphones to listen to lecture. For more information on Silverlight 3, and to install it go to <http://www.microsoft.com/silverlight/resources/install.aspx>

If your course is using Panopto and you are using a Mac, please pay special attention to the information provided for Mac users. You will need an Intel-based Mac in order to view Panopto lectures. If you do not know if you are using an Intel-based Mac, you can find out by following these steps:

- Click on the Apple Menu and choose "About this Mac."
- If you see G3, G4, or G5 on the line that says processor, your Mac is not Intel-based.
- If you see the word Intel anywhere on the processor line, your Mac is Intel-based.

You can also visit the [Apple Technical Specs Web Site](#) for more information. If you are unsure whether your Mac is Intel-based, please contact the UNH Help Desk at (603) 862-4242 or via the Web at it.unh.edu/index.cfm.

If your course uses iLinc:

You will need to meet minimum requirements specified on the [iLinc Web site](#). To test your computer to find out if you are properly prepared to use iLinc, go to <http://demo.ilinc.com/systest>

Support

If you have problems using Blackboard, installing Silverlight, or using Panopto, call (603) 862-4242 Monday through Friday between 8:00 am to 4:30 pm, or send your question to <https://remedy.unh.edu/bb/support.shtml>.

You can find online documentation for Blackboard, Panopto, and other IDC-supported services on the [IDC *FIRST* Web site](#). Just scroll down and click on a link for the help you need.