Technical Requirements and Support

# Technical Skills

In order to be successful in this course, it is critical that you are able to –

* Save and locate files on your computer
* Upload and download files from the web
* Communicate effectively using the college’s e-mail system
* Log in to all campus accounts including: Bridge, e-mail, campus computers, and Blackboard
* Find information on the internet

# Technology Requirements

For this course, you need access to the following items throughout the semester –

* Reliable access to high-speed internet
* A desktop or laptop computer (PC recommended)
* The Microsoft Office applications (available for free through your campus [Office 365](https://youtu.be/Z-XbSiJ4bCU) account)
* The free [Firefox](https://www.mozilla.org/en-US/firefox/new/) web browser
* The free [Adobe Reader](https://get.adobe.com/reader/) software
* Removable storage (i.e., USB flash drive) or cloud-based storage account (e.g., Dropbox, OneDrive, Google Drive) for file management

# Technical Support

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| --- | --- |
| **For help with…** | **Contact** |
| Blackboard | E-Learning Help Desk / [elearn@blueridgectc.edu](mailto:elearn@blueridgectc.edu) / (304) 260-4380 x 2349 |
| E-mail | IT Help Desk / [support@blueridgectc.edu](mailto:support@blueridgectc.edu) / (304) 260-4380 x 2236, x 2238 |
| Microsoft Office | IT Help Desk / [support@blueridgectc.edu](mailto:support@blueridgectc.edu) / (304) 260-4380 x 2236, x 2238 |

# Accessibility and Privacy Information

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| **Product** | **Accessibility Policy** | **Privacy Policy** |
| Blackboard | <https://www.blackboard.com/accessibility.html> | <https://www.blackboard.com/legal/privacy-policy.html> |
| Microsoft Office | <https://www.microsoft.com/en-us/accessibility/office> | <https://privacy.microsoft.com/en-us/privacystatement> |
| Firefox | <https://support.mozilla.org/en-US/kb/accessibility-features-firefox-make-firefox-and-we> | <https://support.mozilla.org/en-US/products/firefox/protect-your-privacy> |
| Adobe Reader | <https://www.adobe.com/accessibility/products/reader.html> | <https://www.adobe.com/privacy/policy.html> |