Diagram

Description automatically generated

**Getting Tech Ready**

Although you can access your online courses on your phone through the Canvas mobile app, not all functions are available in the mobile app. Canvas is optimized for computers. If you need a computer, you can check them out at the [ECC library. The ECC Library](https://www.eastcentral.edu/library/e_devices/) also has hotspots if you have “spotty” internet.

**Required Technology**

**Phones:**

* Android 6.0
* Apple iOS 13.0

**Computers:**

* PC: Windows 8.1 or newer
* MAC: OSX 10.6 or newer

**Printer**

**NOTE:** you can print in the ECC Learning Center or the Library. All ECC students receive $10 free printing per semester.

**Headphones**

If you do not have headphones, these can be checked out in the Learning Center for Center use.

**Webcam**

If you do not have a webcam, you can check one out in the Learning Center for center use.

**Browsers**

Follow instructor recommendations. This is critical.

**Plug-ins**

* Adobe Reader
* Java

**EMAIL**

* Locate ECC email and check daily
* If you use a personal email, be sure the address is appropriate and professional
* If you have difficulty logging into your email, stop by the Learning Center for help or contact the IT helpdesk: 636.584.6738

**TOP 5 IT ISSUES/Solutions:**

1. **Connections are loose**. Check all cables and wires to be sure they are firmly in place.
2. **Surge protector switched off**. Check red switch to be sure it is in the correct position.
3. **Battery low**. Be sure to check battery on any portable device. Save work frequently.
4. **No sound**: Sometimes, the programs have a separate volume control/mute.
5. **When all else fails**: Restart your computer! You will be surprised how often this actually works.

**HELP FOR CANVAS ISSUES**

636.584.6609

[onlinehelp@eastcentral.edu](mailto:onlinehelp@eastcentral.edu)

TEXT: 636.388.8281

**IT HELPDESK**

636.584.6738

**LEARNING CENTER**

636.584.6688

General\_tutoring@eastcentral.edu