

Technology

Required technical skills

Participation in an online course requires knowledge of computer technology. In order to participate successfully in an online course, you should already be able to:

- Access, navigate, and use Blackboard Learn (review the [Blackboard Learn Tutorials](#) for assistance).
- Understand basic computer usage, including keyboard, mouse, CD drive, printer and scanner.
- Use the computer operating system (Windows/Mac OS) to:
 - Create folders.
 - Find, copy, move, rename, and delete files.
 - Launch, run, and switch between software applications.
- Use a word processing program to (see Word 2007 or 2003 tutorials for PC users; Word 2008 for Mac users, if you need assistance):
 - Create, format, edit, spell check, save, and print a document.
 - Cut, copy, and paste information.
 - Save a word processing document in txt, rtf, doc, or docx format as requested.
- Use a spreadsheet program to:
 - Create, format, edit, spell check, save, and print a spreadsheet.
 - Cut, copy, and paste information.
 - Create basic graphs and formulas
- Use a web browser to:
 - Open, print, and/or save web pages to a local or removable storage drive.
 - Open and save Adobe Acrobat files (PDF files).
 - Create, maintain, and manage a list of web pages (Favorites/Bookmarks).
 - Use a search engine's basic features to find information on the web.
 - Use your Crimson email account and the Blackboard Learn Mail tool to send and receive messages and file attachments.
- Download and install programs from remote servers.
- Use email to:
 - Send, receive, store, and retrieve messages.
 - Send, receive, and open file attachments.

What Systems Requirements are necessary for online courses?

This course requires a high-speed Internet connection and a [compatible browser](#). Courses may also require these [free tools](#):

- Latest version of Java
- Adobe Reader
- Flash Player
- Latest version of Microsoft Silverlight
- Latest version of QuickTime
- Windows Media Player (or Flip4Mac)

You must have access to speakers, a microphone, and scanner.

You will need access to Microsoft Office or OpenOffice to complete assignments. [OpenOffice](#) is a free alternative to Microsoft Office that allows you to save your files with the required Microsoft Office extensions.

Is there any assistance with BlackBoard Learn?

Currently, our distance courses use Blackboard Learn to deliver the online courses. A free Blackboard tutorial is available at the <http://aohs.ua.edu/cm/general/bblearn/tutorials/index.html>

Who do I contact for technical support?

Please contact the IT Service Desk for technical support:

- Phone: (205) 348-5555
- Email: ITSD@ua.edu