IT Technical Support



IT Requirements and Recommendations for CTSDE

Internet Connection

Preferred: NBN connection (where possible) otherwise 3/4/5G home internet or Satellite options

Computer Operating System

- Preferred: Microsoft Windows 10 (64 bit version recommended)
- Apple Mac OS X 10.9 Mavericks, 10.10 Yosemite, 10.11 El Capitan or later version
- *Chromebooks and iPads are not supported*
- Tablets, iPads and handheld devices can be used short term, as a backup or when travelling. These devices
 will not be suitable for long term use as they do not meet the requirements for all aspects of your students
 learning.

Specifications

- 8GB RAM minimum
- 128GB Hard Disk Drive minimum
- Optional: Solid State drives are faster but not essential

Screen

- Any monitor or laptop screen that supports 1280 pixels wide resolution or above.
- Optional: An additional monitor connected to your device gives more screen space. This could be used for
 example to have the student's online lesson open on one screen and a document or learning resource open
 on the other.
- Optional: Touch screen on laptop devices is optional.

Camera

- In-built webcam on laptop devices or an external webcam for desktop devices. (eg. Logitech C505 Webcam)
- Preferred: External webcam allows students to reposition the camera angle without disrupting the screen.

Headset

- USB Headset (headphones and microphone). The price can range from \$40 to \$150 (eg. Logitech H390)
- *Surround Sound Gaming Headsets are not compatible and cannot be guaranteed to work*
- Optional: Noise cancelling feature provides clear communication.

Preferred: Printer / Scanner / Multifunction Device

- USB or networked devices are ideal
- Scanner to scan documents or photos etc. Phone cameras can also be used
- Printer:
 - Inkjet printer option Low cost to buy initially, good photo printing, ink is expensive for small cartridges, print nozzles can clog if not regularly used.
 - Laser printer option Initial cost is higher, toner is a lot bigger cartridge so more prints before replacing, no issue with nozzles (Can get black only or colour versions)