

## Testing Your Computer

To find out if your computer is capable of viewing a Mediasite class, view a [sample presentation](#) that was recorded in Mediasite.

If you are unable to view the sample presentation, review the system requirements and follow the steps for configuring your system. If you are still unable to view the Mediasite sample presentation, you may not be able to take a course using Mediasite.

## System Requirements

PCs:

- \ Microsoft Windows 2000, Windows XP, Windows 2003 or Windows Vista
- \ Internet Explorer 6.0 SP1 or later or Firefox 2.0 or later
- \ Windows Media Player 9.0 or later

Macs:

- \ Mac OS X 10.4.8 or later
- \ Safari 2.0.4 or later or Firefox 2.0 or later
- \ Microsoft Silverlight 1.0 or later
- \ Display resolution of 800x600 pixels or more
- \ Broadband Internet connection (300Kbps or more)

NOTE: Firefox 3.0 Requires Microsoft Silverlight 2 Beta 2. The first time you access a Mediasite presentation on a Mac you may be asked to download a Microsoft Silverlight plug-in. Please follow all of the instructions for installing this plug-in on your Mac. If you are not automatically directed to download the plug-in on your Mac, you can download the plug-in from the [Microsoft Silverlight site](#). Try viewing the [sample presentation](#) again.

For any additional information, contact:

UCS Help Desk, 765-285-1517 or the [Tech Time Web site](#)

Mac users may contact:

ICARE Corner, 765-285-4197 or [e-mail](#)

## Technology Assistance

As a new student, you'll quickly become accustomed to the many technologically based systems we utilize. However, if you need to become familiar with the systems, or if you simply need a refresher, you can easily find help for many technology questions. Bookmark this page as a quick reference.

- \ [Blackboard FAQs](#)
- \ [Digital Drop Box Assistance](#)
- \ [Opening, Viewing, and Attaching Files](#)
- \ [Mediasite Classes](#)
- \ [Web Conferencing Classes](#)

## CICS Certificate Students: Start Here

Welcome to the CICS graduate certificate in Information and Communication Technologies. Our goal is to make this experience rewarding and challenging. However, we do not want your online experience to be a challenge for you, so we have created this Start Here document. It lists all the user names and passwords you need and the technology requirements. We are available to answer your questions via email or phone during business hours Eastern Time (8am – 5pm).

CICS main phone number can get you to everyone: 765-285-1889

General enrollment questions: Amy Clevenger, [amyclevenger@bsu.edu](mailto:amyclevenger@bsu.edu)

Technical difficulties: Vickie Hahn, [vhahn@bsu.edu](mailto:vhahn@bsu.edu)

You need to have:

1. BSU logon and password
  - a. Instructions for getting a user name and password :  
(<http://cms.bsu.edu/About/AdministrativeOffices/UCS/Username/GetYourUsernameandPassword.aspx> )
  - b. This will be used for logging onto Blackboard (<http://my.bsu.edu>), which is the course management system and home base for all your classes. When in doubt. Start here for questions about your class.
  - c. BSU email, ilocker (<http://www.bsu.edu/ilocker>). This is ftp space for sharing large files. You need to activate this before it is available to you. This space is not backed up.
  - d. iweb (<http://www.bsu.edu/iweb>), space for a website if you choose to use it.
  - e. BSU email, again, needs to be activated  
(<http://cms.bsu.edu/About/AdministrativeOffices/UCS/EmailAccounts.aspx>)
2. Cisco Networking Academy logon and password
  - a. Provided by CICS, Contact Vickie Hahn if you need one created.
3. Netlab logon and password,
  - a. Provided by CICS, Contact Vickie Hahn if you need one created.

## System Requirements

In order to view Mediasite lectures, use Netlab and access some online curriculum via the Internet, you will need a high-speed Internet connection such as cable, DSL, or a T1 line. JavaScript should be enabled in your web browser as the default. You need to install Flash Player and Shockwave Player ([www.adobe.com](http://www.adobe.com)).