



# TECHNICAL REQUIREMENTS for VISTA VIRTUAL SCHOOL (VVS) COURSES and DISTANCE LEARNING

To successfully access distance-learning courses through VVS, students should be prepared to have the following technical requirements (see: <https://www.vvschool.ca/contact-us/technical-support/> for more specifics):

## 1. Computer/Hardware Requirements

The student should have a laptop or desktop computer with Internet access. It does not need to be the latest technology but the computer should run Windows 8 or later, or Mac OS X 10.0 or later, operating system—this is also preferred over a tablet, Netbook or Chromebook. VVS supports Chrome and Firefox browsers, and the best way to view our website is in Google Chrome. A standard printer is also necessary (colour printing is optional).

*Please note:* Moodle does not support cellphone or tablet submissions for quizzes and some other work—it is advisable you use/have a laptop or desktop for these assignments (desktop computers may also be accessible in public libraries or community-shared locations), but you can still use cellphones and tablets for content review, studying, contacting your teacher, etc.

## 2. Software and Course-specific Requirements

Students will require one or more of the following software downloads (some are course-specific) to complete their online courses and communicate with their teachers, or to submit assignments electronically:

*Windows:* Windows Media Player, QuickTime, Java, Adobe Reader, Flash Player, Audacity (audio recording), Authorware Player (required for Biology 20, Chemistry 20, and Physics 20 online courses only), PDF XChange Viewer, Skype, Firefox or Chrome, Microsoft Word and Excel, Google or Microsoft Office.

*macOS:* Windows or compatible Media Player, Java, QuickTime, Flash Player, Authorware Player (required for Biology 20, Chemistry 20, and Physics 20 online courses only), Skype, Audacity (audio recording), Firefox or Chrome, Google or Microsoft Office (or compatible word processing and spreadsheet programs).

## 3. Email Requirements

Students and their parent(s)/guardian(s) are required to have an email account in order to correspond with the school and their teacher(s).

## 4. Phone Requirements

Students need an Alberta phone number (or cellular phone) in order to correspond with the school and their teacher(s).

Some assignments and course materials may be submitted or reviewed on a cell phone or tablet or Chromebook; however, writing quizzes and other content in Moodle should be completed on a laptop or desktop computer—VVS' software does not support quiz writing via a tablet or cellular phone.

## How do I Know What Software and Settings my Computer or Device Has?

Check [SupportDetails.com](http://SupportDetails.com) to determine if you have the required settings and plugins installed on your computer or device to complete your online courses.

Additional help files related to the Student Information System (SIS) login can be found at:

<https://www.vvschool.ca/student-parent-info/student-portal/>.

If you have any questions, please contact VVS Support at 1-855-974-5333 x5317 or [vvsupport@pembinahills.ca](mailto:vvsupport@pembinahills.ca).