



NGU Online

Technology Requirements

Minimum Hardware Requirements

- Processor: Intel Core i5 / Ryzen 5 / Apple M1*
- Operating system: Microsoft Windows 10 / Apple MacOS 10+
- Memory: 8 GB of Ram
- Storage: 512 GB of internal storage
- Monitor: 14" LCD display, 1600x900 resolution or higher
- Network adapter: 802.11 G or N 2.4/5 GHz wireless adapter

*Certain software may not be compatible with Apple's M1 chip. Please ask your advisor if there is required software, and check [isapplesiliconready.com](https://www.isapplesiliconready.com) to check compatibility before you purchase a Mac with the M1 chip.

Operating System and Web Browser Compatibility

It is important that you have a modern operating system and web browser to access Blackboard and other NGU-related sites. Supported operating systems are Windows 10 and MacOS 10+.

The latest versions of Google Chrome, Mozilla Firefox, Microsoft Edge, and/or Apple Safari will be needed to get access to campus resources. Google Chrome is recommended for highest compatibility for Blackboard access. Allow third party cookies and turn off pop-up and content/ad blockers when using Blackboard or provide an exception for NGU's Blackboard website address (ngu.blackboard.com).

Here is a link for more details about [Blackboard Browser Compatibility](#).

Mobile Devices Running Google Android or Apple iOS

Both Android and iOS devices will work with the Blackboard app, downloaded from the appropriate app store for your device (Play Store or App Store). It is recommended that you use a desktop or laptop computer for the majority of your coursework.

Connection Speed

High speed Internet is recommended due to some courses being substantially enriched with multimedia content. Online courses may require you to download/upload large files and often include streaming audio and video, both of which require fast connections.

Browser Plug-Ins

On occasion, you may need additional software to view and listen to instructional content uploaded by your Instructor within your Blackboard course. Some files may be in a format that require a third-party tool to be viewed.



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Adobe Acrobat Reader DC

[Adobe Acrobat Reader DC](#) allows you to view and print PDF (Portable Document Format) files. Make sure to uncheck any unwanted software add-ons before you download this software.

Microsoft Office 365

As a student of NGU, you have access to Microsoft Office 365 for free. To download, log into **[portal.office.com](#)** with your NGU email, username, and password. After installing, you will be able to take advantage of all of the Office applications for PC and Mac, as well as 1 TB of free cloud storage with your school account.

Have any questions or issues?

Please visit our **[North Greenville University IT Services Help Desk Home Page](#)**.

Alternatively, you can send an email to **helpdesk@ngu.edu** or call the Help Desk at (864) 977-7272 during campus business hours.