

Technical Specifications

GSCS provides student support for all of its online courses. Courses utilize either Canvas or OWL-Space (a Sakai platform) as their learning management system (LMS) and Blackboard Collaborate for live interaction.

If you have a technical problem with the LMS or Blackboard Collaborate, please notify your instructor and contact the GSCS online support team at gscsonlinehelp@rice.edu or call 713-485-9801.

When reporting a technical problem please

- Be as specific as possible about the problem you are having. If there is an error message, please copy and paste the exact message into an email.
- Include the specific course you are in, where in the course you are experiencing difficulty, and your full name.

Technical Requirements

To ensure your success, you should be proficient in using email, the Internet, and common desktop productivity software. Please note that some programs may require additional technology requirements.

Required Setup

- A desktop or a laptop
- Internet access required. A high-speed Internet connection is recommended as students with dial-up may experience degraded performance. If using wireless access we do NOT recommend less than 56kps download speed.
- Headset or ear buds with microphone

Software Requirements

- Recommended Web browser – current version of Chrome, Firefox or Safari
- Microsoft Office
- Adobe Reader ver. 10.1 or higher
- Adobe Flash Player vs. 11.7 or higher

Additional Technology Recommendations

- Webcam
- Antivirus software (e.g., McAfee or Norton)
- Apple QuickTime ver. 7.7 or higher
- Windows Media Player ver. 11 or higher

General Tips and Best Practices

- Back up your data
- Be mindful of the security of sites you visit
- Set up a secure password
- Keep your software up to date
- Be wary of free or pirated software
- Be mindful of Phishing attempts