COMPUTER REQUIREMENTS FOR FLETC STUDENTS
(as of July 2022)

COMPUTER REQUIREMENTS

The Federal Law Enforcement Training Center(s) uses Moodle and Adobe Connect software in our eFLETC platform to deliver a robust training experience to both virtual and in-person learners. It is the responsibility of the student to bring an agency-provided or personally-owned laptop or tablet that meets the basic requirements. Please note that while many of the functionalities associated with Moodle and Adobe Connect will be accessible via a smart phone, smart phones should not be the primary device used to complete your training at FLETC.

Please bring a laptop or tablet with you that meets the following minimum requirements:

- Windows 11 updated with all applicable patches and third-party software enabled.
- At least an Intel Core i5 (or equivalent) or faster CPU, unless otherwise specified.
    - See generally https://helpx.adobe.com/adobe-connect/tech-specs.html#c95additionalreq
- Apple:
    - iOS: iOS 8.1.2 or later
    - Ensure the latest version of the Adobe Connect App from the App store is installed.
- Mac OS:
    - Intel Core i5 or faster processor
    - Mac OSX10.13, 10.14 and 10.15
    - 4GB of RAM
- Chrome OS (Chromebook)
    - Intel Core i3 or faster processor
    - 4GB of RAM
    - Google Chrome (latest version)
- Web Browsers:
    - Security settings enabled to protect again spoofed or modified emails and unsecured webpages
    - Edge, Firefox, Chrome, and Safari are supported (latest version)
        - To attend an Adobe Connect session in Chrome Browser, make sure Flash is enabled in Chrome when accessing the meeting URL.
- Malware and Anti-virus software with up-to-date signatures and automatic updates enabled.
    - Kaspersky-branded products are not permitted at FLETC.
        - See generally https://cyber.dhs.gov/bod/17-01/
- Productivity suite capable of opening/editing/saving .doc, .docx, .ppt, .pptx, .xls, and .xlsx file formats as published by Microsoft.
    - Microsoft Office 365 (hard drive installation or cloud-based)
    - OpenOffice.org (latest version)
    - LibreOffice (latest version)
- Portable Document Format (PDF) reader (latest version)
- Adobe Connect:

- o   Desktop Application:
    - ▪   For Windows: http://www.adobe.com/go/Connectsetup
    - ▪   For Mac: http://www.adobe.com/go/ConnectSetupMac
- o   Adobe Connect Mobile:
    - ▪   iOS - Search for Adobe Connect in the App Store or
    - ▪   Android - Search for Adobe Connect on Google play

Please ensure these features are set appropriately on your laptop or tablet:

- Disable virtual private network (VPN) software.
- Enable cookies in your preferred web browser.
- Enable JavaScript if you have the option to do so.
- Disable or do not use proxy servers.
- Disable or do not use content filtering software.
- Disable pop-up blockers and any unnecessary browser add-ons.
- Do not restrict common web traffic through your security or firewall settings.
- Do not run programs which offer open services such as game servers, media servers, file sharing services, bit torrent software, or any similar programs.

TESTING PRIOR TO ARRIVAL

Please test your device thoroughly prior to arrival and make absolutely sure that your speakers, microphone, network hardware, and drivers are in working order.

Please test your laptop or tablet for compatibility with the Moodle Learning Management Software by viewing the moodle.org demonstration site at https://moodle.org/demo/

INTERNET OPTIONS

Internet connectivity is required for access to the FLETC online environment. *While we do our best to provide free wireless for training purposes, it is important that you have a backup method to connect to the Internet*. Also, the free FLETC wireless is moderately filtered, so you may find that recreational use of the Internet for streaming video, gaming, etc. is blocked. Options for connectivity are shown below:

- Free FLETC Guest Wireless (PRIMARY option for training purposes). Simply look for the "FLETC Guest" wireless network. This is an open guest wireless capability available in all dormitories and physical classrooms.

- FLETC Recreation Association. The FLETC Recreation Association is a non-profit organization that provides social and recreational activities for the staff and students attending training at the FLETC. The Association offers wireless internet service through a 3rd party commercial entity (Boingo) for a daily fee in selected areas on site at Glynco, Artesia, and Charleston. Daily rates start at $7.95. More information is available at www.boingo.com

- Personal hot spots. If you are a student who happens to have a personally owned or government issued hot-spottable smart phone or mobile hot-spot device, please consider using it as a backup/alternative to free FLETC Guest Wireless.

TECHNICAL SUPPORT

Technical support is available to assist you. Please make sure that you perform some basic troubleshooting in order to contact the group who can most directly address your problem, and please note that we are unable to provide direct support for your personally owned or non-FLETC furnished devices.

eFLETC Help Desk: Support@usalearning.net or 888-780-3980 (or 202-753-9553); weekdays from 6:30 AM to 6:00 PM EST.

FLETC Guest Wireless: 912-267-2222

FLETC Recreation Association wireless provider (Boingo): www.boingo.com

CAVEAT AND DISCLAIMER

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