

MINIMUM TECHNOLOGY REQUIREMENTS FOR GRADUATE PROGRAMS

Welcome to The College of Idaho! As we want you to be successful in your graduate program, please find below the minimum technology requirements you will need before starting your program.

It is your choice whether to use a laptop or desktop and a Windows or Mac computer (we don't recommend Mac). Please check with your instructor to determine if your program also requires a webcam and headsets.

WINDOWS COMPUTER REQUIREMENTS

- Operating System: 64-bit version of Windows 10 or 11 (11 is preferred)
- i5 Processor (i7 is preferred)
- 8GB RAM minimum (16GB RAM is preferred)
- Wi-Fi capability, Dual-band Intel or Broadcom
- 512 Solid State Hard drive (SSD) recommended
- Chrome browser

MAC COMPUTER REQUIREMENTS

- Operating System: MacOS13 Ventura or newer
- M1 and M2 processors are approved
- 8GB RAM minimum (16GB RAM is preferred)
- Wi-Fi capability, Dual-band Intel or Broadcom
- Chrome browser

MICROSOFT OFFICE 2019 – COMPUTER SOFTWARE

- When you receive your YOTE account information (including access to your YOTE email), you acquire access to Office 365 (for more information on how to install Office on your computer, see [link](#)).
- Please note that your access will be disabled 90 days after graduation (for more information, see [link](#)).

COMPUTER PERIPHERALS

- A broadband internet connection (DSL, cable or other high-speed internet).
- Webcam
- Headset
- Printer/Scanner

NEW STUDENT CHECKLIST

The [New Student Checklist](#) contains information you need to know to be successful, including how to:

- [Change Your Password](#)
- [Sign into Self Service](#)
- [Make a Tuition Payment](#)
- [Set-Up Multifactor Authentication \(MFA\)](#)
- [Access Canvas](#)

CONTACT INFORMATION

For assistance with IT-related issues, contact our IT Help Desk at helpdesk@collegeofidaho.edu or (208) 459-5777. Please note that our IT Team provides help with accessing our platforms; using learning tools, such as Canvas and Office 365; and other general troubleshooting requests. IT cannot diagnose home internet connectivity issues, personal software, mobile devices or gaming platforms or physically repair computers not provided by The College.

We offer **24/7 support** via email or phone for assistance with the following items. For any other issues, the IT Help Desk will log and escalate them to our back-office team for further assistance.

- Password Reset
- Multi-Factor Authentication (MFA) Reset
- Wi-Fi Connectivity
- Canvas Access

Our IT Team's Office Hours for walk-in support or resolution of escalated help desk tickets are **Monday through Friday from 9am-5pm Mountain Time**.