TECHNOLOGY REQUIREMENTS

Devices/Headsets

- Device for each student (Windows PC, Mac, Chromebook, iPad)
- Devices meet hardware requirements (details below)
- Devices meet minimum supported OS requirements:
  - Microsoft Windows (current version or the two previous releases)
  - Apple macOS (current version or the two previous releases)
  - Chrome OS (current version or the two previous releases)
  - Apple iOS/iPadOS (version capable of running native meeting app used - Google Meet, Zoom, or MS Teams)
- Devices have latest version of supported web browser installed:
  - Chrome on Windows PC, Mac, and Chromebook
  - Safari on iPad
- On iPad devices, the native iPadOS apps must be installed (Google Meet, Zoom, or MS Teams) and for Google Meet the student's Google account must be logged into the native app.
- **Headsets:** Recommended when tutoring environment has background noise (preferably with a built-in microphone)

Connectivity Requirements

- **Minimum Bandwidth** - 5 mbps (download) and 2 mbps (upload)
- Reboot device before entering the tutoring sessions
- No other programs running that use the mic and/or the camera
- Connect using the correct browser for the device
  - Chrome on Windows PC, Mac, and Chromebook
  - Safari on iPad

Student Accounts

- All students must be given access to Cignition's system using SSO with SIS/LMS (such as Clever, Google Classroom, Classlink, or Edlink compatible) or use a Cignition account to sign into Cignition's site and access the tutoring sessions.

Network and Student Account Permissions

- Ensure the school networks conform to the network whitelist information (details below)
- When using Google Meet as the meeting platform, student Google accounts must be allowed to connect to Google Meet meetings hosted by Cignition.
- Student Google accounts must be allowed access to documents shared by tutors in Cignition's Google Workspace.

Site Testing

- **Network Configuration**: Need to determine whether network configuration is identical for all sites within the district; if different, need to test at each site
  - If tutoring will occur remotely, testing must also be done to simulate that student experience.
- Sample tutoring session test:
  - Cignition will setup a sample tutoring session to be configured to program specs (audio and/or video)
  - School representatives will simulate student user
    - Use typical student device (including headsets if using)
    - Use typical student login information
    - Test with maximum number of students per tutoring session

Ongoing Support

- Ensure devices are charged and in working order (computers, headsets, mouse)

Hardware Requirements

Windows PC, Mac, or Chromebook

- Minimum
  - Dual-core processor
  - 2GB Memory
- Recommended
  - Processor:
    - Quad Core Intel Celeron N3000 series processor
    - Dual Core Intel Celeron N4000 series processor
    - Dual Core Intel Celeron 2000/3000/4000 series processor
    - AMD 3000-series
    - AMD Athlon 300
    - Mediatek 8173/8183
  - 4GB Memory

iPad Models

- iPad 6th gen (or higher)
- iPad Air 3rd gen (or higher)
- iPad Pro (any)
- iPad Mini 5th gen (or higher)

Network Whitelist from Cignition

Students at school at distance learning off campus will need to be able to access Cignition domains. These domains need to be whitelisted if your network policy would otherwise block them.

cignition.com
*.cignition.com
mycignition.com
*.mycignition.com
fogstoneisle.com
*.fogstoneisle.com
d3lu156qfrczh0.cloudfront.net
meet.google.com
jamboard.google.com
ajax.googleapis.com
apis.google.com
accounts.google.com
student.desmos.com
desmos.com
cignition.zoom.us

Special note related to using a Proxy server

If your school uses a Proxy server with SSL encryption, the configuration may need to be changed or turned off to allow access on the student's school-issued devices.