

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 Cognition's system using SSO with SIS/LMS (such as Clever, Google Classroom, Classlink, or Edlink compatible) or use a Cognition account to sign into Cognition'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 Cognition.
- Student Google accounts must be allowed access to documents shared by tutors in Cognition'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:
 - Cognition 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 Cognition

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

cognition.com

*.cognition.com

mycognition.com

*.mycognition.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

cognition.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.