

Remote Instruction Technology FAQs for Students

Updated 01/28/2021

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General Technical Recommendations

What are the general technical requirements for using Canvas and Zoom?

- The following are minimum general technology requirements for using Canvas and Zoom:
 - A computer 5 years old or newer when possible
 - Windows 10 Home, Pro, or Enterprise OR Mac OSX 10.9 and newer OR Linux 6.4 or higher OR ChromeOS.

- A high-speed internet connection - broadband wired or wireless (A minimum of 1.5Mbps (up and down)), 3G or 4G/LTE
- Speakers and a microphone - built-in or USB plug-in or wireless Bluetooth
- For the best experience, it is recommended that you use the most up-to-date browser versions and that zoom is up to date
- For more specific technical requirements, see the technical questions specific to the tools listed elsewhere in this document.
- Courses with proctored exams will require a webcam. Please consult instructors for exam specifications.
- If you are experiencing internet lag, try turning off your video.

How do I know if I have high-speed or high-enough quality internet?

- A quick and easy way to test your internet speed is to Google search “Test internet speed” and run the speed test that shows up as the first result. [Fast.com](#), powered by Netflix, is another option, but initially gives you less information.

Canvas

What are the technical requirements for Canvas?

- [Basic computer specifications for Canvas](#)

How do I use Canvas as a student?

- Your instructors may use Canvas slightly differently but in general, reviewing the [Student Resources for Canvas](#) will help you get started with navigating Canvas

How do I get technical help with Canvas?

- Email help@case.edu or canvashelp@case.edu, or call 1-216-368-HELP. You can also click the [Help button](#) in Canvas for more support options.

Creating PDFs

Why do I need to be able to create PDFs?

- It might be a requirement in some courses for you to submit your work via a PDF. That may mean taking a picture of it, converting it to a PDF and submitting it to a Canvas Assignment or Quiz.

How do I convert an image to a PDF on my phone or tablet?

- If you have an iOS device: review the instructions for [How to scan documents with your iPhone](#)
- If you have an Android device: you can use [Scan documents with Google Drive](#) or you can [use your phone's camera to preserve important documents with these PDF conversion tools](#)

Can I use a scanner if I have one at home?

- Yes. If you're familiar with how to use a scanner and have access to one, that approach works too.

Echo360

What are the technical requirements for Echo360?

- [General Requirements for Echo360](#)

How do I use Echo360 as a student?

- View your class videos from Canvas at canvas.case.edu. Log in and choose the course from the Dashboard. Once in the course, click the Echo360 link on the course menu on the left. Please note that if this link doesn't show up, your instructor may not be using Echo360 for course videos.
- Review the [Echo360 Information](#) for more general information on Echo360.

How do I get technical help with Echo360?

- Email help@case.edu or call 1-216-368-HELP

Zoom

What are the technical requirements for Zoom?

- [System Requirements for PC, Mac, and Linux](#)

How do I use Zoom as a student?

- To learn the basics of joining a Zoom meeting, connecting your audio and video, adjusting the Zoom display, and using the chat feature, review the [Getting Started with Zoom guide](#).

How do I use Zoom to record and share content?

- While taking courses remotely, your instructor may ask you to record a presentation to share with your class. Review the [Submitting video assignments using Zoom and YouTube](#) guide to learn a few ways to do this, using technology that you're most likely already using in some way.

What device(s) should I have for participating in Zoom class sessions?

- You can participate in a Zoom session using a computer, tablet, or mobile phone. Depending on how your instructor uses Zoom, you may find it to be a better experience to join from a larger device, especially if the instructor is sharing their screen to show PowerPoints or solve problems.
- To minimize background noise and to have a higher-quality audio experience, it is recommended that you use headphones with a microphone

How do I get technical help with Zoom?

- Email help@case.edu or call 1-216-368-HELP