

Rubin Education Computer Technical Requirements

Oct 1, 2019. Customer Care and Technical Support

SUPPORT INFORMATION

To use Rubin Education's program, you'll need a computer with an Internet connection and free software programs, which you can download from the Internet.

Recommended Browsers

The recommended browser when using the R platforms, for all grade levels, is Google Chrome. Please click the [Recommended Browsers](#) link to view more information about Browser requirements. You may also reference [How to Use Chrome](#) for FAQs for Using Chrome Browser.

Important Note for Chrome Users: In an effort to make the Chrome experience better for our users, the Rubin Education team released an extension for Chrome that will allow the use of the latest version of the browser without having to enable Flash each time Chrome is opened. Please refer to [Enabling Flash in Chrome](#) for a step-by-step guide to enabling Flash in Chrome.

Hardware and Operating System Minimum Recommendations

The minimum hardware recommendations to use the program are as follows:

Windows

Operating System: Windows 7+ (Windows 10+ recommended)

CPU: Intel/AMD processor with OpenGL 4.4 / DirectX12 level GPU

RAM: 2GB of RAM

Storage: 500 MB of free storage space

macOS

Operating System: macOS 10.11+ (macOS 10.14+ recommended)

CPU: Intel/AMD processor with OpenGL 4.4 / DirectX12 level GPU

RAM: 2GB of RAM

Storage: 500 MB of free storage space

Using Mobile Devices with the Online School

Unfortunately, most mobile devices such as tablets, phones, and Chromebooks cannot be used as a primary device for accessing the Online School because they do not support all the necessary software products.

With that said, devices running the latest iOS, iPadOS, and AndroidOS can be used as supplemental devices in some cases, but your experience may vary between different courses and different devices.

For Learning Coaches, please see the [K12 App](#) available on both iOS and Android that allows you to enroll your student(s), log attendance, track your student progress, and contact school staff from your mobile devices.

Also, see [iPhones, iPods, iPads, Smart Phones and Mobile Apps](#) to learn about K12 Apps for smart phones and other mobile devices.

Software

The free software below is for both a Windows or Mac computer unless noted:

- Google® Chrome™: *Preferred [Chrome Latest](#) + [Flash Enabler extension](#)
- Mozilla® Firefox®: [Firefox Latest](#)
- Microsoft® Edge: [Edge Latest](#) (Windows Only)
- Apple® Safari®: [Safari Latest](#) (macOS Only)

- Flash: [Flash Latest](#)
- Adobe: [Adobe Acrobat Reader Latest](#)

Internet Connections

It is highly recommended that a broadband connection be used instead of dial up. Please note the following if you are using a dial-up connection:

- ALL web acceleration software must be disabled for the school to work properly.
- If you are using NetZero, the 3G or Hi-Speed version of the NetZero software is not able to be used consistently with the Online School. The basic version of the NetZero Software should be installed.
- If you are using AOL you must minimize AOL after Connecting and use an approved browser.
- If you are using MSN, you cannot use MSN Explorer consistently.
- You MUST meet the minimum speed of 56kbps -- [click here to perform a speedtest](#).

Gigabyte Usage

The amount of data transferred over your Internet connection each month depends on the student's enrolled course(s). We are not able to provide this information. Please contact your ISP provider if you have concerns.

Additional Concerns

- Pop-up Blockers can affect your ability to access the Online School
- Internet Security Products, such as Norton, can inhibit your online experience
- Software firewalls installed on your PC often will cause accessibility problems
- Firewalls must have the following ports open to both TCP and UDP traffic to allow access to the OLS: 80, 8080 and 443
- Touchscreens and Wacom tablets can interfere with accessing links in the Online School -- please see the manufacturer's support site for instructions on how to configure these devices to work consistently with Flash Player
- If you require the use of a screen reader for accessibility reasons, the Online School supports the use of NVDA with Firefox on Windows and VoiceOver on Safari on macOS.

Support Topics