barbri global

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IT REQUIREMENTS FOR STUDENTS

1. INTRODUCTION

1.1 This document sets out the minimum internet connection, hardware and software requirements to access BARBRI's (the "**Company**") learning platforms.

2. INTERNET AND DEVICES

2.1 The general access requirements include:

2.1.1 An internet connection – broadband wired or wireless (3G or 4G/LTE);

2.1.2 Speakers and a microphone – built-in, USB plug-in, or wireless Bluetooth; and

2.1.3 A webcam or HD webcam – built-in, USB plug-in.

3. TECHNICAL REQUIREMENTS

3.1 Google Chrome is the suggested internet browser for using BARBRI.com.

3.2 For Mac users, download Google Chrome or Safari for the best experience.

3.3 For PC users, download Google Chrome or Mozilla Firefox for the best experience.

4. INTERNET CONNECTION REQUIREMENTS

4.1 High-speed Internet access, such as DSL, cable, or T-1, is required.

4.2 Download bandwidth of 3Mbps. 3Mps or higher is recommended (test here).

4.3 The quality of the video stream can be impacted by the volume of Internet traffic at the time of transmission or by Internet Service Provider (ISP) service issues.

4.4 The Company cannot control ISP or internet traffic issues. If there are issues with internet connection, the Company recommends:

4.4.1 contacting BARBRI Student Services Team; and

4.4.2 contacting the relevant ISP.

4.5 If an internet connection does not meet this minimum, a student can still participate in web conferences however the quality of the connection may be degraded. This may affect audio and video quality. Low connection speeds may also prevent students from sharing their video (webcam) or from viewing others in order to keep connected to the session.

5. SPEAKERS AND MICROPHONE

5.1 Most devices come with built-in speakers and microphone. Otherwise, any external speakers, microphone, or headset compatible with the PC or Mac will be sufficient.

5.2 Earphones with built-in microphone (such as Apple EarPods) will also be suitable.

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6. **WEBCAMS**

6.1 If your device does not have a built-in camera, any PC or Mac-compatible external webcams are suitable.

7. **HARDWARE AND OPERATING SYSTEM**

7.1 WINDOWS USER MINIMUM REQUIREMENTS

    7.1.1   Internet Capable Desktop PC
    7.1.2   512 MB of RAM
    7.1.3   500 MB of free hard drive space
    7.1.4   Sound card and either speakers or headphones
    7.1.5   Google Chrome (Download), Firefox (Download), or Microsoft Edge (Download)
    7.1.6   Adobe Flash Player 10.2 and higher (Download)
    7.1.7   Adobe Acrobat Reader (Download)

7.2 MAC USER MINIMUM REQUIREMENTS

    7.2.1   Apple Mac OS 10.12 (Sierra) and higher. We recommend the most recent version of macOS that is available for download on your device.
    7.2.2   512 MB of RAM
    7.2.3   500 MB of free hard drive space
    7.2.4   Sound card and either speakers or headphones
    7.2.5   Google Chrome (Download), Firefox (Download), or Safari 14 or higher (Download)
    7.2.6   Adobe Flash Player 10.2 and higher (Download)
    7.2.7   Adobe Acrobat Reader is required for fillable PDFs (Download)

8. **ADVANCED TROUBLESHOOTING**

8.1 POP-UP BLOCKERS

    8.1.1   If a student has a pop-up blocker installed, it will need to be disabled to allow use of certain functions on www.barbri.com. A pop-up blocker may prevent some programmes from opening.

    8.1.2   Please check the documentation in your pop-up blocker for instructions on how to disable it. Information about disabling common pop-up blockers can be found using the links below:

        8.1.2.1 Google Pop-Up Blocker
        8.1.2.2 Internet Explorer Pop-Up Blocker
        8.1.2.3 Safari Pop-Up Blocker

    8.1.3   If a student chooses to disable pop-up blocking on a site-by-site basis (sometimes called "whitelisting"), some business and professional content provided by third-party partners may continue to be blocked on www.barbri.com. In this situation, you may need to disable your pop-up blocker completely to view the Company content.

    8.1.4   Third-party products discussed above are manufactured by companies that are independent of the Company. The Company makes no warranty, implied or

otherwise, regarding the performance or reliability of these products. The links to products offered by other software vendors are provided for your convenience. For more information about these products, please contact the vendor.

9. TABLETS AND MOBILE DEVICES

9.1 We recommend using computers for accessing the Company's learning platforms, but it is possible to use tablets and mobiles to access the content.

10. BARBRI APP

10.1 The BARBRI App allows students to study for exams on-the-go. Students can access learnosity-based practice questions, access course overview, reading, essays, and review assignments that are actively linked to PDF documents and content.

10.2 The following courses are currently supported by the BARBRI App:

10.2.1 SQE1;
10.2.2 SQE1 Foundations;
10.2.3 SQE1 Preview;

11. IOS DEVICES COMPATIBILITY REQUIREMENTS

11.1 The BARBRI App download size is 34.7MB on iOS devices. It is compatible with the following operating systems:

11.1.1 iPhone – requires iOS 12.0 or later;
11.1.2 iPad – requires iPad iOS 12.0 or later;
11.1.3 iPod touch – requires iOS 12.0 or later; and
11.1.4 Mac – requires macOS 11.0 or later and a Mac with Apple M1 chip or later.

12. ANDROID DEVICES COMPATIBILITY REQUIREMENTS

12.1 The BARBRI App download size is 14.91MB on Android devices. It is compatible with the following operating systems: Android 5.0 and up.

13. ACCESS

13.1 Students are not permitted to share any access, login details or content provided by the Company or its Partners for any purpose. For example, access the PSP learning portal or access to additional databases such as LexisNexis, Westlaw, etc. Any attempt to do so will be dealt with through the Company's grievance procedure.

14. HELP AND SUPPORT

14.1 If you are concerned your internet, hardware or software will not be able to meet the minimum requirements please contact the BARBRI Student Services Team at ukstudentservices@barbri.com or call +44 (0) 20 8396 0879.

14.2 If you continue to experience technical issues, please complete our troubleshooting questionnaire in Appendix 1 and return it to the above contact email.

APPENDIX 1

1. **Troubleshooting Questionnaire**

Device Information		Further Comments
Operating System & Version		
Device		
Browser used		
Issue		
Steps taken to troubleshoot the issue		**Further Comments**
Tried different browser (which ones?):	Y/N	
Uninstall/Reinstall App (if applicable):	Y/N	
Used incognito window:	Y/N	
Cleared caches and cookies:	Y/N	
Disabled adblocker (if applicable):	Y/N	
Used a different device (which ones?)	Y/N	
Any other troubleshooting steps (if applicable):	Y/N	