

# System Requirements

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## 1. Introduction

FEV Tutor partners with K-12 Schools & Districts and is designed to accelerate learning outcomes through engaging live 1:1 instruction as a natural extension of classroom teachers. Our virtual platform allows students to seamlessly work 1-on-1 with a qualified tutor during the school day, after school, on weekends, or anywhere in between. We offer:

- ✓ **Scheduled** sessions or **On-Demand** coursework support
- ✓ Tutoring **24/7—whenever** and **wherever** you have Internet access
- ✓ Clickable **tools** and manipulatives
- ✓ The ability to upload problems directly on an **Interactive Whiteboard**
- ✓ Individualized Data-driven 1:1 support all core subjects

Our goal is to act as a direct extension of partner teachers & school leaders. Together, we analyze assessment data, examine student learning styles, and explore core class resources as part of a collaborative process for developing highly-targeted tutoring plans and enacting personalized learning for each student

## 2. Current System Requirements

All of FEV’s live, 1-to-1 virtual tutoring takes place on our website [www.fevtutor.com](http://www.fevtutor.com) using our synchronous two-way whiteboard (FEV’s Virtual Classroom). Students do not need to download any additional software in order to meet with their live professional tutors.

### 2.1 Supported Browser and Operating Systems

OS and browser requirements are listed in the following table:

Operating System	IE	Edge	Safari®	Firefox®	Chrome
Windows 7 SP1	Not Supported	N/A	N/A	Version 70 or Higher	Version 78 or Higher
Windows 10 1803 (April 2018 Update) or higher	Version 11 or Higher	Version 18 or Higher	N/A	Version 70 or Higher	Version 78 or Higher
MacOS 10.12–10.14	N/A	N/A	Version 13 or Higher	Version 70 or Higher	Version 78 or Higher
Google Chrome OS™	N/A	N/A	N/A	38.0 & Above	38.0 & Above Version 78 or Higher
Linux	Not Supported	Not Supported	Not Supported	Not Supported	Not Supported

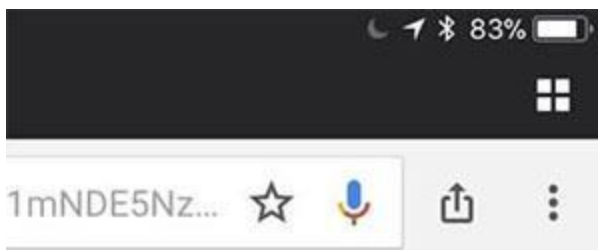
## 2.2 Firewall/Content Filter Requirements

The minimum requirement is that TCP ports 80 and 443 are open. Some firewall rules only allow for encrypted traffic over port 443. You will need to make sure that unencrypted traffic can also pass over this port:

IP	TCP
cdn.certicasolutions.com	80/443
cdnjs.cloudflare.com	80/443
*.webpurify.com	80/443
40.121.208.99	3478
portalboard2.fevtutor.com	80/443
portalboard4.fevtutor.com	80/443
portalboard5.fevtutor.com	80/443
portalboard6.fevtutor.com	80/443
portalboard7.fevtutor.com	80/443
portalboard8.fevtutor.com	80/443
portalboard9.fevtutor.com	80/443
portalboard10.fevtutor.com	80/443

## 2.3 Support for iPad/ Android Tablet

- ✓ Make sure the most updated version of chrome is downloaded
- ✓ After logging in (when in the dashboard), select the 3 dots at the top of the browser.



- ✓ In the dropdown menu (see attached photo) select "Request Desktop Site"
- ✓ Once the page reloads, the whiteboard should work normally.
- ✓ Students will have to press Request Desktop Site each time they log in to re-route them from the iPad/Android Tablet site to the glitch-free desktop version.

iOS*	iPad Model
<u>ipadOS 13.2.2</u>	<u>lpad (6<sup>th</sup> generation)</u>

### 3. General Requirements

#### 3.1 Application Integration

- The FEV Tutor portal supports the import/export of data from various file types, including, but not limited to XML and CSV file formats
- FEV's application is completely web-based and platform/web browser agnostic
- Mozilla Firefox, Apple Safari, Microsoft Internet Explorer and Google Chrome are all supported
- All operating System versions are supported, Intel Pentium 4 2.33GHz Athlon 64 2800+ or faster processor (or equivalent)
- The following web browser plugins/supplemental client software is required to support FEV Tutor's Virtual Classroom:
  - a) Java script to be enabled in the browser

#### 3.2 Browser Settings

- JavaScript® must be enabled.
- Cookies must be enabled.
- Pop-ups must be allowed for login.i-ready.com for teacher reports.
- Accelerated 2D Canvas must be enabled.
- Partial swap must be enabled.
- Latest stable JavaScript features must be enabled.
- Hardware-accelerated video decode & decode must be enabled.
- Threaded scrolling must be enabled.

### 3.3 Minimum Computer Hardware Requirements

	Windows	Mac OS	Chromebooks*
<b>CPU</b>	Intel® Core™ i3 1.7 GHz (base) or better	Intel® Core™ 2 Duo 2.0 GHz	1.6 GHz or faster <b>(except dual-core Exynos processors)</b>
<b>Memory</b>	4 GB or higher	4 GB or higher	2 GB or higher
<b>Video RAM</b>	256 MB or higher	256 MB or higher	256 MB or higher
<b>Video Resolution</b>	1024 x 768 or greater	1024 x 768 or greater	1024 x 768 or greater
<b>Sound Card and Headphones/Speakers</b>	Yes	Yes	Yes

### 3.4 Network Requirements

The minimum amount of bandwidth required to use FEV Tutor is 1 Mbps per connection. Variables such as the number of users, low-performing devices, security appliances (e.g., content filter and firewall), jitter, latency, and so on can greatly influence the way the overall system performs regardless of the amount of bandwidth.

## 4. Checking Your Computers

Our FEV Tutor login portal <https://portal.fevtutor.com/> webpage provides a utility that checks your computer’s configuration and network health to make sure FEV Tutor will run smoothly:

<https://portalboard2.fevtutor.com/systemcheck#>

For additional support:

Email: [support@fevtutor.com](mailto:support@fevtutor.com)

Phone: 855-763-2607

## 5. E-mail Communication Requirements

Emails sent from FEV Tutor come from the following Email Domain “@fevtutor.com” and must be whitelisted by your school or district’s technology team to ensure they do not get put into your Spam folder.

Below are some common issues and resolutions to allow for the reliable receipt of our emails.

- **Check your spam filter.** Checking these folders regularly and flagging our emails as coming from an approved sender will ensure that you are receiving communication from FEV Tutor.
- **Check your Gmail inboxes.** If you are on a Gmail-based email system, in order to ensure you see emails from us, you may want to ensure that they appear in your “primary” inbox by dragging the email from another inbox (Promotion, Social, etc.) to the “primary” inbox.
- **Contact your district IT team.** If the email communication is not in your spam, junk, or promotional folder, it is possible that your district IT team is using a filtering device (firewall/content filter) that is blocking or slowing down the communication. The team will also be able to tell if the district may be blocking one or more of the IP addresses that we use for our communications. If a district blocks any of these IP addresses, educators may not receive the email from FEV Tutor. Asking the IT team to white list the IP addresses and Email Domains listed above is the best solution to resolve blocked emails.

## 6. User Provisioning and SSO Requirements

### 6.1 Provisioning

For registering and managing accounts and user roster data, we follow different methods based on client requirements. Manual registrations by support personal and syncing roster data from third party student informative systems like Clever are commonly practiced. We can also process the account information shared in a secure FTP location.

### 6.2 Single Sign-On

SSO can be performed using one of the following methods:

- Clever Single Sign-On
- Clever Badges and Clever Portal are both supported

### 6.3 Activating the Touch Screen Feature of the Platform

Devices that have a touch screen require an additional step in order to activate the capabilities of the touch screen on the FEV Tutor Platform.

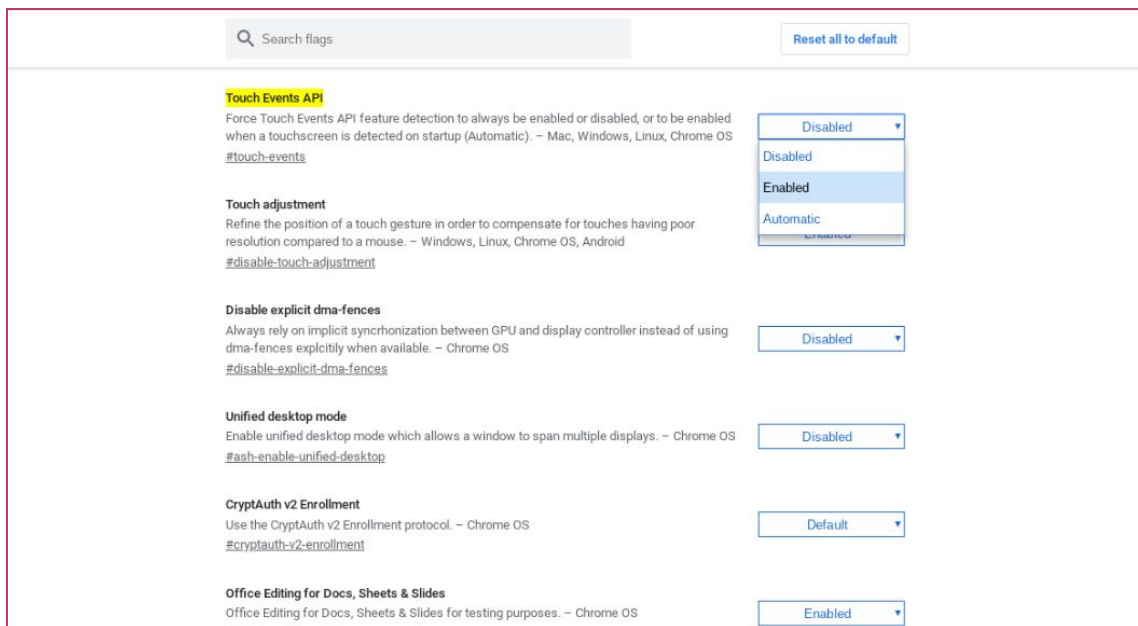
Commonly Used Touch Screen Devices:

- ✓ Microsoft Surface & Surface Pro Devices
- ✓ Lenovo Thinkpad (Touch Screen)
- ✓ Chromebook (Touch Screen)

✓ Dell (Touch Screen)

Follow the steps below to ensure your Touch Screen devices are ready to go on your first day of tutoring!

1. Open the Google Chrome Browser.
2. Enter `chrome://flags/#touch events` - into the URL of the web browser.
3. Change the 'Touch event API' from Disabled to Enabled.



4. Click on the 'Relaunch Now' button in the bottom-right corner to relaunch the web browser.
5. Login to [www.fevtutor.com](http://www.fevtutor.com) using a student account and request an 'On-Demand' session to see if the platform is now working with the touch screen.

**Note:** If you are using a Chromebook, you must log in as a registered user in order to enable the above browser settings. The process will not work if you are logged in as a Guest User. The application will still work without the touch screen by using a mouse and keyboard.

## 7 Miscellaneous Requirements

- a. Students upload files on tutoring platform during the session. FEV Tutoring platform supports .pdf, .jpg, .png, .gif, .bmp file uploads

b. Students take tests on Certica platform

PS Certica URL: <https://api.certicasolutions.com>

Steps are:

Certica Test -> Assessment -> Pre, Post. Interim and other Test -> Students can appear/take

NWEA Test -> Test Details & Results fetched/displayed per RIT score

Clever -> Portal supports Clever integration.