Technical Requirements for Students

Version 3

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Students

Computer requirements

All students studying remotely will require a computer that meets Seneca's minimum technical requirements.

MyApps

If you require additional software, visit Seneca's MyApps Software page to learn how to access software using your personal device.

Students experiencing difficulties launching MyApps software on their personal device should instead log on to Seneca's Virtual Commons computers. Visit the Virtual Commons page to learn how to access these systems from your personal device.

Student VPN

Some programs of study require students to have virtual private network (VPN) licensing to access particular learning activities online. If you do not have VPN installed on your computer, learn how to install it on devices using Student VPN for Windows and Mac.

If you are receiving a launch error message when trying to access an application, try:

- uninstalling the Cloudpaging player and reboot your device

- removing an app from Cloudpaging player, clearing cache

- visiting myapps.senecapolytechnic.ca. This will detect if you are missing the client software and will prompt you with steps on how to reinstall it

CINTIQ Companion devices

If you have borrowed a CINTIQ Companion, you may run into issues with the internal system

clock, which may affect your connectivity through Student VPN and MyApps. You can hold the power button to reset the Companion and change the system time to the correct time prior to reconnecting to Student VPN and MyApps using the steps below:

1. Check to ensure you are connected to the Internet
2. Right-click the clock, found at the bottom-right corner of your screen and select Adjust date/time
   a. Enable the option to adjust the time automatically for daylight savings time
   b. Enable the option to set time zone automatically
   c. Enable the option to set the time automatically
3. Select Sync Now once all selections are enabled

Harmony/Toon Boom video driver

If you are experiencing issues with the Harmony/Toon Boom video driver, follow these steps to reinstall the driver for compatibility:

1. Uninstall Intel GPU display driver by running DDU tool
2. Restart your device
   a. Install Intel Control Panel App from Microsoft store (you need an account to log in to the Microsoft store)
3. Restart your device
   a. Install Intel Driver tool for the latest driver
4. Restart your device and make sure the Intel Control Panel icon is visible in your task bar

Remote Desktop Services

If you experience issues accessing a lab workstation you were provided for your course, please ensure:

1. you have connected to Student VPN
2. you have the correct fully qualified domain name (FQDN), provided by your professor(s) when trying to connect.

Microsoft Teams

If you do not have Microsoft Teams installed on your device or you have trouble logging in,

please visit the Microsoft Teams page for instructions to reinstall and to log in.

Virtual Commons connectivity issues

Virtual Commons allow current students to connect to devices located in the Computing Commons' at Seneca campuses. Instructions on how to connect are available the Virtual Commons page. Please ensure you are connected to Student VPN when accessing the Virtual Commons.

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