Laptop Requirements and Tech Support

Laptop Requirements

Students entering the Professional Development Sequence (PDS) in the following certification areas are required to have access to a laptop:

- EC-6 ESL
- EC-6 Bilingual
- Special Education
- UTeach Fine Arts

Check the details for each program to confirm when the PDS will begin.

Minimum Specifications

- 8 GB Memory and 256 GB of Drive Space
  - Apple: MacOS Mojave or newer
  - Windows: Windows 8 or newer

The Information Technology Office (ITO) provides support for Apple and Windows compatible computers and although any Apple or Windows laptop that meets the minimum specification will work, the MacBook Air is recommended.

Do I have to purchase a new laptop? You do not have to purchase a new laptop if you have one that meets the requirements. You may also be able to upgrade your current laptop to meet the requirements.

Should I buy the laptop early or at the start of the PDS? Some students choose to purchase the required laptop prior to the start of their PDS. Others prefer to use another computer until the start of their PDS approaches. The latter option gives students the advantage of purchasing the latest laptops. However, students who purchase the required early will not be required to purchase a second laptop, even if the specifics of the requirement change.

Can I buy a tablet computer instead of a laptop to meet the requirement? The program steering committee is closely monitoring the changes in devices as they are released. Since tablets do not currently offer the full set of necessary features, a laptop is required.

Do I have to purchase at the UT Campus Computer Store? No, you may obtain a laptop that meets the requirements from any source you choose.

How can I insure against loss, theft or accidental damage? Warranties covering accidental damage are highly recommended. The AppleCare+ warranty covers accidental damage. For loss, theft and accidental damage coverage, you may want to contact The Worth Avenue Group. For complete details, please visit the following sites:

  - The AppleCare+: https://www.apple.com/support/products/mac.html
  - The Worth Avenue Group: https://www.worthavegroup.com/?_vsrefdom=pcp-google-brand&gclid=EAIaIQobChMI84is37zw4AIVCo1pCr3VqQ0WEAYASAAEgfnfD_BwE

Tech Support

What training is available for students and faculty? Program faculty will schedule a technology orientation for students at the beginning of the PDS. This orientation covers the hardware, software and other important items. Faculty can also schedule in-class training closer to the start of an assignment involving technology. Students can also visit the Service Desk with any additional questions. Faculty can receive technology integration support and schedule in-class training with the Office of Instructional Innovation.

Information Technology Office

Service Desk SZB 439 Suite
Long Semester Hours
Monday – Thursday, 8 AM to 7 PM
Friday, 8 AM to 5 PM
Summer Hours
Monday - Friday, 8 AM to 5 PM
Closed on Weekends

Email the Help Desk at help@education.utexas.edu or call 512-471-4357 (HELP)
https://education.utexas.edu/about/deans-office-units/information-technology-office
**What if the Service Desk is closed?** All Apple laptops covered under the AppleCare warranty can be taken to an Apple store for support if the Service Desk is closed. In addition, students can call the AppleCare support team at 800-APL-CARE (800-275-2273). For any Windows devices, please visit your manufacturer's website for more information or see the ITS Help Desk ([https://ut.service-now.com/sp?id=ut_bs_service_detail&sys_id=f8a2f29b0f3960003d2e498b1050ed8](https://ut.service-now.com/sp?id=ut_bs_service_detail&sys_id=f8a2f29b0f3960003d2e498b1050ed8)) at FAC. You can contact them at 512-475-9400.

**Is there equipment available for checkout?** Yes. Cameras, tripods, and other peripherals are available for checkout from the Service Desk.

**To whom can I address additional questions?** Additional questions can be directed to the Service Desk.