Accessible Resource Centre - British Columbia
105 – 1750 West 75th Avenue Vancouver, BC, Canada V6P 6G2
Phone: 604 261-9450 Fax: 604 261-2256 www.arc-bc.org

ARC-BC Technical Requirements (FAQs)

What are the minimum requirements for accessing www.arc-bc.org ?

- ARC-BC is a web-based collection of alternate format materials. To browse the ARC-BC site, users must…
  - be able to connect to the ARC-BC website at www.arc-bc.org (IP 142.33.243.38, port 80)
  - have Javascript enabled and must accept cookies from the ARC-BC site
  - be using a current browser (i.e. IE6+, Firefox 2+, Safari)
  - To log in to the ARC-BC site, users must be able to make an SSL connection to the ARC-BC site on port 443.

How is user login handled through ARC-BC?

- All registered users are assigned a unique ID and password. In order to protect the integrity of the ARC-BC service, it is essential that standard identity management best practices be followed.
  - Each user must use his/her own ID
  - No other users should be sharing IDs or using another user's ID
  - No one, not even IT staff or administrators should ever know another person's ID
- After the initial automated ID and password are sent to users, they are directed to change their password in their user profile – ARC-BC passwords require 8 characters, one of which must be a special character (e.g. @ # $ %)

What do users need to download alternate format materials from ARC-BC?

- To download and use the alternate format materials available through ARC-BC, users must be able to initiate an HTTP download from the ARC-BC site.
- In addition, users should…
  - have access to sufficient bandwidth and connection stability to successfully download files up to several 10's of MB in size

- have sufficient rights and storage space available to store and work locally with downloaded files
- have appropriate application software installed locally (e.g. MS Word or compatible for .doc, .rtf; Kurzweil 3000 for .kes files)

What do users need to view and/or download ARC-BC training materials?

- ARC-BC has a large number of support resources available through the SET-BC Learning Centre (www.setbc.org). These support resources include webcast presentations, video screen demonstrations, and downloadable print materials. Information on the technical requirements for viewing and/or downloading these materials is available at www.setbc.org/requirements/ .

Who should I contact if I have questions about ARC-BC technical requirements?

- Any questions about ARC-BC's technical requirements can be sent to arc@setbc.org or by phoning 604.261.9450 ext 314.