



Mental Health First Aid Training

System Requirements for Online Training

In order to ensure a high-quality experience on your online mental health first aid course, your computer and internet connection speed should meet the following recommended system requirements.

Internet connection – broadband wired or wireless (3G or 4G/LTE)

- Speakers and microphone – built-in, USB plug-in, or wireless Bluetooth
- Webcam – built-in, USB plug-in

Will I be able to interact in the group session if I don't have a webcam or do not feel comfortable having it turned on?

If you are not able or comfortable participating in the course with your camera on, then the Online Mental Health First Aid course is not the right one for you.

There is nothing more important than your wellbeing. The course has been designed to be delivered online and face to face and to ensure a safe environment for learners.

One of the key safeguarding measures is to ensure that Instructor Members can see all learners and check for signs of anxiety or distress. This requires all learners to have their cameras turned on for live sessions.

Firewall

To participate in a live session, please ensure that the location you are connecting from allows for the streaming and downloading of real time video.

Cookies

Cookies must be enabled in order to use the Online Learning Hub. Extensions or browser configurations that block or disable cookies may prevent participants from joining a live session.

Is the MHFA England Online Learning Hub compatible with all internet browsers?

The MHFA England Online Learning Hub works best when you use Google Chrome as your internet browser. However, the hub can also be used on Firefox and Edge, provided they are the most up to date versions of these browsers.

The hub is also compatible with Apple Mac, although not yet with Safari (coming soon). To ensure the best learning experience, we do not recommend connecting via tablet/iPad at this stage.

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System Requirements to use the web platform

Windows - To access on Windows, you'll need:

- Windows 10, Windows 8 or 8.1, Windows 7
- Chrome, Firefox, Edge, IE11 (with client)
- Computer or laptop with Intel Pentium 4 processor or later that is SSE2 capable and 512 MB of RAM, or a Surface PRO 2 or Surface PRO 3

Mac - To access on Mac you'll need:

- Mac OS X, macOS 10.9 or later
- Chrome, Firefox, Edge. (Safari coming soon)
- Intel processor 64-bit and 512 MB of RAM Linux

Linux - To access on Linux you'll need:

- Ubuntu 12.04, Mint 17.1, Red Hat Enterprise Linux 6.4, Oracle Linux 6.4, CentOS 6.4, Fedora 21, OpenSUSE 13.2, ArchLinux (64-bit only)
- Chrome, Firefox
- Intel Pentium 4 processor

Chrome OS - To access via Chrome, you'll need:

- Chrome browser or Chromebook
- 2GB Ram

iOS (iPhones and iPads) - NOT RECOMMENDED

iPhone - to access on iPhone you'll need:

- iPhone 5S or later
- Safari
- iOS 11 or later

iPad - to access on iPad, you'll need:

- iPad Mini 3, iPad Air, iPad Pro, iPad (2017) or later
- Safari
- iOS 11 or later Android (phones and tablets)

Android - to use on Android phones or tablets, you'll need:

- Android 4.0 or later
- Chrome