

Technical Requirements for Volunteering Remotely with Pro Bono Ontario

If you are taking calls from your office, **please check the firewall settings with your firm's IT department.** The firewall configuration details are here (please refer to the USA / NAM section): <https://newvoicemedia.atlassian.net/wiki/spaces/DP/pages/100697150/Technical+prerequisites#Technicalprerequisites-FirewallConfiguration>

Please also ensure you have the following set up before the day of your volunteer session:

- **A computer**

- o Any operating system is OK (Windows, MacOS (Apple), Chrome OS (Chromebox), etc.)
- o Check the technical specs of the computer
 - Windows: Windows button -> click the gear for Settings -> System -> About. Check the section on Device Specifications
 - MacOS: Apple icon -> About This Mac -> System Information
 - Chrome OS: Chrome browser -> type chrome://system into address bar
- o **Ensure you have at least 4 GB of RAM**
- o **Ensure you have at least 1.6 GHz of Processing power**

- **A headset with a microphone that can connect to your computer**

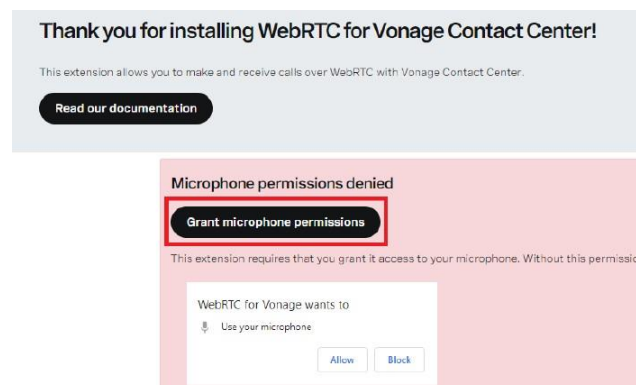
- o Ideally, this should be a wired headset that connects via USB or 2.5mm jack
- o Bluetooth headsets, or an independent microphone with earbuds may work as well

- **Internet**

- o A wired (ethernet) connection should be used for the best connectivity. However, if you have a stable wifi connection, that may be sufficient too.
- o **You should have a download speed of at least 1 Mbps and upload speed of at least 1 Mbps**
- o Check with your internet provider or IT department if you are uncertain about your download/upload speeds, or perform a speed test here: <https://www.speedtest.net/>

- **Chrome**

- o The Hotline uses the Google Chrome browser. If you haven't already, download Google Chrome here: <https://www.google.com/chrome/>
- o Install the WebRTC for Vonage extension for Chrome here: <https://chrome.google.com/webstore/detail/webrtc-for-vonagecc/jahbgfelgdkpjhbcggnkfgldkhodmi>
 - It will ask you to connect your headset and grant microphone permissions. Please click "Grant microphone permissions"



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- **Slack**

- o Slack is the program you will be using to communicate with PBO staff. You can download it or use the web version by opening a separate tab of Google Chrome and going to this link:

- <https://probonoontario.slack.com/>

If you run into any issues or have any questions about the above, please contact **Jennifer Marston** at jenniferm@probonoontario.org. We will send you your login details in the evening prior to your volunteer session.