



Online Help

We are committed to providing assistance by email, and will do our best to respond to your queries within 48 hours (Monday-Friday).

Our Help email is: info@ytech.co.uk

Technical Requirements

Before you start browsing the yTeach portal, please make sure that your computer complies with the following specifications:

- Processor: 900MHz Intel Pentium III (or equivalent) or above
- Supported OS: Windows 2000, Windows XP, Windows Vista, Linux (all stable platforms)
- Memory: 256MB RAM
- Screen res: 1024x768 or higher
- Colour depth: 16 bit (high colour) or above
- Audio: sound card (soundblaster equivalent)
- Graphics: DirectX 9 compatible integrated video chip with 128MB Ram, 64MB DirectX 9 compatible standalone graphics card preferred
- Browsers: Windows: IE6, IE7, Firefox 2.0 or higher; Mac: Safari 2.0, Firefox 2.0 or higher; Linux: Firefox 2.0 or higher
- Plugins: Flash 8 or above. Click [here](#) to download the latest free version of Flash Player, and follow the on-screen instructions
- Java Runtime Environment. Click [here](#) to download the latest free version of Java, and follow the on-screen instructions
- Cookies: enabled
- Javascript: enabled

For best results, yTeach resources should be viewed in full screen mode. In your browser, select View > Full screen, or use the F11 key.

In the unlikely event that you encounter any problems with fonts while browsing the resources, please click [here](#) to install the missing symbols. You will be asked to save a file called setup_fonts.exe to your computer. When this has been saved, click the "Run" option (twice if necessary) and the files will install.