

# Browser and Application Minimum Requirements List – with Troubleshooting Information

## **Basic Compatibility and Recommendations**

This application is compatible with most standard internet browsers dating back to the 1990's. Therefore this application can be utilized on most desktop computers, laptops, tablets and smart phones. The following details our recommendations.

## **Browser Recommendations**

While older and newer browsers may work fine, the following browsers we know work best:

- Internet Explorer 6, 7, 8, 9
- Firefox 3.6+
- Chrome 5+
- Safari 4+
- Opera 11

## **Basic Settings Recommendations**

The following are the basic settings we recommend. 99.99% of the time your default browser settings will work fine. Every network, device and browser is different, most of these settings can be altered under your browser's Tools menu then choose Internet Options.

- Disable all popup blockers
- Enable cookies
- Enable JavaScript
- Install the most recent version of the FREE Adobe PDF Acrobat Reader
- Add as TRUSTED SITES in your browser and network appliances the sites: test.com, testcentral.com, mytestcom.com,mytestcom.net, amazonaws.com, and adobe.com
- For corporate networks with web filtering/security software & appliances or firewalls (using products such as Websense, iPrism..) disable, bypass or WHITE LIST the TRUSTED SITES listed above

## **Troubleshooting Information**

The following information is provided to help troubleshoot problems if you're experiencing difficulty using this application.

## **Getting 'Kicked Out' or being 'Logged Out' while taking a test (content) or BEFORE it starts?**

This application automatically logs out users if there has been no activity within a reasonable period of time.

- Make sure you're following the basic settings and recommendations as listed above.
- Disable all browser tool bars and add-ins while logged into this site.
- Scan your computer for viruses, malware and other internet threats.

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## **Problems with Answering the Same Question Multiple Times, Navigation Errors or Getting 'Kicked Out' while taking a test (content) AFTER it starts?**

First, see if you can restart/resume the test and try again. If the problem persists note the following.

- Make sure you're following the basic settings and recommendations as listed above.
- If you're on a corporate network or a network you need to log into first before accessing the Internet, then double check the WHITE LIST recommendation listed above under the basic settings and recommendations title.
- Disable all browser tool bars and add-ins while logged into this site.
- Scan your computer for viruses, malware and other internet threats.

## **Problems with Popup Blockers**

This application can be configured to display content and other information in additional browser windows.

- Make sure the window you may be looking for isn't behind another open window on your desktop.
- Most browsers have settings to prevent popup advertisements and may incorrectly confuse our open windows as advertisements. Disable all popup blockers.
- Many search engine browser tool bars also have features to prevent popup advertisements, make sure these are turned off. If you have multiple browser tool bar programs installed with this feature, make sure to disable popup blocking feature for EVERY installed toolbar.

## **Problems opening a PDF document?**

This application generates numerous documents (like certificates and reports) using the Adobe Acrobat PDF format.

- Make sure you have most recent PDF reader software loaded on your computer, by default PDF software is loaded on most computers. Visit the adobe website to update.
- If you have multiple browsers installed on your computer, or loaded a new browser on top of an older browser, it's possible one or more of these browsers need to PDF reader software loaded into it.

## **Problems playing videos?**

This application uses a video player based either HTML5 or Adobe Flash to play videos. This is typical for applications like this. The player will choose between HTML5 or Adobe Flash based on your browser. Older browsers that do not support HTML5 will need Adobe Flash. In this case the video player will automatically make sure the correct version of Adobe Flash is available. If

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the application can't automatically access Flash because of security settings, you may need to manually visit the adobe website to update.

## **Using a Thin Client, Dumb Terminal or Terminal Emulator?**

This application is compatible with most Thin Clients, if the browsers on those devices are truly compatible with those listed as recommended above. Make sure when configuring Terminal Server software all such settings mimic the above listed recommendations.

Make sure ample memory is allocated to each user and user session management capabilities are enabled.

## **Using a Proxy Server?**

If using a proxy server, make sure browser session data is not cached, which is a standard setting. This will allow multiple users on multiple devices to access this application simultaneously without your network equipment mixing up the users.

## **Login Lockout**

When logging in, if incorrect access information has been repeatedly entered too many times, this application will prevent further login attempts within a limited timeframe. If the timeframe has expired and you still can't login, then there's some browser setting or a browser add-in that's preventing the test.com application to clear the settings on your computer. You will need to clear your Internet cached history. For most browsers open your browser's Tools menu then choose Internet Options, clear history and cookies.

## **Problems using a new browser?**

Often when software companies release newer versions of their browsers, these browsers have minor compatibility problems. The fix, most of these browsers offer a 'Compatibility View' or 'Compatibility View' feature. Turn it on to see if that resolves the problem.

## **Still Having Trouble?**

We apologize for any inconvenience you may have experienced. Try the following if you're still experiencing difficulty using this application.

- Logout and then try accessing this site again using a different computer or use a different computer on a different network.
- Contact your computer/device manufacturer or your organization's network administrator for additional support.