This document provides the minimum technical requirements for the operation of our courses when being added to our Compliance Learning Manager (CLMS) or when clients host on another Third Party LMS.

**System requirements**

Supported clients and browsers for Compliance Learning courseware on CLMS:

**Operating System:**
- Windows 8.1 and 10

**Browsers:**
- Microsoft Edge®, Chrome®, Firefox®
  * These browsers do not provide a Major/Minor version product policy reference. We recommend keeping the browser updated to the latest version.

**Browser settings:**
- Cookies, including third party cookies must be enabled on CLMS (CLMS cookie policy)
- JavaScript and AJAX enabled
- Pop-up blocking disabled
- Ad blocker disabled
- Local Storage must be enabled

**Browser plug-ins:**

Individual courseware may require additional plug-ins depending on the style and content of the course(s) purchased.

**Typical plug-ins required**
- Adobe Acrobat Reader®

**Third Party LMS Hosting**

Please verify technical requirements with your LMS provider.

In addition to the above if you are hosting our courses on your own LMS they will also operate in:

- Windows 7
- Apple iPad on Safari (Latest at the time of development)
- Microsoft Internet Explorer® 11

**Note**: Microsoft ended mainstream support for Windows 7 in January 2015, with extended support running till 14 January 2020.

Given that Microsoft has demonstrated that there are known issues within their IE11 and Windows 7 software that they will not fix, and given that TR has no control over Microsoft’s management of their software suite, we cannot guarantee that an issue will not arise in the future that will impact performance or usability of the courses with the Win7/IE11 configuration.

Backwards Compatibility mode for IE is not supported.

In all instances, Compliance Learning strongly recommends that clients maintain updated operating systems aligned to the latest release made available by the respective vendors.

**Hosting Access**

In order to ensure successful network access to CLMS, your network team is required to add the URL’s and emails to your company’s approved “whitelist” register as listed here.

**Support Notes**

**Caching**

It is recommended that if your company uses a proxy server it should NOT cache files from our LMS.

**Bandwidth**

Bandwidth requirements vary depending on the exact course, but we recommend at least 2Mbps to be able to properly play our full library of courseware which may include audio and video.

**Display Resolution**

Minimum 1280 x 960

**File types**

Our course packages include standard web file formats – XML, MP3, DOC, PPT, XLS, HTML, JS, MP4, JPG, GIF, PNG, PDF, ZIP, SVG, WOFF, WOFF2, VTT, TXT, XSD, CSS, DTD, SVG

**Citrix**

Accessing courses via Citrix Presentation Server is not supported and users may experience problems dependent on your Citrix configuration.

Please contact your IT department to arrange an alternate access method if you experience this issue.

**Language Support**

Compliance Learning supports multiple languages. Some languages require corresponding fonts and/or language packs are loaded on the client device. Please contact your IT department to arrange loading of the correct fonts/language packs.

**For non-Latin languages**

Keyboards must support the appropriate alphabet.

**Flash Support**

Adobe will end support of Flash Player on December 31, 2020. TR courses after 2018 did not contain flash as standard, if you are accessing older courses or have any concerns please reach out to your sales specialist.

**Courseware and Learning Management System Integration**

Compliance Learning courses can be built to the SCORM 1.2, SCORM 2004 and AICC standards and will operate in industry-recognized Rustici SCORM Cloud as the neutral determination of SCORM compliance.