

## Technical Recommendations

A successful Renaissance software implementation requires compliance with the recommendations in this document. Note as of 1 July 2020, we will no longer support Internet Explorer.

### Supported Web Browsers

Windows – Firefox - five most recent versions<sup>1</sup>, Chrome – five most recent versions<sup>2</sup>, Microsoft Edge Chromium<sup>3</sup>

Macintosh – Safari 7 and later, Firefox - five most recent versions<sup>1</sup>, Chrome – five most recent versions<sup>2</sup>

### Screen Resolution

1024 x 768 or higher

We recommend enabling “full screen” mode in the browser and setting the zoom to 100% when students take Star tests to help ensure no scrolling is needed. Note browsers with additional customizations (bookmark tabs, plugins) and lower screen resolutions result in a smaller available space, and may require students to scroll down to view the Next button.

### Internet Connection

Broadband Internet connection (DSL, satellite, or cable). Verify you have adequate bandwidth to support task usage estimates. See Knowledge Base article #3943285

<http://support.renaissance.com/techkb/techkb/3943285e.asp> for more information.

### Devices

- Tablets – Accelerated Maths, Accelerated Reader, MathsFacts in a Flash, and Star student applications are supported using a web browser on tablets 7 inches or larger. Supported browsers are listed above. First-generation iPads are not supported and devices running versions of Android older than 4.1 (pre-Jelly Bean) are not supported. Tablets with resolutions below 2,048 x 1,536 may require students to scroll to see the entire interface. Performance may be degraded on single-core processor devices.
- Chromebooks – Renaissance web-based products are compatible with Chromebooks and other Chrome OS devices, with the exception of the AccelScan Scanning Software.

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<sup>1</sup> As of 1 July 2020, the five most recent versions of Firefox are 73 - 77.

<sup>2</sup> As of 1 July 2020, the five most recent versions of Chrome are 79 - 83.

<sup>3</sup> Microsoft Edge based on Chromium was released in January 2020. Microsoft Edge Legacy is not supported.

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## Additional Client Requirements and Recommendations

- If using a firewall, proxy, and/or content filter, some changes may need to be made for Renaissance applications to function properly.
  - Allow access to Renaissance resources to be sure the software functions as designed. Add an exception within your firewall, proxy, or content filtering software to allow inbound and outbound HTTP and HTTPS communication with the \*.renlearn.co.uk or \*.renlearn.com.au domain (depending on your Hosted site address) as well as access to and from \*.renlearn.com, \*.renlearnrp.com, \*.renaissance.com, and \*.renaissance-go.com.
  - Allow inbound and outbound HTTP and HTTPS communication access to ajax.googleapis.com (hosted by Google) and ajax.aspnetcdn.com (hosted by Microsoft). Certain Renaissance features access JavaScript libraries from these content delivery networks; you must allow access to the sites to be sure the software functions as designed.
  - Users may experience errors in the software if the proxy server caches Renaissance web pages. You may want to configure your network so that users bypass the proxy server entirely when accessing Renaissance.
  - Star Early Literacy requires students to download MP3 and MP4 files from Renaissance; if you use content filtering be sure to allow this type of activity.
- Browser cookies must be enabled in order to log in to Renaissance as a student or personnel user. Refer to our Privacy Policy at <http://doc.renlearn.com/KMNet/R61007.pdf> for complete details.
- Depending on which Renaissance applications/features will be used, some additional client applications may be needed. Adobe Reader is required to print Accelerated Maths paper assignments and is suggested for all other PDF reports. The AccelScan Scanning Software is required if scoring Accelerated Maths paper assignments using a scanner. Client applications/plugins should be installed as a local administrator to the workstation. Access <http://support.renaissance.com/techkb/techkb/11065865e.asp> to view a chart showing the client applications/plugins and where they are used in the software. Scanner warranty information can be viewed online in the AccelScan User's Guide, available at <http://doc.renlearn.com/KMNet/R003244104GF2920.pdf>.
- Microsoft Word 2007 or above is required to author Accelerated Reader quizzes. Note Microsoft Word Online is not compatible.
- Accelerated Reader Recorded Voice Quizzes and Star Early Literacy: Sound card and headphones or speakers.
- Accelerated Maths (paper assignments only): A 6ppm or higher laser printer is required. Paper assignments may be scored in a browser or with an AccelScan mark reader.

As technology advances it becomes necessary for software companies to drop support for older operating systems and browsers. Although Renaissance will not discontinue support for older products immediately, we will continue to evaluate system requirements and do our best to provide advance notice when it becomes necessary to raise our requirements. It is the responsibility of customers to keep their computers, networks, operating systems, and third-party software up-to-date and functional. We will do our best to support new technologies as they become available but cannot recommend them until they are properly vetted and proven compatible.

**If you have any technical questions about Renaissance, call: 020 7184 4000.**

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