

## Technical Recommendations

A successful Renaissance Growth Platform software implementation requires compliance with the recommendations in this document. Note as of July 1, 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 #13002501 <https://support.renaissance.com/techkb/techkb/13002501e.asp> for more information.

### Devices

- Tablets – Tablets are supported when 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 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.

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

<sup>2</sup> As of July 1, 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.

## 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.com domain as well as access to and from \*.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 and Star Math with Audio support require students to download MP3 from Renaissance. Star Early Literacy uses an MP4 file when the class preference is set to show the demo video. Star Math and Star Reading use MP4 files for the video tutorials, shown prior to students seeing additional trial questions at the end of their tests (when enabled on your site). 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 Application and Hosting Privacy Policy at <http://doc.renlearn.com/KMNet/R60990.pdf> for complete details.
- Microsoft Word 2007 or above is required to author content, including Accelerated Reader quizzes and articles and Star Custom assessment items. Note Microsoft Word Online is not compatible.
- Accelerated Reader Recorded Voice Quizzes, Star Early Literacy, and Star Math with Audio support: Sound card and headphones or speakers.

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: (800) 338-4204.**