promisep◆int™

LEARNER WEB PORTAL SYSTEM REQUIREMENTS

Minimum System Requirements		
Windows		
	Minimum	**Recommended**
Operating System	Microsoft Windows 7	Microsoft Windows 10
Memory	4GB	8GB or greater
Processor	Intel Core i3 / AMD Ryzen 3	Intel Core i5 / AMD Ryzen 5 or faster
Screen Resolution	1024 x 768 or greater	1080p (1920 x 1080) or greater
Audio Devices for courseware/sims	Speakers or headset	
Audio and Video devices for virtual classrooms	Audio: • Speakers and microphone Video: • Integrated webcam or USB 480p webcam	Audio: • USB headset with microphone. Video: • Integrated HD webcam or USB 720p webcam • Dual Monitors (for Instructors)
Peripherals	Keyboard and Mouse	
Browser	• Internet Explorer – Version 11 (not supported for PromisePoint's Virtual Classroom offering) • Microsoft Edge – Version 80.0.361.48 or greater • Mozilla Firefox • Google Chrome *Note: We recommend keeping your browser up to date for the best experience*	
Mac OS		
Operating System	Mac OS 10.10 Yosemite	Mac OS 10.15 Catalina
Memory	4GB	8GB
Processor	Intel Core i3	Intel Core i5
Screen Resolution	1024 x 768 or greater	1080p (1920 x 1080)
Audio Devices	Speakers or headset	
Peripherals	Keyboard and Mouse	
Browser	• Apple Safari is not supported • Google Chrome • Mozilla Firefox • Microsoft Edge *Note: We recommend keeping your browser up to date for the best experience*	

Connection Speeds
• An active internet connection is required at all times. • Minimum upload/download speeds of 800 kbps are required, 2.0 mbps is recommended. • Bandwidth utilization approaching 35% may cause latency issues and a poor user experience. • Bandwidth should be 800 kbps per concurrent user and the roundtrip time should be less than 150ms, average. • Broadband connection, Cable/DSL or greater.

Additional System Requirements and Web Browser Settings	
Cookies Enabled	Functional cookies are required for session and preference management. PromisePoint does not track users with first or third party cookies.
JavaScript	JavaScript must be enabled.
PDF viewer	Recommend: Adobe Acrobat Reader 6.0 or above.
Additional requirement for Instructors using the Breakout Room Monitor Tool with up to 12 users.	**CPU**: 4 dedicated processing cores, Intel Core i5/AMD Ryzen 5 or greater. **RAM**: 8Gb (16GB recommended). **Screen Resolution**: 1920x1080 or greater. Dual monitors recommended. **Internet connection**: 40Mbps or greater over hardwired connection. Wi-Fi not recommended or supported.

Required URL, IP address and ports for PCs and workstations

The following need to be trusted sites in network security appliances (firewalls, web filters, proxy servers, IPS, port configurations).

URL and IP Addresses:

- https://www.promisepoint.com, IP Address: 206.127.172.133
- https://courses.promisepoint.com, IP Address: 206.127.172.133
- https://learning.promisepoint.com, IP Address: 206.127.172.133
- https://virtual.promisepoint.com, IP Address: 108.62.117.207
- https://thebreakawaygroup.zendesk.com
- https://promisepoint.files.com

Ports:

- HTTPS traffic on port 443

Reserved IP addresses for future use:

- 206.127.172.136 - 206.127.172.142

Email Whitelisting

Email server configuration will need to whitelist the following domain(s):

- promisepoint.com, IP Address: 206.127.172.133