

System Requirements Checklist

Supported Browsers

We recommend using the following browsers to watch any of our online events:

- Chrome 30+ (has automatic updates)
- Firefox 27+ (has automatic updates)*
- Microsoft Edge
- Safari 9+

Recommended Internet Requirements

We recommend a minimum of 500kbps to play videos on a stable connection at the lowest resolution. For higher resolutions we recommend 5mbps or faster.

To check your download speed, visit <https://testmy.net/download> for an estimate.

Supported Operating Systems

We can only guarantee full functionality for our online events on supported providers.

Microsoft maintains support for **Windows 8.1** and **Windows 10**. Microsoft has ended support for **Windows XP**, **Windows Vista**, **Windows 7** and **Windows 8**.

Apple maintains support for **macOS 10.14 (Mojave)** and above however we recommend **macOS Sierra (10.12.6) or later**.

Mobile & Tablet Devices

For mobile & tablet devices we recommend **Android (Lollipop) version 5.0+** or **iOS version 12.4+**.

Blackberry and Windows phone users: We do not test our videos on these devices and as such cannot guarantee support. You may still be able to view videos on these devices.



Samsung users: We do not support the Samsung Internet browser. We recommend installing Chrome on this device to view our videos and website.

iOS/iPad users can access videos from iPhone, iPod Touch, and iPad by using the pre-installed safari browser. Third party browsers such as Chrome, Edge, Firefox use the Safari rendering engine and should function identically to Safari.

Tips to increase your internet speed

Many technical issues are caused by slow internet connection. Here's some steps that may improve your internet connection and provide a smoother experience while watching our videos.

- Make sure you are not using an outdated operating system or browser since this can slow your internet connection. Check out our System Requirements above.
- Plugging your device directly into the internet router can improve audio and video quality. Moving closer to the router can also help improve audio and video quality if plugging into the router is not an option and you are using WIFI.
- Close other browser tabs, windows and quit any background programs in the background. This can help reduce the strain on your system and provide more resources to running the video for the online event more seamlessly.
- Switch to another wi-fi connection if possible or ask others to log off.
- Restart your browser, computer or router.
- Disable any browser extensions that may be blocking or slowing down your ability to play the video seamlessly.
- Disconnect from any VPN's if possible, they may be running at a slower speed than your connection

