Supported Platforms

Effective July 1, 2021

The ITS web-based architecture relies on the operating system and web browser components for system configuration. Our systems are compatible with Windows and Mac operating systems as well as with iPads and Chromebooks. You will find varying degrees of compatibility with other browsers and operating systems, depending on the features you have enabled and the software version being used. Please contact your Program Manager if you need compatibility information specific to your program.

Other factors, such as, processor speed, amount of RAM, monitor display settings, and Internet connection speed can alter the user experience, but will not affect the functionality of the ITS architecture or systems.

	Windows – Minimum Versions		Mac – Minimum Versions	
	OS	**Web Browsers**	**OS**	**Web Browsers**
Secure Browser • Proctored Testing	Windows 8	Internet Explorer 11	Mac OS X 10.11	Safari 10.1
StartTest • Examinee Portal • At Home Testing • E-Commerce **Program Workshop** • Test Administration • Program Tools **Item Workshop** • Test Authoring	Windows 8	Internet Explorer 11 Google Chrome[1] Microsoft Edge[1] Mozilla Firefox[1]	Mac OS X 10.11	Safari 10.1 Google Chrome[1] Microsoft Edge[1] Mozilla Firefox[1]
ITS Remote Proctor • Bring Your Own Proctor (BYOP) • Remote Observational	Windows 8	Google Chrome[1] Microsoft Edge[1]	Mac OS X 10.11	Safari 11.0 Google Chrome[1] Microsoft Edge[1]

iPad support requires iOS 10.3 or higher on an iPad 4th generation or newer.
Android support requires Android 9 (Pie) or newer.
Chromebook support requires a device that is running the latest stable Chrome OS release.
Local Caching Server requires a minimum of Windows 10 (0-50 simultaneous students) or Windows Server 2012 R2 (50+ simultaneous students).

[1] Edge, Chrome and Firefox support is limited to the current version plus one previous version due to forced automatic updates

Additional Information:

This section details configuration information which will not affect the ITS architecture or systems but should be considered while designing your test(s).

Processor Speed and RAM: The system's processor speed and available memory have minimal impact on the actual appearance of the test, though, in terms of performance, items may take slightly longer to display with slower processors or machines with lower amounts of RAM.

Monitor Resolution: Tests can be delivered at any resolution. However, most tests are designed for resolutions of 1024x768 or better. For graphic intensive tests, it may be advantageous to require 1024x768 resolution or higher. Most computers support this resolution with the exception of netbooks and 7-inch tablets, which typically have a resolution of 1024x600.

Monitor Color Depth: The color depth refers to the number of colors that can be displayed simultaneously. Statistically, 97% of the users on our web sites have 16-bit color or greater. 8-bit color support is supported on 100% of the machines, but may cause problems with graphics with complex shading.

Internet Connection: Most tests will run fine on a dial-up modem for a single test taker. Performance is typically driven by the size of the graphics or media in the test. For best results, candidates and testing locations should use a broadband connection.

Wireless Connections: If candidates are using a wireless network (Wi-Fi) for testing, they should consult their local technical administrator to ensure their network adheres to best practices for wireless network design. The number of devices per access point should be less than the vendor's recommendation. In addition, we recommend wireless access points with 802.11n capability using WPA2 encryption with a 100BASE-T uplink to the local area network. To reduce wireless network bottlenecks, use access points with 802.11n simultaneous dual-band (2.4GHz and 5GHz) with Gigabit uplink to the local area network. Nearby and "rogue" wireless networks, specifically those from mobile hotspot devices and smartphone tethering, will impact test performance.

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