Meeting Requirements Means Better Experiences.

Over time technology has continued to rapidly advance. As a result, we must continually test our trainings in order to determine the optimum system requirements using current browsers and other updated web technology. We want you to have the best possible experience on our platform. Therefore, below you will find the recommended system requirements when using our online training platform, plus frequently asked questions to assist you:

- Latest version of secure browsers (See below)
- JavaScript is enabled
- Pop-up blocker is disabled
- Latest Adobe Reader here to open PDF documents
- Latest version of Flash Player here to view Flash enabled trainings

Browser	Operating System	Download URL
Microsoft Internet Explorer (IE)	Windows only	http://windows.microsoft.com/en-us/internet-explorer/download-ie
Google Chrome	Windows, Apple OSX	http://www.google.com/chrome/
Mozilla Firefox	Windows, Apple OSX	http://www.mozilla.org/en-US/firefox/new/
Apple Safari	Apple OSX only	http://www.apple.com/support/mac-apps/safari/
Mobile Devices	Not Supported	
Tablet Devices	Various	

Check your browser:

Just click www.whatbrowser.org. This third-party website will open in a new window. Please note whatbrowser.org is not owned or controlled by in2vate, llc. Once you have checked your browser you may use the links above to upgrade to the most current version.

Browser not supported?

We cannot guarantee all features will work as expected on unsupported browsers. For the best possible experience, please use the most current version of a browser from the list above.

Minimum System Requirements

whatbrowser.org provides a great explanation of why using current browsers is important. For in2vate to bring you dynamic trainings that utilize available technology we highly recommend the latest browser. We know that may not be enough information for your IT department though. Below you will see *minimum* system requirements to view our online trainings.

Flash Trainings Minimum System Requirements

NOTE: Flash is not compatible with iPads and other tablet devices

Windows	Mac
2.33GHz or faster x86-compatible processor, or Intel ® Atom™ 1.6GHz or faster processor for netbooks Windows XP or higher - 32 Bit Internet Explorer 9 or later Google Chrome 17 or later Mozilla FireFox 17 or later 512MB of RAM (1GB of RAM recommended for netbooks); 128MB of graphics memory	Intel Core™ Duo 1.83GHz or faster processor OSX v. 10.7 or later Safari 5 or later Google Chrome 17 or later Mozilla FireFox 17 or later 512MB of RAM; 128MB of graphics memory

HTML5 Trainings Minimum System Requirements

Some, but not all, training modules are Tablet friendly. Trainings that are compatible with Tablet devices will be indicated in the training title. For example *CM Be Smart Drive Safe HTML5*.

Windows	Mac
Intel® Pentium® 4 or AMD Athlon™ desktop processor 2 GHz or faster Windows 7 or higher Internet Explorer 9 or higher Google Chrome 17 or higher Mozilla FireFox does not support HTML5 128MB or RAM; 64MB of graphics memory	1.83MHz Intel Core Duo or faster OS X 10.5 or higher Safari 5.1 or higher Google Chrome 17 or higher Mozilla FireFox does not support HTML5 128MB or RAM; 64MB of graphics memory
iOS (iPad)	**Tablets (Samsung, Microsoft, or Other)**
iOS version 5 or higher Safari 5.1 or higher Google Chrome not supported Mozilla FireFox not supported	We cannot guarantee all features will work as expected on unsupported devices. For the best possible experience, please use the most current version of operating system and browser or use a supported device listed above.

Frequently Asked Questions (FAQ):

My training is running slow. What can I do?

Check your Internet connection. It is recommended that you be on high-speed broadband Internet connection using an Ethernet cord. WiFi connections may be unstable, or insecure, especially in a public or shared environment.

My training is having issues when viewing. What can I do?

-or-

My training is not resuming where I left off. What can I do?

Meet the above requirements. (i.e., JavaScript, Flash, Browser, and Internet connection)
Make sure to quit other running programs (not just minimizing or closing the program window).
Clear your browser cache using the steps below. (Note: This may clear log in, history, and other information the browser records.)

Internet Explorer	Google Chrome	Mozilla Firefox	Safari
1. Select Tools, and then select Internet Options. 2. Under Browsing History, select Delete. 3. Check the following: Temporarily Internet Files, Cookies and History. 4. Select Delete. 5. Click OK to close the Internet Options dialog box.	1. Click the wrench or settings icon on the browser toolbar. 2. Select Tools. 3. Select Clear browsing data. In the dialog that appears, select the checkboxes for the types of information that you want to remove. 4. Use the menu at the top to select the amount of data that you want to delete. Select beginning of time to delete everything. 5. Click Clear browsing data.	1. Select Tools, and select Clear Recent History. 2. For the Time range to clear: section, select Everything. Click on the dropdown for the Details menu and check the box Cache. Click Clear Now.	1. Select History. Select Clear History. 2. Click Clear to close dialog box.

Reopen the training and if you are still experiencing issues, exit the training, then shut down your computer for 30 seconds then turn it back on [reboot].

My training is not registering as completed, and remains in my training assignment list.

Open the training for about 30 seconds and let it play completely then close. If it's still not registering as completed, clear your browser cache using the steps above and/or try a different browser. If you still experience this issue, contact either your Catholic Mutual representative or in2vate Customer Service.

If you cannot resolve your issue using the above steps, contact your Catholic Mutual Representative or in2vate Customer Service at helpdesk@in2vate.com or 800-205-5262 for further assistance.