

## Compatible Devices

- Desktop Computer
- Laptop Computer
- Tablet/iPad
  - iPad Air 2 or later
  - iPad Mini 4 or later
  - iPad Pro
  - iPad 5th Generation or later
- Android/iPhone
  - iPhone 6S or later
  - Any android device running Version 6 or later with at least 2GB of RAM

Note: The simulation will need to load in Landscape mode on a mobile device, so Portrait mode will need to be unlocked. If the side-button is set to lock rotation (iPhone/iPad), that will need to be disabled.

## Minimum Specifications

- 2GB available RAM minimum
- 3D Capable Video with at least 256MB of RAM and DX9.0c (shader model 3.0) support (PC) or OpenGL 2.0 support (macOS).
- **Hardware Acceleration must be allowed in browser**

## Operating System

- Windows 8+
- OSX 10.9+ (10.13+ in Safari)
- iOS version 13.2 or higher

## Browser

We recommend the most up-to-date version of your web browser. All major browsers should work, and there is no preferred browser for our content.

*Important:* Hardware acceleration MUST be enabled for the Kognito courses to launch and run effectively.

- Chrome version 100+\*
- Safari 15+
- Firefox 91.9+
- Edge 96+

## Website URLs to allow through Network Firewall

If your IT security practices do not allow whitelisting by domain name, please refer to the following Cloudflare documentation for the IPv4/6 ranges to allow: <https://www.cloudflare.com/ips/>

- access.kognito.com
- info.kognito.com
- simulations.kognito.com
- lti-bridge.kognito.com
- whatismybrowser.com
- cloud.scorm.com
- kognito.myshuttle.io
- learn.kognito.com
- knet-lrs-management.kognito.com
- support.kognito.com
- kognito.force.com
- api.whatismybrowser.com
- surveymonkey.com

# Technical Considerations

## Connections

Several end users connecting from a single wireless access point can overwhelm that access point (as routers have limited simultaneous access ports). This can prevent some users from loading the course. This might happen when the employees or students are all located in the same room and connecting to the same wireless router during a PD session.

\*We recommend spreading users out among multiple access points on the school's network, or access from labs with dedicated ethernet connections.

## Memory Requirements

Our simulations are built using the Unity game engine – using video game technology “under the hood” to deliver our content. Most modern computers and laptops should have plenty of System Memory to run Kognito's simulations (2GB minimum available RAM). However, some users might run into problems if they have several other applications or browser tabs open when launching the course. We recommend closing all active applications and unnecessary browser tabs before launching the course.

## Hardware Acceleration Settings

Our simulations require Hardware Acceleration to be turned on in whichever web browser the user employs. This allows the browser to access the computer's Graphics Processor (GPU). If Hardware Acceleration is turned off, the browser will display an error message saying that it is not compatible with our content. Some users may attempt to load the course and encounter a “spinning wheel” in the center of the screen that never stops. This may be an indication that Hardware Acceleration is turned off in the browser, but for some reason our error message isn't displaying. This can also indicate that communication is being blocked, especially if it's happening in other browsers.

We suggest switching to a different browser, as the settings may be different.

## Third-Party Websites & URLs to Allow on the Network

Kognito uses a few third-party API's (pre-coded applications that provide specific functionality) during our loading process, and at other points during the user journey. These include:

- ***Whatismybrowser.com*** – this API checks to see what web browser the user is launching the course with. Blocking this URL or the associated API can prevent the simulation from loading, as the initial browser check fails.
- ***SurveyMonkey.com*** – This website provides our pre-training, post-training, and follow-up surveys. Blocking this URL can cause the loading process to fail as the survey either can't load, can't submit, or can't return the user back to the course.
- ***Cloud.scorm.com*** – SCORM Cloud hosts our xAPI data (used for tracking user progress, as well as other functions). Blocking this URL will prevent communication with our server.
- ***Myshuttle.io*** – Handles traffic routing between our Learning Management System (LMS) and services such as Survey Monkey. Blocking this URL can prevent surveys from submitting.

### **Remote Desktop Access**

Remote Desktop software allows a user to access one computer (like a work computer) from another device. Some of these applications (such as Citrix) will automatically turn off Hardware Acceleration by default, so our simulations won't launch in these cases.

### **Virtual Desktops (VDI's)**

Our program can, under the right circumstances, run on Virtual Desktops. These are networks that allow several thin-client computers (computers with limited or no-built-in processor) to operate using a centralized computer that processes tasks from each of those client desktops.

However, VDI networks tend to have very limited graphics processing. This can quickly lead to the GPU being overwhelmed by requests from multiple client computers (sometimes as few as two or three). This will display the "Not Compatible" error message.

It's possible to change some settings on the VDI's processing computer (such as increasing the amount of RAM available to each client) but will generally require installing additional Graphics Processors.

In cases where this isn't feasible, using Mobile devices is a quick and simple alternative.

### **VPNs & Antivirus Software**

Some VPNs, or Antivirus software can sometimes interpret traffic between the user's device and our server as suspicious, and block communication. We recommend that if the user is accessing a network through a VPN, or they're running Antivirus software, that these be disabled before launching.