

CAEL System Specifications and Compatibility Tests

In order to successfully take part in a CAEL module, you should have access to a personal computer, updated software, and reliable internet access. If you have completed the steps below and your device is up-to-date but you are still experiencing issues, please contact CAEL@gse.harvard.edu.

[Hardware and Bandwidth Specifications](#)

[Supported Operating Systems](#)

[Mobile Devices](#)

[Safari on iOS](#)

[Chrome on Android](#)

[Computer Speed and Processor](#)

[Internet Speed](#)

[Software Specifications](#)

[Browser Check](#)

[Windows](#)

[Internet Explorer on Windows](#)

[Firefox on Windows](#)

[Mac](#)

[Safari on OS X](#)

[Firefox on OS X](#)

[Chrome on OS X](#)

[Java Check](#)

[Flash Player Check](#)

[Adobe Reader Check](#)

[Screen Reader Support](#)

Hardware and Bandwidth Specifications

Supported Operating Systems

Windows XP SP3 and newer | Mac OS X 10.6 and newer | Linux - chromeOS

Mobile Devices

For the best viewing experience we recommend accessing CAEL modules on a desktop or laptop. However, if you choose to access a CAEL module on a mobile device, use a mobile browser rather than the Canvas app. The mobile versions of Safari, Chrome, and Firefox are all supported though the following settings will need to be made to allow viewing of video content:

Safari on iOS

- Go to Settings>Safari>Block Cookies and select Allow from Websites I Visit.

Chrome on Android

- Open the Chrome menu by clicking on the three dots or lines. Go to Settings>Site Settings and change your cookies settings.

Computer Speed and Processor

Minimum 1GB of RAM | Minimum 2GHz processor

Internet Speed

Minimum of 512kbps

Software Specifications

Browser Check

Canvas is compatible with the latest version of most browsers (e.g. Firefox, Safari, Chrome, Internet Explorer). These web browsers are free installations for all operating systems. It is recommended that you install and/or upgrade to the latest version of the browser of your choice.

- [Mozilla Firefox](#)
- [Google Chrome](#)
- [Apple Safari](#)
- [Internet Explorer](#)



Many third-party applications and multimedia content rely on cookies. If you have trouble loading any content, here's a guide to changing your settings to allow cookies. *Note that these instructions are to allow all cookies. If you'd prefer to only allow certain cookies from some sites, please refer to your preferred browser's documentation.*

Windows

Internet Explorer on Windows

- Click the "Tools" menu
- Click "Internet Options"
- Select the "Privacy" tab
- Under Settings, move the slider to the top to allow all cookies, then click OK

Firefox on Windows

- Click the Menu button
- Select the "Privacy" menu
- Make sure "Accept cookies from sites" and "Accept third-party cookies" are checked

Google Chrome on Windows

- Open settings
- Click "show advanced settings" and scroll to "Privacy"
- Click "Content settings"
- Un-check "Block third-party cookies and site data"

Mac

Safari on OS X

- Click the "Safari" menu
- Click "Preferences..."
- Click the "Privacy" menu
- For "Accept cookies" select "Always"

Firefox on OS X

- Click the Menu button
- Select the "Privacy" menu
- Next to "Firefox will:" select "Use custom settings for history"
- Make sure "Accept cookies from sites" is checked

Chrome on OS X

- Click the three bars on the top right
- Click Settings
- Click "show advanced settings" at the bottom
- Click Content settings
- Un-check "Block third-party cookies and site data"



Java Check

The [Java plug-in](#) is required for screen sharing in Conferences. It is recommended that you install and/or upgrade to the latest version. Java is a programming language and computing platform. It is the underlying technology that powers state-of-the-art programs including utilities, games, and business applications on the web.

Flash Player Check

[Flash](#) is required in several places in Canvas: media recording/streaming and viewing and VoiceThread discussions as well as uploading files to a course or an assignment. Please note that some browsers, such as Firefox, require you to enable Flash in your browser. Instructions on how to enable Flash in Firefox can be found [here](#). You can [go here](#) to check if you have the [latest flash plugin](#) installed on the browser you are currently using.

Adobe Reader Check

Adobe Reader is the global standard for electronic document sharing and allows you to open, print, and collaborate on .PDF files. It is available free of charge and it is recommended that you install and/or upgrade to the [latest version](#).

Screen Reader Support

Macintosh: [VoiceOver](#) (latest version for Safari)

PC: [JAWS](#) (latest version for Internet Explorer 10 & 11)

PC: [NVDA](#) (latest version for Firefox)

Note: There is no screen reader support for Canvas in Chrome