

## Overview:

Welcome to the AARP BankSafe training experience. The purpose of this document is to guide you through the program's technical specifications and provide you with a resource for working with our Portal Support help desk.

## Technical Specifications:

The AARP BankSafe training experience is optimized for the following devices and browsers. For optimal viewing, please use Chrome as the default browser:

- **PCs | Macs**
  - Windows 7, 8, 10  
Most recent versions of Internet Explorer, Chrome, Firefox
  - Mac OSX 10.10  
Most recent versions of Safari, Chrome, and Firefox
- **Tablets**
  - iPad Air | iOS 9 | Safari
- **Azure hosting system set to scale on demand**
- **Videos are MP4 with an average bitrate of 1.3 Mb/s**
- **3rd party sites referenced:**
  - <https://ajax.googleapis.com/>
  - <https://fonts.google.com>
- **Technologies used:**
  - HTML5 JavaScript, CSS files, C#, .Net, MSSQL
- **File types:**
  - PNG, GIF, JPG, MP4, MP3, PDF, SVG,
- **Users need internet access, fire-wall should allow users to access <https://banksafetraining.aarp.org>**
- **Security settings:**
  - Allow JavaScript to run
  - Enable cookies for authentication

## Manager Completion Report:

Reports can be accessed through the BankSafe portal. Reports provide data for managers about their employees, including points earned, completion status and date completed.

## Citrix Users:

Citrix environments must meet the same technical requirements in order to properly display the course. Typically, the issue is that the course contains videos that are too large to be played through the Citrix environment. We recommend working with your IT group to ensure your environment meets the technical requirements.