System Minimum Requirements

Essential info. regarding hardware, software and browser compatibility to run reports, e-learning courses and more - on desktop and mobile devices.

Computer	Display Resolution	Display Color	Network And Connectivity
• Minimum 1 GB of RAM, 1 GHz Processor. • Soundcard required only for courses delivered in audio.	• A resolution of 1024x768 or higher is recommended.	• Minimum color quality requirement is 16 bit. • Optimal color quality is 32 bit.	• Minimum 128 kbps. • 256 kbps or higher is recommended.

Plug-Ins

☑ The Performance and Succession Platforms require **Adobe Acrobat Reader** to view reports that export to PDF. Adobe Acrobat Reader is also required to view training completion certificates.

☑ Additional plug-ins may need to be enabled for users to access e-learning courses hosted on Cornerstone, such as **Shockwave**, **Java**, etc.

Additional Software Considerations

☑ The core application requires **Adobe Acrobat Reader** for reports that export to PDF, and/or **Microsoft Excel 2007** or higher although not all users necessarily need these capabilities.

☑ The SMP PowerPoint Template report requires **Microsoft PowerPoint 2007** or higher or PowerPoint 2003 with the Microsoft Office 2007 software converter add-on.

Browser Versions Supported

☑ Microsoft Edge for Windows 10

☑ Internet Explorer (IE) 11 and greater

☑ Apple Safari 10 and greater

☑ Latest Mozilla Firefox

☑ Latest Google Chrome

WellCare®
Beyond Healthcare. A Better You.

About Internet Explorer Compatibility Mode

As a default setting, Internet Explorer 11 automatically displays Intranet sites in Compatibility Mode. This means that the page is displayed in Internet Explorer 7 Compatibility Mode, which is not supported.

To change this default setting, follow these steps:

1. Open Internet Explorer.

2. In the menu bar, go to TOOLS > COMPATIBILITY VIEW SETTINGS.

3. Uncheck the Display intranet sites in Compatibility View option and close the pop-up.

Browser Compatibility Settings and Security Requirements

Cornerstone does NOT require any specific compatibility settings aside from:

☑ Support for Transport Layer Security (TLS 1.1 or 1.2). Must support 256 or 128 bit TLS encryption.

☑ Cookies and JavaScript are required to be enabled.

☑ Pop-up blocker must be disabled for the Cornerstone application.

Mobile Device

Native mobile applications are available on devices running iOS 11 and above and Android 6.0 and above. In order to use the mobile app for the portal, administrators must have this feature enabled. Please contact Global Product Support for further information.

Cornerstone is mobile browser accessible via native browsers in Windows Phone 8 and above, iOS 11 and above, and Android 6.0 and above. In general, Cornerstone supports the three most recent versions of iOS and Android.