



System Requirements

Supported Devices

- Chromebook
- PC
- Mac
- Surface tablet
- iPad Air 4 or newer
- iPad 7th generation or newer
- iPad mini 5th generation or newer

Technical Specifications

General <i>Elevate</i> System Requirements	
Operating System	Web Browser
Windows 10 or 11	<ul style="list-style-type: none">• Microsoft Edge, Microsoft Edge Chromium• JavaScript must be enabled• Chrome (current)
Mac OS X 10.13 or higher	Safari 12 and up JavaScript must be enabled
iPad iOS	iOS 14 and up
Chromebook	Chrome OS (current version)

Student System Requirements	
Operating System	Web Browser
Windows 10 or 11	<ul style="list-style-type: none"> • Microsoft Edge, Microsoft Edge Chromium • JavaScript must be enabled • Chrome (current)
Mac OS X 10.13 or higher	Safari 12 and up Javascript must be enabled
iPad iOS	iOS 14 and up
Chromebook	Chrome OS (current version)

Additional Technical Requirements

- Browsers must be in compliance with TLS 1.2 or higher.
- 4 GB RAM
- Recommended bandwidth - 600 kbps/online test

Screen Resolution Requirements

Check each workstation to ensure that the display is set at recommended screen resolution for that monitor. The minimum screen resolution for the test is 1280 x 720 and should not exceed 1440 x 900. For Chromebooks the minimum is 1366 x 768. DPI scaling and other advanced display settings should be set to default. The Windows default setting for DPI scaling is 96 dpi (normal). The Mac OS default setting for DPI scaling is 72 dpi. Note: Any changes to screen resolution should be made prior to testing.

Wireless Network Requirements

If you are using a wireless network (WiFi), please consult your local technical administrator to ensure your network adheres to best practices for wireless network design. The number of devices per access point should be less than the vendor's recommendation. In addition, we recommend wireless access points with 802.11n capability using WPA2 encryption with 100BASE-T uplink to the local area network. To reduce wireless network bottlenecks, use access points with 802.11n simultaneous dual band (2.4 GHz and 5 GHz) with Gigabit uplink to the local area network. Nearby and "rogue" wireless networks, specifically those from mobile hotspot devices and smartphone tethering, will impact test performance.

Domain Listing Requirements

Use the information below to help you set up for testing and identify or resolve issues. If technical problems occur during testing, first contact your district's local Technical Support team. If your team is unable to resolve the issue, ask your support coordinator to contact Riverside Insights Technical Support at 888-270-9715 or elevatesupport@service.riversideinsights.com.

Review your firewall or proxy server settings

You will need to apply these settings to any proxy, firewall, content filter, or other security device that is set up on your local machines or local network. If your institution is part of a larger network such as a district, county, or any sort of parent institution, then please share this information with the appropriate parties at that location as well (such as a Network Administrator.)

- Please ensure that HTTPS Inspection is turned OFF. This can be very resource intensive, as it decrypts and encrypts every packet. This setting is usually turned on by default.
- Remove any cap limitations on your HTTP and HTTPS communications. If either or both of those are capped at a certain limit of MBs, then that limitation will affect testing.
- Domains have been approved and given unrestricted access.

Domain Whitelist

- <https://www.riversideelevate.com>
- <https://api.riversideelevate.com>
- *.amazoncognito.com
- *.learnosity.com
- rest.ably.io
- realtime.ably.io
- ably-realtime.com

See also the Settings and Preferences screen in Riverside Elevate for self-service tools to customize your district's Blocklist for the Riverside Elevate LockDown Browser. These tools are available to users with a District Administrator role in Elevate and display onscreen when the option "Require LockDown Browser for Student Testing" is enabled.