



Technical Requirements

To make the experience on **WordFlyers** most enjoyable, you will need, at a minimum:

- **Processor:** AMD E1-1200 1.4GHz
- **Memory:** 2GB RAM
- **Graphics:** AMD Radeon 7310
- **Operating System:** Windows 7 or OSX 10.9
- **Windows Browser:** Google Chrome (last 4 versions), Edge (last 4 versions), Firefox (last 4 versions), Internet Explorer 11
Note: for best performance, we advise having the most recent version
- **Mac OS Browsers:** Safari (9, 10, 11), Google Chrome (last 4 versions), Firefox (last 4 versions)
Note: for best performance, we advise having the most recent version
- **Screen Resolution:** 1024x768
- **Flash Player:** 10.56+ for older versions of Firefox
- **Sound card** must be working
- A high speed internet service

Users on Chrome 55 should upgrade to Chrome 56.

Due to the nature of computer errors it can be very difficult to diagnose compatibility issues without seeing them in action. We would recommend having your IT technician investigate them in the first instance.

If you do come across a technical issue, please try the following:

- Refresh the page
- Check firewalls / security settings / content filters as sometimes these block content, like sound
- If you're experiencing issues using Internet Explorer, please try a different browser such as Firefox or Google Chrome
- Clear your cache: <http://www.wikihow.com/Clear-Your-Browser's-Cache>
- Modify proxy/content filter settings to accept larger files up to 5 MB in size
- If traffic from our CDN is not cached, there will likely be an unnecessary increase in bandwidth expenditure on the school's network. The relevant URL to cache is:
*.readingeggsassets.com



It is essential that content relating to the IP address for our web server (corresponding to wordflyers.com.au) is not cached. All other content should be cached. To determine the IP, run the following in the command line (If using Windows computer, please download dig dns tool before running these commands):

```
dig +nostats +nocomments +nocmd wf-student-app-production-2113347585.us-west-2.elb.amazonaws.com
```

```
dig +nostats +nocomments +nocmd wf-teacher-app-production-1371670232.us-west-2.elb.amazonaws.com
```

- The following file extensions should be allowed in the group policy:
 - .mp3
 - .mp4
 - .png
 - .jpg
 - .js
- Please ensure that the following lists of URLs are accessible through your school network in order to use the site:
 - *.wordflyers.com.au
 - student.wordflyers.com
 - teacher.wordflyers.com.au
 - *.typekit.net
 - *.tiles.mapbox.com
 - *.readingeggsassets.com

Should you have any questions or require some assistance please contact our **WordFlyers** team via:

Email: customerservice@3plearning.com.au

Phone: 1300 850 331