

This document describes the web browser and other software that your computer needs to run the PROMIS 4 or PROMIS Classic. It is important that the software is one of the supported versions to enable access to PROMIS. If you don't know if your computer has the required software, ask your IT or desktop support team to confirm. The browsers compatible with PROMIS depend partly on your operating system.

## PROMIS 4

Operating System	Browser
Windows 11	<ul style="list-style-type: none"> <li>• Firefox versions 48 to 51</li> <li>• Chrome</li> <li>• Microsoft Edge</li> <li>• Internet Explorer 11</li> </ul>
Windows 10	<ul style="list-style-type: none"> <li>• Firefox versions 48 to 51</li> <li>• Chrome</li> <li>• Microsoft Edge</li> <li>• Internet Explorer 11</li> </ul>
macOS (Apple Mac)	<ul style="list-style-type: none"> <li>• Firefox</li> <li>• Safari</li> <li>• Chrome</li> <li>• Microsoft Edge</li> </ul>

Your computer also requires the following software:

- Adobe Reader

## PROMIS Classic

Operating System	Browser
Windows 11	<ul style="list-style-type: none"> <li>• Firefox versions 48 to 51</li> <li>• Chrome</li> <li>• Microsoft Edge</li> <li>• Internet Explorer 11</li> </ul>
Windows 10	<ul style="list-style-type: none"> <li>• Firefox version 48 to 51</li> </ul>
macOS (Apple Mac)	<ul style="list-style-type: none"> <li>• Firefox version 51</li> </ul> <p><i>On a Mac, to access PROMIS Classic, click the Classic for Mac button on the PROMIS Portal. The button and icons in PROMIS 4 that provide shortcuts to PROMIS Classic do not work on a Mac.</i></p>

Your computer also requires the following software:

- Adobe Reader
- Java 8 version 1.8.0.371 (32 bit) or later

Your local IT Helpdesk can install a Virtual Application Package on your desktop to PROMIS. If you do not already have the shortcut on your desktop, please log a ticket and request them to provision/install the PROMIS APPv package.



If you have any questions, please contact your local IT Helpdesk or PROMIS Support: [support@bcpra.ubc.ca](mailto:support@bcpra.ubc.ca) / 1-855-806-8868