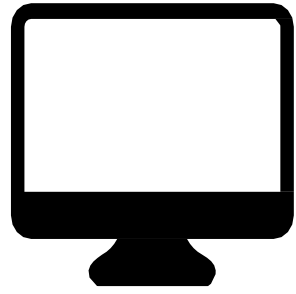




CHALKTALK

SYSTEM
REQUIREMENTS





OS & DEVICES

Screen resolutions of 1024x768 or above are recommended for optimal viewing



Chromebook OS
latest version



OS 10.10
or higher

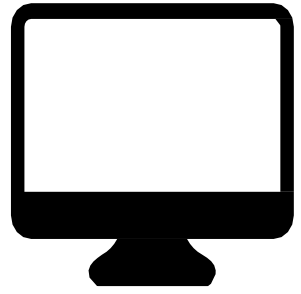


Windows 7
or higher



CONNECTIVITY

- If your networks use caching/proxy, make sure these servers have a bypass rule for ChalkTalk's websites
- Access must be allowed to ports 80 and 443 to enable all components of the site to work properly. The users must have access to the list of valid URLs (see Web Filtering section).
- While any connection speed is acceptable, the solutions will perform at optimum speeds with a faster Internet connection. For best performance, bandwidth of 1 Mbps bandwidth per computer on average is recommended.



BROWSERS

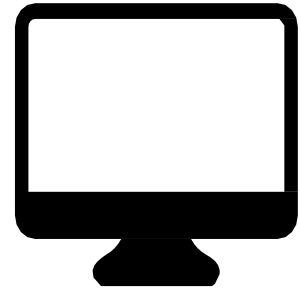


Google Chrome

latest version

To check latest version click the menu in the top right and go to Help > About Google Chrome

- **Cookies:** All web browsers must have cookies enabled.
- **Pop-Up Blockers:** if installed, must be disabled or an exception must be created for ChalkTalk URLs
 - <https://chalktalk.com>
 - <https://app.chalktalk.com>
- **JavaScript:** must be enabled
- **Security Level Settings:** Default settings supported;
- **Images:** Default settings are supported; Image Display must not be turned off
- **Privacy Settings:** Default settings supported; Maximum Privacy Setting (disabling cookies) not supported
- **Character Set:** It is expected that Unicode UTF-8 is set as the default character set.



WEB FILTERING

Locations that use a web filtering device, service, or other domain blocking mechanism should allow access to the following domains.

Core Functionality

- *.chalktalk.com
- *.chalktalk-api.com
- *.amazonaws.com/chalktalk-media/*

Chat Support

- *.intercom.io
- *.intercomcdn.com
- *.hs-scripts.com

Monitoring and Performance

- *.ingest.sentry.io
- browser-intake-us5-datadoghq.com

Other

- *.wp.com

Content Display

- accounts.google.com
- docs.google.com
- drive.google.com
- *.googleapis.com
- *.googleusercontent.com
- *.google-analytics.com
- *.gstatic.com
- *.learnosity.com
- *.bootstrapcdn.com
- *.cloudflare.com
- cnd.jsdelivr.net

Content Display - Situational (Optional)

- *.codecogs.com
- *.geogebra.org
- *.youtube.com



CONFIGURATION VALIDATION

Setup can be verified by navigating to <https://app.chalktalk.com/debug/services> with a teacher account.

All checks should succeed to ensure the app will function properly.

[Back To Home](#)



ChalkTalk Service Checker

Use this page to check if your network has access to services required by ChalkTalk.
If any of these services are unreachable, please send the details below and our [system requirements document](#) to your IT teamand/or support@chalktalk.com.

Core Functionality

ChalkTalk Main Site Service		SUCCESS	▼
AWS Media Storage Service		SUCCESS	▼

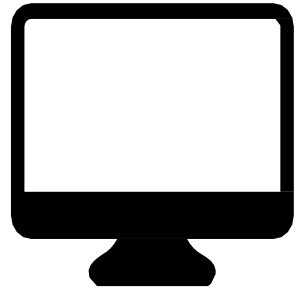
Chat Support

Intercom Service		SUCCESS	▼
Intercom CDN Service		SUCCESS	▼
HubSpot Service		SUCCESS	▼

Monitoring and Performance

Content Display

Google Accounts Service		SUCCESS	▼
Google Drive Service		SUCCESS	▼
Google Docs Service		SUCCESS	▼
Google APIs Service		SUCCESS	▼
Google User Content Service		SUCCESS	▼
Google Analytics Service		SUCCESS	▼
Google Static Content Service		SUCCESS	▼



WHITELISTING CHALKTALK EMAILS

Webmail systems should bypass spam filters for messages received from the following domains or IP ranges

Email support

Domains

- chalktalk.com
- chalktalk.academy

Instructions for Office 365

[Configure anti-spam policies in Office 365](#)

Instructions for G Suite (Gmail)

[G Suite Admin Help-Working with spam filters](#)