

The following guide provides an overview of minimum and recommended technical specifications for using the MY Access! platform (<http://www.gomyaccess.com>). For Technical Support, call (800) 322-0848, or email [support@gomyaccess.com](mailto:support@gomyaccess.com). Additional technical information can be accessed at [www.gomyaccess.com](http://www.gomyaccess.com) by clicking on the [Need Help?](#) hyperlink located at the bottom of the screen. The MY Access! application has been designed as a 100% web based system, thereby minimizing the hardware requirement for your desktop computers and laptops. **\*NOTE: A new tool has been added to assist to automatically check your computer and provide a “pass” or “fail” report. If your computer has “failed”, links are provided directly to software upgrades.(i.e. Macromedia Flash). This link is located on the [www.gomyaccess.com](http://www.gomyaccess.com) homepage in the upper right-hand corner- Systems Requirement Check.**

## MY Access! Minimum and Recommended Requirements

The following table indicates minimum and recommended technical specifications for desktop PCs and/or laptop computers.

### Desktops PC and Macintosh

Hardware	Minimum	Recommended
Desktop PC or Laptop	1GHz Pentium processor or Apple equivalent	1GHz Pentium processor or Apple G4 equivalent
Input Devices	Keyboard and mouse	Keyboard and mouse
Memory (RAM)	128 MB	256+ MB or greater
Hard Drive Capacity	No hard drive space is needed	No hard drive space is needed
Web Browser (PC)	I.E. 5.5 (with service pack 2) or higher, Netscape Communicator version 8.0+, Firefox 1.1	I.E. 6.0 +, Netscape Communicator version 7.0+, Firefox 1.1
Web Browser (Mac)	Internet Explorer 5.1.7. I.E. 5.2.2 (Mac 10.2 x). Netscape Communicator version 7.0+. Safari version 1.1+, 1.3	Internet Explorer 5.1.7+ I.E. 5.2.3 (9.x—10.2.x) or higher. Netscape Communicator version 7.0+. Safari version 1.3+
Display	15"+ VGA or better monitor capable of 800x600 resolution or better	17" SVGA monitor with 800x600 or greater resolution 1028x768
Macromedia Flash®	7.2 (download free at <a href="http://www.macromedia.com/shockwave/download/index.cgi?P1_Prod_Version=ShockwaveFlash">www.macromedia.com/shockwave/download/index.cgi?P1_Prod_Version=ShockwaveFlash</a> ) or <a href="http://www.macromedia.com/flash">www.macromedia.com/flash</a>	7.2+ (download free at <a href="http://www.macromedia.com/shockwave/download/index.cgi?P1_Prod_Version=ShockwaveFlash">www.macromedia.com/shockwave/download/index.cgi?P1_Prod_Version=ShockwaveFlash</a> ) or <a href="http://www.macromedia.com/flash">www.macromedia.com/flash</a>
Acrobat® Reader	7.0 (download free at <a href="http://www.adobe.com/products/acrobat/readstep2.html">www.adobe.com/products/acrobat/readstep2.html</a> )	7.0+ (download free at <a href="http://www.adobe.com/products/acrobat/readstep2.html">www.adobe.com/products/acrobat/readstep2.html</a> )

### Desktop Settings

**Cookies:** Cookies must be turned **ON**.

Internet Explorer

- Cookies should be set to “accept all cookies”. Cache should be set to “1” or the lowest possible setting.
- Check that newest version of stored page is set to “every visit to the page”.

Netscape Navigator

- Accept all cookies

**\*\*AOL USERS:** To increase the viewing window for MY Access!, please minimize the AOL screen and open your Internet Explorer or Netscape browser. The Internet Explorer browser icon can be found on the desktop or by clicking on the “start” button.