



# System requirements and supported browsers

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KnowledgeOwl is a web-based application that works in most web browsers. There's no need to download or install any software on your computer to use KnowledgeOwl. Since you'll be working in a web browser while using KnowledgeOwl, there are a few browser-related settings you'll need to make sure are enabled.

## Compatible Browsers

- Google Chrome
- Internet Explorer 10 and above
- Mozilla Firefox
- Safari
- Edge

## Browser Settings

- Make sure cookies are enabled or you will not be able to log in.
- Make sure JavaScript is enabled so you will be able to perform basic tasks in the application.

## Mobile Devices

KnowledgeOwl knowledge bases are designed to be responsive and mobile optimized. The KnowledgeOwl application is not yet fully mobile responsive, so it is best to use on a desktop or a laptop.

## Compatible Mobile Browsers (knowledge bases)

- iPhone: Safari
- Android: Chrome



### Notes:

You'll want to make sure you're using the most recent stable release version of your preferred browser. We can't promise full support for beta or developer versions, or for browsers not listed above.

In some cases browser add-ons, extensions, or plugins can interfere with the functionality of our application. If you're seeing any unexpected behavior while working in your KnowledgeOwl account, you may want to disable these extras or try a browser without them to see if things improve.

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## Firewall settings

If you're accessing KnowledgeOwl through a proxy or firewall, the standard internet ports of 80 and 443 should be the only one you need to allow. If you are whitelisting KnowledgeOwl for customers with proxies or firewalls and need a full list of the domains KnowledgeOwl uses for additional services (such as file storage), please contact us for a complete list.

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