

eGrant.net

TECHNICAL REQUIREMENTS

COMPATIBLE BROWSERS:

- Internet Explorer 9 <http://windows.microsoft.com/en-US/internet-explorer/products/ie/home>
- Firefox latest version <http://www.mozilla.com/en-US/firefox/new/>
- Safari latest version <http://www.apple.com/safari/download/>
- Google Chrome latest version <https://www.google.com/intl/en/chrome/browser/>

Users will also need Adobe Reader viewer to open & view PDF reports within eGrant.net and Reviewer. (<http://get.adobe.com/reader/>)

CONFIGURATION FOR VIEWING PDF REPORTS:

For eGrant.net PDF reports to display properly, small changes may be needed to the browser configuration. The latest instructions for using Adobe Acrobat Reader DC to view PDF reports in any supported browser are located here: <https://helpx.adobe.com/acrobat/using/display-pdf-in-browser.html>

For older versions of Adobe Reader, use the link below or contact Bromelkamp Company support. support@akoyago.com or 1- 877-767-6703

<https://helpx.adobe.com/acrobat/11/using/display-pdf-browser-acrobat-xi.html>

EGRANT.NET MONTHLY SEVER MAINTENANCE:

The following troubleshooting and best use tips apply when using eGrant.net Reviewer

- eGrant.net Reviewer users cannot have multiple sessions open. If you need to view the application in a separate window there is a link to do so. Do not open a separate window and log in again.
- Don't assign the same login to multiple users. To avoid errors in scoring, each user should have a separate login.
- The session timeout is 90 minutes. If your session does timeout, close your browser and sign in again.
- Let the review page fully load before entering comments and scores and/or clicking "Previous", "Save", or "Next"