

System Requirements/Specs		
Section number:	TECH	Level: Plus/ Pro/ Premium
Date of review:	01/30/25	For further assistance: 800-331-4463
Effective date:	01/30/25	Email: <a href="mailto:support@fireengineeringtraining.com">support@fireengineeringtraining.com</a> or <a href="mailto:support@jemstraining.com">support@jemstraining.com</a>

This document outlines the browser and system requirements, as well as some file size limitations of the LMS (Fire Engineering Training and JEMS Training).

Still have questions? Contact our Support team or your Customer Success Representative.

### DESKTOP PLATFORM

Supported Desktop Browsers	Microsoft Edge * Mozilla Firefox * Google Chrome * Safari *
Supported Operating Systems	Microsoft Windows 8 (or higher)** OSX (last two major releases) Most Linux Distributions
Supported Operating Systems for Tablets (using the browser version of the desktop platform)	iOS 13 (or higher) *** Android 9.0 (or higher) ***
Browser Settings	JavaScript must be enabled Third-party cookies must be enabled**** localStorage must be enabled TLS Version: 1.2

### MOBILE APP (Fire Engineering Training or JEMS Training)

Supported Operating Systems for Tablets and Smartphones	iOS 15.5 (or higher) Android 9.0 (or higher)*****
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If your organization is logging in via SSO, please download instead the **Docebo Go.Learn** mobile app. Once you log in, you will need to enter the organization’s custom URL).

The Go.Learn app is also recommended for users with older devices.

**\* Browser notes:**

Microsoft Edge, Firefox, Chrome and Safari follow a continuous release policy that makes it difficult to fix a minimum version. For this reason, following the market recommendation we will support the last 2 major versions of each of these browsers. Please note that as of January 2018, we do not support Safari on Windows. Safari users, please see additional notes for use on tablets.

**\*\* Note for Windows XP users:**

Windows XP is no longer supported by its original vendor, Microsoft, but if your organization has internal policies that have extended the use of Windows XP, we recommend that your PCs be migrated to MS Windows 8 or above at your earliest convenience. Although we are not in a position to guarantee the service on a no longer operational operating system, the LMS still has customers running Windows XP who adopt the system. If you are unable to upgrade your PCs at this time, we recommend installing the latest version of Google Chrome, as a temporary solution.

We strongly recommend that clients maintain updated operating systems (both desktop and mobile) aligned to the latest release made available by the respective vendor.

**\*\*\* Note for use on tablets:**

When accessing the platform from your tablet, you can use either the Docebo Go.Learn mobile app or you can also access the desktop version of your platform via the mobile browser (to which we refer as “browser version of the desktop platform”).

The browser version only supports Android tablets with an 8” screen or larger and Apple iPads of all sizes. Safari users: make sure you disable the "Prevent cross-site tracking" setting, which is enabled by default. You will find this under Safari Settings, under Privacy and Security.

For optimal usage of the platform, we recommend the use of the Go.Learn mobile app, which supports any screen size and older devices.

However, note that regardless of how you access your learning platform on tablet, you can only access the learner view (no Administrator functionality).

**\*\*\*\* Note for use on Chrome 83 and higher:**

Starting from Chrome 83, in order to embed the LMS while using the browser in Incognito mode, third-party cookies must be manually turned on.

**\*\*\*\*\* Note for use on Android mobile devices:**

If you are using an Android device, remember that you need to have access to Google Play Store to be able to download and access the app.

## LIMITATIONS

### File Upload Limitations

Upload Type	Accepted File Types
Thumbnails	JPG  Maximum Thumbnail Size: 800x400 pixels
External Training Files	DOC, XLS, PPT, GIF, PNG, TXT, DOCX, PPTX, XLSX, PDF, FLV, ODS, ODP, CSV, MP4, JPG  Maximum file size: 1GB
License Manager Image Files	PNG, JPG, JPEG, PDF  Maximum file size: 25MG
Badge Icon for Gamification	JPG, PNG  Maximum File Size: 50x50 pixels
Webinar Recordings	3GP, 3GP2, AVI, FLV, MKV, MOV, MP4, MPEG, MPEG4, MPG, MPG2, OGG, OGM, WMV  Maximum File Size: 800MB
Informal learning asset (Channels)	JPG, JPEG, PNG, GIF, MPG, MP4, AVI, MOV, WEBM, 3GP, WMV, ZIP, RAR, TAR, 7z, DOC, DOCX, RTF, ODT, TXT, XLS, XLSX, ODS, CSV, PPT, PPTX, ODP, PDF, MP3, FLAC, OGG, WAV  Maximum File Size: 800MB. Size limit of 150 pages for any file that you update as an informal asset before it is converted into a presentation.
Attachments for sessions' evaluations	3GP, 3GP2, AVI, BMP, CSV, DOC, DOCX, EPUB, FLV, GIF, ICO, JPEG, JPG, MKV, MOV, MP3, MP4, MPEG, MPEG4, MPG, MPG2, OGG, OGM, PDF, PNG, PPSX, PPT, PPTX, SRT, TXT, VTT, WMV, XLS, XLSX, ZIP  Maximum File Size: 40MB

### Training Material Limitations

Upload Type	Accepted Files
File Repository Widget	ZIP, DOC, XLS, PPT, GIF, PNG, TXT, DOCX, PPTX, XLSX, PDF, FLV, ODS, ODP, ODP, CSV, MP4  Maximum File Size: 400MB
Files	DOC, XLS, GIF, PNG, TXT, DOCX, XLSX, PDF, PPT, ZIP  Maximum File Size: 1024MB

Video Files	3GP, AVI, FLV, MP4, WMV, MPEG-2, MOV, MP3  Maximum File Size: 1024MB
External Video Links	Links from YouTube, Vimeo, or Wistia
SCORM	SCORM versions 1.2 and 2004 3rd Edition. Must be imported as a zip package Must not include more than 15000 files  Maximum File Size: 1024MB
SCORM Con't	Does Not Accept: pl, rb, aspx, py, jsp, asp, waspx, shtml, sh, cgi, php, ph3, php4, php5, phps, htaccess
AICC	CMI001 – AICC/CMI Guidelines For Interoperability (Version 4.0) Communication Protocol: HACP (HTTP Communication Protocol)  Level of Complexity Implemented: Level 1: Basic structure of course, location, description, implied order.  Must be imported as a ZIP package. The configuration files of the AICC package must be in the root of the ZIP file.  Maximum File Size: 1024MB
xAPI/Tin Can	Supports the Tin Can Standard 1.0.* Must be imported as a ZIP package. The LRS works in pair with the LMS, meaning that in order to be able to link activities completed by the users to course progresses, he or she will be required to recognize the activity ID passed in the xAPI statement. To make the LRS recognize these activity IDs, you must upload an xAPI package on the LMS with a proper tincan.xml descriptor in it.  Maximum File Size: 1024MB
External Video Links	Links from YouTube, Vimeo, or Wistia  *For Fire Engineering Training and JEMS Training 6.9 or higher
Assignments	3gp, 3gp2, arf, avi, bmp, csv, doc, docx, epub, flv, gif, ico, jpeg, jpg, mkv, mov, mp3, mp4, mpeg, mpeg4, mpg, mpg2, ogg, ogm, pdf, png, ppsx, ppt, pptx, srt, txt, vtt, wmv, wrf, xls, xlsx, zip  Maximum File Size: 40MB

Elucidat Content	(import from Elucidat)
Google Drive Imports	As Training Materials or Assets: Docs, Slides, Spreadsheets, Drawings
Slides Converter	PDF, ODP, PPT, PPTX  Maximum File Size: 1024MB or 150 pages
HTML Pages	
Lectora Content (transferred from Lectora)	Can only be published in the Central Repository, not directly into courses.

**Technical Limitations**

Limitation	Enterprise
Platform Interface	Interface issues that occur in the LMS platform when a browser is zoomed in or zoomed out (any setting other than 100%) will not be fixed or supported by our technical staff.  We strongly suggest to use <b>at least a 1024x768px resolution</b> on your desktop and tablet browsers. Please note that at this time, any issues related to any resolutions smaller than 1024x768px are not official supported by the LMS Product Support or Development teams. For the best user experience, we suggest using a 1366x768px resolution or similar.
Character Limit for Description Text Boxes (for LOs and Assets)	For training material: 65,535 characters (includes HTML characters)  For Discover, Coach & Share assets: 6,000 characters
Character Limit for Titles	255 characters
Country Names	All country names in the platform use ISO 3166 standard.
PHP Memory Limit	0.256 GB RAM

**Bandwidth Recommendations**

LMS	0.5 Megabits per second - Required broadband connection speed
Video	0.5 Megabits per second – Required broadband connection speed  1.5 Megabits per second – Recommended broadband connection speed

	3.0 Megabits per second – Recommended for SD quality
	5.0 Megabits per second – Recommended for HD quality
SCORM, AICC, or xAPI/Tin Can	We recommend consulting your authoring tool vendor to best determine their recommendations.

## WHITELISTING

Your system administrator (IT department) should designate the LMS as a trusted site so it can operate effectively.

The LMS relies on both email and on-page alerts to let users know when they have new Assignments or unfinished Assignments that need to be completed. To ensure the notifications are received by your staff, make sure the below domains are added as safe senders in your email server configuration settings.

It is also recommended to whitelist the domains in your browser security and/or site settings.

### Fire Engineering Training domains:

- fireengineeringtraining.com
- clarionevents.com
- eskillzsolu.com
- members.fireengineeringtraining.com
- docebonotifications.com

### JEMS Training domains:

- jemstraining.com
- clarionevents.com
- eskillzsolu.com
- members.jemstraining.com
- docebonotifications.com

Please note:

- Some applications may require to add “@” in front of the domain, e.g. @clarionevents.com
- If domain-level whitelisting is not allowed, the specific email addresses will need to be entered in the allow list to ensure email deliverability: [support@fireengineeringtraining.com](mailto:support@fireengineeringtraining.com), [info@fireengineeringtraining.com](mailto:info@fireengineeringtraining.com), [sales@fireengineeringtraining.com](mailto:sales@fireengineeringtraining.com), [support@jemstraining.com](mailto:support@jemstraining.com), [info@jemstraining.com](mailto:info@jemstraining.com), [sales@jemstraining.com](mailto:sales@jemstraining.com), [external.training@docebonotifications.com](mailto:external.training@docebonotifications.com), [license.manager@docebonotifications.com](mailto:license.manager@docebonotifications.com)

## Troubleshooting

Depending on your bandwidth and connection, you may experience video pausing, potentially due to slow data transfer. One possible way to remedy this issue is to pause the video and wait for more (or all) of it to download before you resume playing. Should you encounter an issue, and your computer meets the system requirements, please submit a help ticket.