

Updated on January 16, 2023

## Browser Compatibility

NovoEd fully supports the latest versions of modern browsers **with JavaScript and Cookies enabled**. To verify your browser version and status, visit [What's My Browser?](#) prior to starting your course. More information on technical requirements may be found on our [Knowledge Base](#).

- [Google Chrome](#) (Latest version)
- [Mozilla Firefox](#) (Latest version)
- [Apple Safari](#) (Latest version)
- [Microsoft Edge](#) (Latest version)

**Note on Apple Safari:** In-browser video recording with the video assignment/practice feature is not functional in Apple Safari.

**Note on AdBlockers:** Utilizing AdblockPlus on non-default settings may be incompatible with certain NovoEd features. If you're using AdblockPlus, we recommend whitelisting [novoed.com](#) or disabling the "Block social media icons tracking" option.

## Email Filters

NovoEd course emails get sent from [no-reply-COURSE@novoed.com](mailto:no-reply-COURSE@novoed.com), where COURSE is the course catalog ID (the part of the URL after [novoed.com](#), e.g. [design-thinking-1](#) and [innovative-workplace](#)).

If there's a way for the corporate IT department to whitelist all emails from [novoed.com](#) that would be the most effective way to ensure our emails don't get caught by spam filters.

The following IP must also be whitelisted:

- 149.72.203.96 (Reverse DNS: [o1.ptr6496.sender3.novoed.com](#))



## File Upload

NovoEd uploads files to Amazon S3. Please allow POST, PUT, OPTIONS, DELETE, GET, HEAD calls to <https://s3.amazonaws.com/venture-lab/> and <https://venture-lab.s3.amazonaws.com/>

## Domain Whitelisting

We haven't had any problems with corporate users accessing our tools, since most of the services we use are common and trusted. Please whitelist the following domains on your firewall for best experience. These are the domains for our cloud distribution network (CloudFront by Amazon), media players (jwPlayer is utilized by us), and external service domains (Pusher, MathJax, etc).

- Content delivery
  - [https://\\*.novoed.com](https://*.novoed.com)
  - <https://d2d6mu5qcvqbk5.cloudfront.net>
  - <https://d29rg257idl8cu.cloudfront.net>
  - <http://static-prod-apac.novoed.com>
  - <http://dynamic-prod-apac.novoed.com>
  - <http://cloud.scorm.com>
  - <http://app.cloud.scorm.com>
- Styling & Page Interactions
  - <https://fonts.googleapis.com>
  - <https://fonts.gstatic.com>
- Video & Media
  - <wss://ws.pusherapp.com>
  - <https://cdn.jwplayer.com>
  - <https://stats.pusher.com>
  - <https://ssl.p.jwpcdn.com>
  - <https://jwpltx.com>
  - <https://bam.nr-data.net>
- Analytics
  - <https://www.google-analytics.com>
  - <https://data.pendo.io/>



## Email Content Spam Checklist

Please avoid these common Spam pitfalls to minimize the likelihood that your course emails will be flagged as spam.

- Make sure you do not use ALL CAPS in your email subject lines
- Make sure your emails do not use “Dear” as a salutation
  - “Hi <learner\_name>,” is a much safer salutation
- Make sure your emails use text whenever possible in place of images
  - Emails with a low text-to-image ratio are frequently flagged as spam
- Make sure your emails have self-closing image tags
  - Non-closing image tag 
  - Self-closing image tag 