

System Requirements for Using Alchemer

Accessing Alchemer from outdated browsers

We take security very seriously. Using an outdated browser, specifically a browser that does not support TLS (Transport Socket Layer) v1.2 or later, exposes you to security flaws that put you, your data, and our system at risk.

If we have detected that you are using a browser that is affected by this update, you will see the below notification on the Alchemer login page. You will need to install an up-to-date browser to continue using Alchemer.

Survey-Taking on outdated browsers

While the above update does not currently affect your survey respondents/survey-taking, as of March 2020 this will no longer be the case. At that point, should a respondent attempt to take a survey via a browser that does not support TLS v1.2 or later, they will not be able to do so and will be shown a message suggesting they update their browser.

- We are removing support for TLS 1.0 and TLS 1.1 SSL protocols to ensure that Alchemer is compliant with industry standard security practices.
- The vast majority of survey respondents will not be impacted by this change in any way.
- This update does not require any Alchemer downtime.

Recommended Browsers for Application Use

We recommend using the latest versions of **Google Chrome**, **Mozilla Firefox**, and **Microsoft Edge** for the speediest experience using the Alchemer application.

- [Download Google Chrome](#)
- [Download Mozilla Firefox](#)
- [Download Microsoft Edge](#)

If you are using the Alchemer application on a mobile device, we recommend using up-to-date versions of a built-in mobile browser such as **Safari**, **Android**, and **Edge for Mobile**.

Enterprise Mode

If you are using IE 9 or below and are not at liberty to update your browser, we recommend requesting that your IT department implement **Enterprise Mode** for the best experience. It is also worth noting that Microsoft has announced that starting *January 12, 2016*, older versions of IE are no longer supported:

<https://www.microsoft.com/en-us/WindowsForBusiness/End-of-IE-support>

IE users using high-security settings (generally between medium-high to high depending on the version) might run into issues when using the Alchemer application. High-security settings may block JavaScript which Alchemer uses to make the application interactive.

Browser Support for Survey Taking

Survey taking is supported in all modern browsers. We support Android and iOS devices including Smart Phones and Tablets. We also test the survey experience on some additional devices including the Windows Nokia Lumina, the Amazon Fire tablet, and the Blackberry Playbook tablet.

As of March 2020, using an outdated browser, specifically a browser that does not support TLS (Transport Socket Layer) 1.2, will prevent respondents from being able to take your surveys.

If we have detected that respondents are using a browser that is affected by this update, they will see a notification encouraging them to install an up-to-date browser in order to take your survey.

We are removing support for TLS 1.0 and TLS 1.1 SSL protocols to ensure that Alchemer is compliant with industry standard security practices.

Alchemer supports all screen resolutions.

Other Requirements and Recommendations

Amazon Web Services Cloudfront

We load a number of resources from AWS Cloudfront. If your network is blocking this service you will likely run into trouble both when using the Alchemer application and when responding to surveys.

Cookies

The Alchemer application requires cookies to function properly.

JavaScript

As with most other web applications JavaScript must be enabled on your browser in order to use Alchemer.

Allowlisting Alchemer IP Addresses and Domains

Sometimes you may run into deliverability issues and may need to add Alchemer domains or IP addresses to your allowlist to help resolve this issue.

To access these domains and IP address just fill out our [IP Address Request Form](#).

Country Restrictions

Users attempting to access Alchemer (including survey taking) from within a U.S. sanctioned country will be blocked from doing so. This list currently includes:

- Cuba
- Iran
- North Korea
- Syria

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