

General Computer Advice –

1. Compatible browser and operating System Combination for Online Platforms

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Compatible Browser and Operating System Combinations for Online Platforms

The following is a list of compatible browsers and operating systems for use with our HTML5 based content (2014 and later copyright programs, Go Math Florida 2013, and Math Expressions National 2013) on ThinkCentral (www-k6.thinkcentral.com), Holt McDougal Online (my.hrw.com), Harcourt School Publishers (eharcourtschool.com), ClassZone (classzone.com), and WriteSource Online (ws.hmhpub.com). If the specified browser/OS combination is not used the software may not perform as expected. Consult the remainder of this technical note for additional information.

	IE 10	IE 11	Chrome latest	Safari Latest	Firefox latest
Windows XP					
Chromebooks					
Windows 7					
Windows 8.1 Desktop / touch tablet					
Mac 10.7.x					
Mac 10.8.x					
Mac 10.9.x					
Apple iPad v2-v4 and Mini, iOS6-7					
Android 4.x, 7"+ screen					

Supported combination

Not supported by HMH

**** If you are using Windows XP, use only Firefox or Chrome**

2. Firefox or Chrome web browser -- Update your browser to the latest version
 - a. [Firefox download page](#)
 - b. [Chrome download page](#)
3. Clearing your browser history, including the cache and cookies.
 - a. [How to clear the browsing history in Firefox](#)
 - b. [How to clear the browsing history in Chrome](#)
 - c. [How to clear the browsing history in Internet Explorer 10 or 11](#)
4. Enable Pop-Ups in your web browser
 - a. [How to manage pop-ups in Chrome](#)
 - b. [How to manage pop-ups in Firefox](#)

- c. [How to manage pop-ups in Internet Explorer 10 or 11](#)
4. Download or update the following free programs and browser plugins to the latest version
 - a. [Adobe Flash Player](#) – Download using preferred browser
 - b. [Adobe Shockwave Player](#)
 - c. [Adobe Acrobat Reader](#)
 - d. [Java](#)
 - e. [Quicktime](#)
5. Restart your computer after making any of these changes before trying to access the books
6. If all else fails, call Technical Support Information for Houghton Mifflin Harcourt:

(800) 323-9239

7 a.m. to 10 p.m., Mon-Fri CST