



At Grace Hill we are committed to providing our clients with the best products and service possible. The following information provides a list of system requirements and steps to support the Vision LMS platform and ensure that your employees have the optimum learning experience.

Software Requirements – gracehill.com

Internet Explorer 10+, Firefox 12+, Chrome 25+ or equivalent

Adobe Acrobat Reader 5+

Flash 8+

Screen resolution of 1024 x 768 pixels or greater.

If Pop-Up Blockers are in use, those from visionlms.com must be allowed for the courses to load.

A sound card and speakers/headphones are needed to hear the audio features of the course.

Steps to Ensure You Receive Grace Hill Emails

Grace Hill, Inc. uses email as a primary method to communicate important product announcements and alerts to our clients. Additionally, certificates of completion and student transcripts may be sent electronically. In this age of spam filters and firewalls, we want to ensure our emails are arriving in your Inbox.

To ensure fast, reliable delivery of your messages, please ask your IT team to allow emails from the following domains and email addresses:

*.gracehill.com

*.gracehillvision.com

*.visionlms.com

We are happy to work with your IT department to ensure the successful delivery of our customer communications. Please have your IT representative contact the Grace Hill Help Desk at support@gracehill.com if there are any questions.

Firewall and Proxy Server Information

If firewalls or other security devices are in place, please ensure traffic is allowed to and from the addresses below.

If a proxy server is in use by your company, please ensure that the following IP addresses and domains are allowed as exceptions either client-side, or on the proxy server itself. Any caching whatsoever can cause erratic results and will seriously impact the employee's training experience.

Domains:

- *.gracehill.com
- *.visionlms.com
- *.gracehillvision.com
- *.vitalstream.com
- *.docusign.com
- *.youtube.com (required for Lunch & Learn Series)
- *.vimeo.com (utilized for some video content)

IP Addresses:

- 162.209.71.72 → 75
- 162.242.128.104
- 166.78.38.12 → 14
- 209.61.131.136 → 137
- 209.61.131.138 → 139
- 50.56.154.120 → 121
- 72.3.163.10 → 13
- 72.32.150.24 → 26
- 72.32.165.57
- 72.32.182.40 → 47
- 72.32.40.72 → 79
- 74.205.118.48 → 51
- 74.205.118.53

Browser Support

We are committed to performing key application testing when new browser versions are released. However, due to the frequency of some browser releases, we cannot guarantee that each browser version will perform as expected. If you encounter any issues with any of the browser versions listed in the tables below, please have your IT representative contact the Grace Hill Help Desk at support@gracehill.com for support. The Help Desk will determine the best course of action for resolution. Reported issues are prioritized by supported browsers and then maintenance browsers.

Supported browsers are the latest or most recent browser versions that are tested against new versions of the Vision X. Customers can report problems and receive support for issues. For an optimal experience, we recommend using supported browsers with the Vision X.

Maintenance browsers are older browser versions that are not tested extensively against new versions of the Vision X. Customers can still report problems and receive support for critical issues. However, this does not guarantee all issues will be addresses. A maintenance browser becomes officially unsupported after one year.

Note the following:

Ensure that your browser has JavaScript and Cookies enabled.
For desktop systems, you must have Adobe Flash Player 10.1 or greater.

Desktop Support		
Browser	Supported Browser Version(s)	Maintenance Browser Version(s)
Microsoft® Edge	Latest	n/a
Microsoft® Internet Explorer®	n/a	10, 11
Mozilla® Firefox®	Latest, ESR	n/a
Google® Chrome™	Latest	n/a
Apple® Safari®	Latest	6, 7, and 8

Tablet and Mobile Support

Device	Operating System	Browser	Supported Browser Version(s)
Android™	Android 4	Android	Latest
Apple	IOS 6, 7, 8, and 9	Safari	Latest
Microsoft Surface™	Windows® 8	Internet Explorer	1,1
Blackberry® (mobile only)	Blackberry 7, 10	Blackberry	Latest

What Kind of Files Can I Use for Course Content?

Extension	File Type	Notes
HTM, HTML, MHT, MHTML	Web document	The LMS environment strips the <title> tag and text within the tag from user created web documents.
RTF, PPT, PPS, PDF, DOC, DOCX, PPTX, XML, XLS, TXT, WPD	Text document	
JPG, JPEG, PNG, GIF, BMP, TIF, TIFF	Image	
SWF, MPG, MPEG, RM, MP3, MP4, M4V, M4A, AVI, WAV, RAM, ASF, MOV, RA	Media	The extensions MP4, M4V, and M4A allow users to drag entire albums, video podcasts, and movies from iTunes.