



## POLICY CENTER: TECHNICALLY SPEAKING

### SYSTEM REQUIREMENTS

**Browser Requirements.** As TWIA moves closer to launching Policy Center, our new policy administration system, it is important that agents review their computer systems and, if necessary, install the supported internet browser software to successfully access Policy Center. At this time, Policy Center supports the following listed browsers:

32-bit Microsoft Internet Explorer 7+  
32-bit Microsoft Internet Explorer 8+  
32-bit Microsoft Internet Explorer 9+  
32-bit Microsoft Internet Explorer 10+  
32-bit Microsoft Internet Explorer 11+

If you currently use an older Microsoft browser than listed – or a non-Microsoft browser – these solutions may generate errors and/or omissions that have not been tested.

**Known Issues Regarding Browsers.**

*Internet Explorer 10:* There are two operational modes, Desktop and Metro. Guidewire only supports the Desktop version because Metro does not have the required ActiveX plug-in support.

*Internet Explorer 10/11:* There is a feature called "auto clear" which can clear data in fields – and should not be utilized due to the fact this feature interferes with "masked" fields like phone numbers. You will be trained on how to avoid this feature and how to recover from it in the event you accidentally select this feature.

Please refer to the link below for more information.

[Microsoft Community: Auto Clear](#)

*Internet Explorer 11:* Certain features appear garbled or distorted in Internet Explorer 11. To fix this, add the page to Internet Explorer's "Compatibility View Settings." Please refer to the below link for more details:

[Microsoft: Fix site display problems with Compatibility View](#)

**Operating System Requirements.**

Policy Center supports the following operating systems. These operating systems are recommended to access Policy Center:

Microsoft Windows XP SP3  
Microsoft Windows Vista SP2

Microsoft Windows 7  
Microsoft Windows 8

To retrieve and view documents generated and stored by Policy Center, you will need a computer capable of running Adobe Acrobat and either of the Microsoft Office versions. Please ensure you are using the following software versions:

Adobe Acrobat 7+  
**and**  
Microsoft Office 2007 or 2010

### NEXT TIME

In the coming Agent Newswire issue, we'll look at training resources, including eLearning Briefs (short videos providing a high-level overview on Policy Center implementation), Computer Based Training (CBTs), and more.

### FEEDBACK

We want to know what's on your mind. Click [here](#) to send us your Policy Center questions.