



Policy Center: System Requirements

Internet Browser Requirements

To successfully access and use Policy Center, Agents should review their computer systems, and, if necessary, install the supported internet browser software. Policy Center currently supports **32-bit Microsoft Internet Explorer 11**. If you use Microsoft Edge or an older version of Internet Explorer—or a non-Microsoft browser—these solutions may generate errors and/or omissions that have not been tested.

Operating System Requirements

The following operating systems are recommended to access Policy Center.

- Microsoft Windows 7
- Microsoft Windows 8
- Microsoft Windows 10

Additional Requirements

1. Add the TWIA Agent Portal (<https://portal.twia.org>) as a trusted website.
2. Download the latest version of [Adobe Acrobat Reader](#).
To retrieve and view documents generated and stored by Policy Center, you will need a computer capable of running the latest version of Adobe Acrobat Reader. Note: Do not select optional offers on the Adobe Acrobat Reader install webpage when downloading the software.
3. Download the latest version of Java.
You may download the latest version of Java [here](#).
4. Install the Guidewire Document Assistant ActiveX plug-in when prompted after clicking on Policy Center in the TWIA Agent Portal.

If you need assistance or clarification on the Policy Center system requirements, you may contact TWIA's Agent Services team at agentservices@twia.org or **1-800-788-8247**.