

### System Overview

The SpendBridge application is delivered using a SaaS (Software as a Service) distribution model. This approach allows us to deliver new features and updates more efficiently and rapidly with less risk to our clients. As a hosted web application, our clients can access the SpendBridge application using any modern web browser, including those on many mobile platforms. Below are the minimum and recommended technical requirements for using SpendBridge.

### System Standards

System	Minimum	Recommended
Operating System <sup>1</sup>	Windows 10 Windows 8.1 Update Windows 7 with SP1 Mac OS X 10.7 or later	Windows 10 Mac OS X 10.9 or later
System Memory (RAM)	1 GB <sup>2</sup> or more	2 GB <sup>3</sup> or more
Display Resolution	1024 x 768	1280 x 1024
Browser	Minimum	Recommended
Internet Explorer	Internet Explorer <sup>4</sup> 11.0	Internet Explorer <sup>4</sup> 11.0 Microsoft Edge
Chrome	Earliest stable version	Latest stable version
Firefox	Any supported release	Latest supported release
Network	Minimum	Recommended
Connection speed between customer network and SpendBridge network	Download speed 3Mbps or higher	Download speed 6Mbps or higher

### Required Browser Settings

#### Trusted sites:

Add \*.spendbridge.com

Add: \*.sbcnd.com

#### Pop-Up Blocking:

Add \*.spendbridge.com to site list allowing pop-ups

## Network/Content Filtering Security Settings

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Allow: \*.spendbridge.com

Allow: \*.sbcfn.com

## Email Security Settings

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Add to Whitelist: @spendbridge.com

Add to Whitelist: @app.spendbridge.com

*Trust images in emails from above URLs*

## Support

Please contact technical support at [support@spendbridge.com](mailto:support@spendbridge.com) or 877.208.4817 for any questions.

## Downtime Notification

We send out three updates regarding downtimes:

- A. The week before a holiday when our office is closed, as an example Independence Day, we send out an update reminding organizations that our office is closed.
- B. The week before a planned maintenance event, other than the weekend following the patch Tuesday (the second Tuesday of a month). Every weekend following patch Tuesday we may perform maintenance between 1:00 PM and 3:00 PM on Saturday or Sunday.
- C. The week before a software release that affects functions used by most users, as an example an upgrade to cart or the catalog landing page. We do not provide release notes on all functions, as we consider our development efforts confidential.

## Notes

<sup>1</sup> All operating systems should be current on all critical and/or security updates from the OS vendor.

<sup>2,3</sup> The specified RAM amount should be free/available to the browser running SpendBridge. For example; If you have 4GB of total memory in your computer, your other programs/processes running should only consume 2 GB, leaving the remaining 2 GB free for the browser's SpendBridge use.

<sup>4</sup> Internet Explorer has a feature called "Compatibility View." This should be turned off. Please consult with your IT staff to ensure that Compatibility View is turned off for SpendBridge.com.