

This checklist is designed to help ensure that your company meets the necessary technical requirements to successfully use GuideSpark Communicate Cloud. We recommend completing these common action steps with a member of your IT team, at least 4 weeks prior to launch.

## GENERAL REQUIREMENTS

GuideSpark supports modern HTML5 browsers with JavaScript. Video playback adjusts to your available bandwidth, on browsers that support HLS video streaming.

- ACTION STEP:** Check out the [GuideSpark troubleshooting page](#) for tips and links that can answer questions and help spot any issues before your content goes live.

## SUPPORTED OPERATING SYSTEMS, BROWSERS AND EMAIL CLIENTS

- ACTION STEP:** Verify that your employee operating systems, web browsers and email clients are [supported by GuideSpark](#). Let your Customer Success Manager know if there are any questions.

## WHITELISTING DOMAINS

- ACTION STEP:** Ask your IT department if your company needs to whitelist vendor websites, to allow employee access when using your corporate network. See the list of [whitelisting domains](#).

## EMPLOYEE INFO, AUTOMATIC EMAIL, AND TEXT MESSAGES

Unlock organizational insights to show how different employee groups are engaging with your campaigns. [Download Setup Guides](#) to get set up with Automatic Email Delivery, Text Messages and Targeted Audiences.

- ACTION STEP:** Work with GuideSpark and your IT department to set up Automatic Email Delivery, to send reach emails on your behalf directly to your employees.
- ACTION STEP:** Securely upload employee info to create a Targeted Audience for your campaign. This info is required for automatic email delivery and/or text messages.

## OTHER GUIDES

[Download Setup Guides](#) for other technical features, including the Web Banners, the Embedded Content Experience, and Facebook Workplace.

- ACTION STEP:** Work with your Customer Success Manager to discuss the features that will best meet your company needs.