OpenSesame System Requirements



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Note: *The previous version is available as a PDF file in the attachments.*

This document outlines the technical requirements for using OpenSesame content. It is for training administrators, learning platform administrators, and their IT teams.

Please review it when you test courses. For help, contact OpenSesame Support at support@opensesame.com.

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Supported devices and operating systems

Windows and macOS

- Windows 10, macOS 14.8.7 (Sonoma), or newer
- Audio support (speakers or headphones)
- System zoom set to 100%
- Minimum screen area for course content*: 1024 x 768 pixels (approximately 9-10”, measured diagonally)

If your learners use legacy desktop software, operating systems older than these minimums typically still work with OpenSesame content. Because that software is no longer maintained by its developers, however, we can’t guarantee compatibility. If this applies, test content in those environments before delivering courses to learners.

Android and iOS

- Android 14 or newer
- iOS or iPadOS 26.4 or newer
- Audio support (speakers or headphones)
- Minimum screen area for course content*: 360 x 640 pixels (approximately 4.7”, measured diagonally)

** If your learning platform or app adds a frame or banner, that may hide interactive elements like course navigation. Course designs vary by publisher.*

Plan for mobile

Most OpenSesame courses can be played on mobile devices. To review the mobile readiness of OpenSesame Plus publishers, see the OpenSesame Plus publisher details.

In addition, mobile-compatible courses aren't always designed for smaller screens. The experience can vary depending on:

- Course length and format
- Device size and screen resolution
- Internet connection type and speed
- Learning platform apps (if used)

For example, long coding or compliance courses work best on a desktop or laptop device with a stable Wi-Fi connection. (If a connection is interrupted, progress could be lost, so we do not recommend using cellular data for compliance courses.)

If your learners take courses on mobile devices, to help ensure a good experience, we recommend testing courses on mobile before distributing them.

Virtual reality headsets

Courses from 360 Immersive have virtual reality (VR) features designed for use with a VR headset. The simulations can play without a headset, but the experience will not be immersive.

The following VR headsets are supported:

- Meta Quest 3
- Meta Quest 3S

The headset also needs the publisher's app. For more information, see 360 Immersive's entry in Firewall domains for OpenSesame Plus.

Browsers

Supported browsers

Current and previous two versions of:

- Google Chrome
- Microsoft Edge
- Mozilla Firefox

Apple Safari needs version 26.4 or newer.

Required settings

Some of the following browser settings reduce privacy protections to improve course compatibility. If needed, you can restore configurations (such as blocking pop-ups) after learners complete their courses.

- Allow third-party cookies.
- Turn off pop-up blockers.
- Set zoom to 100%.

Additional settings for Apple devices and Firefox

Allow cross-site tracking on Apple devices

Apple's Intelligent Tracking Prevention (ITP) adds extra cookie restrictions and blocks cross-site tracking.

- **On Apple desktop devices,** ITP affects only Safari.
- **On Apple mobile devices,** ITP affects all browser apps.

For more information, see How to allow cross-site tracking on Apple devices.

Confirm Autoplay is enabled in Firefox

In Firefox, Autoplay is enabled by default. If that's turned off, some courses get stuck on the OpenSesame loading screen.

For more information, see How to allow Autoplay in Firefox.

Turn off Desktop Site in Firefox on mobile

On mobile devices using iOS or iPadOS, Firefox's **Desktop Site** setting may prevent courses from playing. The setting is site-specific.

To check this setting:

1. Open a course in Firefox.
2. Open the "..." Action menu and find **Desktop Site.**

3. If **Desktop Site** is **On,** select it to turn it **Off.**
4. The course page will refresh.

For more information, see Mozilla's Viewing Desktop Sites on Firefox iOS.

Connection and network

Recommended internet speeds

- A stable connection of at least 5 Mbps.
- For high definition (HD) or 4K videos, at least 25 Mbps.
- For mobile devices, use Wi-Fi when possible. Cellular data can be less reliable, and interruptions may cause lost progress.

If learners use slower connections, contact support@opensesame.com for help finding courses that require less bandwidth.

Network requirements

When a learner launches an OpenSesame course, content is delivered securely through a global Content Delivery Network (CDN). Some publishers host content on their own CDNs or on services like Wistia.

If learners access courses in restrictive environments, such as in banking, health care, or government, content delivery could be blocked.

To test your network, try using the OpenSesame Test Course. It checks the firewall requirements for all OpenSesame Plus publishers. If the course can't load certain publishers, your IT team may need to allow those domains.

If your network uses a firewall:

1. Allow https://*.opensesame.com.
2. Allow course domains. For more information, see Firewall domains for OpenSesame Plus.

If the firewall doesn't allow "*" wildcards:

1. Allow the following subdomains for all users.

- https://player.opensesame.com
- https://www.opensesame.com
- https://feedback.catalog.opensesame.com
- **If you use Quick Launch Links,** add https://auth-relay.identity.opensesame.com.

2. Allow additional subdomains for users who log in directly to opensesame.com, such as learning administrators.
   - https://search.catalog.opensesame.com
   - https://api.delivery.opensesame.com
   - https://api.identity.opensesame.com
   - https://auth.identity.opensesame.com
   - https://transitidp.identity.opensesame.com
   - https://widget.identity.opensesame.com
   - https://media.opensesame.com
   - https://orchestrator.opensesame.com
3. Allow course subdomains. For a spreadsheet of OpenSesame Plus publisher subdomains, email support@opensesame.com.

If you use CourseCloud, see Firewall domains for CourseCloud.

If you use Simon, see Firewall subdomains for Simon course authoring.

Email addresses to allow

System, account, and support emails come from the following sources.

- **If your organization uses spam filters,** allow these email addresses.
- **If learners use personal email accounts for training,** ask them to add the addresses to their contacts or safe sender list.

info@idp.opensesame.com - Account creation and password-reset messages.

info@opensesame.com - Automated messages about the recipient's OpenSesame account, such as when:

- A course has an update available or is scheduled to retire.
- You are invited to collaborate on an OpenSesame List.
- You are invited to take a course on OpenSesame (CourseCloud Legacy learners only).

You can opt additional administrators into receiving messages from info@opensesame.com. For more information, see How to add email addresses to your account's Notification List.

support@opensesame.com - Correspondence with OpenSesame Support.

If you also use:

- CourseCloud - Allow **noreply@coursecloud.opensesame.com.**
- Oro - Allow **no-reply@oro.opensesame.com.**
- Simon - Allow **support@heysimon.com.**

Supported course-package formats

OpenSesame can provide course packages in two common elearning standards:

- AICC
- SCORM 1.2

In addition, some OpenSesame accounts can use delivery methods that do not rely on packages.

If you use a learning platform, such as a learning management system (LMS), confirm which file formats it supports.

We recommend using AICC when practical because its server-to-server communication method is more reliable than SCORM's browser-to-server method. This method also allows AICC to work more consistently in mobile apps.

Whichever format you choose, be aware that:

- Switching later may require significant manual work in your platform.
- Switching may allow learners to occupy duplicate seats, because different standards can identify learners in different ways.

If you decide to switch later, contact support@opensesame.com to ask about duplication.

In-course files and software needs

Some courses include files that learners can download. Most are PDFs, and to view them learners need a PDF reader, such as Adobe Acrobat. Some publishers also include .docx versions, which work best in Microsoft Word.

In courses about specific software, there may be tutorial files, such as .xlsx spreadsheets for Excel courses. To use these files, a learner would need the relevant software on their device.

System status and notifications

For notifications about OpenSesame's system status, history, and scheduled maintenance, see How to get notified about site outages and planned downtime.

When to revisit

Please revisit these requirements if:

- You change your learning environment. (For example, adding a learning platform or app.)
- You change your IT environment. (For example, adding a VPN.)

And if your network uses a firewall and you add a new OpenSesame Plus publisher, revisit the firewall domains for OpenSesame Plus as well.

For help, contact OpenSesame Support at support@opensesame.com, use live chat, or call (503) 808-1268, ext. 2 (U.S.) or +44 203 744 5541 (Europe).

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