

9.1.3 - Summary of Supported Environments

For a complete list of all supported environments, review the [Supported Environments](#) section in [Civic Platform 9.1.0 Playbook](#) that can be found on the [Accela Community](#).

Operating Systems

Product	Windows 7 (32 bit or 64 bit)	Windows 8 or 8.1 (64 bit)	Windows 10
AMO	✓	✓	✓
Accela V360 (back office)	✓	✓	IE 11 ² or Edge Only
Accela Citizen Access (ACA) ¹	✓	✓	IE 11 or Edge Only

¹ ACA is **not** officially compatible with iOS or Android operating systems.

² We recommend using the most current version of IE 11 on Windows 10.

Web Browsers

Product	IE 11 (32 bit)	Google Chrome 55	Microsoft Edge 38	Firefox 47	Safari 10 on Mac OS X 10.10	Opera 29	IE 10
Accela V360 (back office) ¹	✓	✓ ²	✓ ³				
Accela Citizen Access (ACA) ¹	✓	✓	✓	✓	✓	✓	

¹ ACA and V360 are **not** compatible with IE 10.

² Voiding payments **does not work** in Chrome.

³ Previewing PDF documents, viewing reports, and voiding payments **does not work** in Edge.

Third Party Software

Product	Silverlight 5 (used for AGIS and Admin tools)	Adobe Acrobat Pro XI (used alongside of Accela EDR)	ComparA 4.03.1024 (used alongside of Accela EDR)	ArcGIS 10.2.x, ArcGIS 10.3.x, ArcGIS 10.4.x ¹
Accela V360 (back office)	✓	✓	✓	✓
Accela Citizen Access (ACA)	✓			

¹ ArcGIS 10.1.x is no longer compatible.

Minimum Hardware Requirements

Product	Processor	RAM	Hard Drive	Network
Accela V360 (back office) ¹	Intel Core i3, 3GHz	4 GB	20 GB free space	Internet connection
AMO ²	Intel Pentium or Intel Centrino dual core processor	4 GB	40 GB free space	Wireless card

¹ Recommended: One 22" monitor with 1680 x 1050 resolution

² Devices tested by Accela: Motion Computing J3500, Motion Computing F5v, Panasonic Toughbook CF-1 and H1, Dell E6400 XFR, Asus Eee Slate EP121, Surface Pro, Panasonic Toughpad FZ-G1