BookNook Technology Requirements

1. Check Network & Browser

Network Requirements	Browser Requirements
- Internet Required - Run a Network Speed Test - Test your network through our in-app feature here Minimum Connection Speed: *10Mbps Required, 20Mbps+ Recommended*	BookNook's preferred web browser is Google Chrome. Consider downloading Google Chrome's most recent version. Supported Browsers: - Chrome v119+ - Safari v17+ - Edge v119+

2. Check Devices and Equipment

Device Requirements	Recommended Equipment
- Desktop / laptop / tablet with minimum screen size: 1024 x 728 - Device audio (input and output) - Web browser installed	Over-ear headphones with built-in microphones improve audio clarity and minimize background noise. Recommended features: - Built-in microphone (not on the wire) - Reinforced audio jack for durability Schools have found success with models* such as: - Sonitum Headphones (Amazon Link) - Logitech h390s (Direct Link)

Important: The Native BookNook app on Chromebooks, iPads, and Amazon Kindles is no longer supported and should not be used.

3. Allow Listed Domains

To ensure optimal performance, BookNook customers must allow certain domains categorized as follows:

Required for All Customers	Recommended for All Customers	Additional Requirements
These domains must be allowed by all BookNook users to ensure the software functions correctly.	These domains are recommended for all customers, but not mandatory. Allowing them will enhance your experience.	For Virtual Tutoring, subject-specific domains must be allowed, along with the all required and recommended domains.

Please review and allow the appropriate domains based on your use case described above to ensure the best BookNook experience.

Allow List for All BookNook Customers

Necessary Allow List	Recommended Allow List
Please use any wildcard character that your system needs, represented here by the asterisks. ● *booknook.com ● *booknooklearning.com Alternatively, customers can allow these specific domains, but changes may be required in the future: ● api.booknooklearning.com ● app.booknooklearning.com ● assets.booknooklearning.com ● booknook.com	BookNook uses third-party services to detect and troubleshoot issues, improve the user experience, and gather usage statistics internally. These services are used purely for collecting data to further enhance our product. We adhere strictly to all federal and state laws, and never share or sell data. While these are optional, we recommend allowing them to be on a safe list to streamline student and tutor support. More information can be found in the [BookNook Privacy Policy](#). ● *.fullstory.com ● *.[sentry.io](#)' ● cdn.growthbook.io Our platform also utilizes a backup audio/video call system if needed. We recommend whitelisting the backup URL as well: ● *.rtc-web.com

After completing the Necessary Allow List for All BookNook Customers above, be sure to complete the next section if you are using BookNook Virtual Tutoring.

Additional Allow List for Virtual Tutoring Customers

Specific domains must be allowed, depending on whether you're receiving BookNook Reading or Math Virtual Tutoring. In addition to the domains allowed in the section above, these domains are essential for seamless interaction and functionality during virtual tutoring sessions.

Virtual Tutoring Reading Allow List
Our reading platform utilizes two-way video communication between students and tutors, powered by http://Dyte.io. These URLs must be allowed by all reading customers:

*.dyte.app
*.dyte.io

IP ranges & ports:
These servers are necessary for the initial handshake of the media layer for reading video calls and help us choose the most appropriate media servers to host new calls.

Ports: 443, 3478 (TCP and UDP), 5349 (TCP), 40,000-40,128 (UDP)
IPs: 3.7.35.128 – 3.7.35.25

<u>Virtual Tutoring Math Allow List</u>
Our math platform utilizes two-way video communication between students and tutors, powered by https://www.thelessonspace.com/.

These URLs must be allowed by all math customers:

wildcard domains for *.room.sh and *.thelessonspace.com
api.thelessonspace.com
www.thelessonspace.com
go.room.sh
{uw2}.room.sh
stats.room.sh

Additional Recommended Allow List for Math customers:

To ensure video traffic can flow freely, you'll need the following hosts allowed in your firewall, for UDP ports 30000 – 65000. If you know that you're only using spaces in a particular region, then you only need to add that one, but we strongly recommend adding them all: **uw2-video.firewall.room.sh**

In addition to the above, you will also need to allow traffic to our TURN servers, on TCP and UDP ports 443 & 3478. Here, you'll want to disable any form of Layer 7 filtering or traffic inspection: **turn.firewall.room.sh**

Deprecated

BookNook **no longer uses these sites or services**, and thus they are no longer required to be used by our clients:
- booknook.zoom.us
- zoom.com
- .zoom.us
- app.zoom.us
- share.zoom.us
- .pusher.com
- *.hilink.co
- *.chime.aws
- *.whiteboard.agora.io
- *.whiteboard.rtelink.com
- api.raygun.io
- js-agent.newrelic.com

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4. Run a Readiness Check

After completing the checks above and allowing the necessary domains, use the following URLs to complete a readiness check on student devices.

Reading Readiness Check https://test.dyte.io/	Math Readiness Check https://app.chime.aws/check