

Technology Requirements

1. Check Network & Browser

Network Requirements	Browser Requirements
Internet Required - Run a Network Speed Test - Minimum Speed: 10 Mbps download/upload. - Recommended Speed: 20 Mbps+	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

Necessary Allow List	Recommended Allow List
These URLs must be whitelisted by our virtual tutoring customers for both math and reading: • *.chime.aws • *.amazonaws.com • *.sdkassets.chime.aws	Additional recommended whitelisting: • You will also need to allow traffic to our TURN servers, on TCP and UDP ports 443 & 3478. • Subnets for IPv4 and IPv6: 99.77.128.0/18 and 2600:f0f0:4100::/40

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
- *.whiteboard.agora.io
- *.[whiteboard.rtelink.com](#)
- api.raygun.io
- js-agent.newrelic.com