



 Search

[General Information](#)

[Training Materials](#)

[Licensing With States](#)

[Login & Tech Support](#)

[Carrier L&C Forms Information](#)

[Community Forums](#)

[HELP CENTER HOME](#) > [LOGIN & TECH SUPPORT](#) > [SYSTEM REQUIREMENTS](#)

Minimum Requirements for SureLC

Stephen Vargo - February 16, 2021 16:46

IMPORTANT: At this time, SureLC web is only available for Producers. All Agency Workers and Sub-Agency Workers you have setup, must use the desktop version found on our [Download Page](#).

The minimum software requirements needed to use SureLC, are:

Operating Systems:

macOS Users:

Operating System: OS X v10.9+

Memory: 4GB

Windows Users:

Operating System: 7, 8, 10

Memory: 4GB

Transport Layer Security (TLS) 1.2 support: For a full guide to ensure you are setup correctly, please [Click Here](#)

Other Program Requirements:

All Desktop Users:

- Adobe Air
 - **Windows Users:** [Click Here](#) to download Adobe Air.
 - **MAC Users:** Due to an update on the macOS, you can not use the most recent version of AIR. Please [Click Here](#) for steps on installing Adobe AIR on a macOS.
- Adobe Acrobat 9.5 or later, or Adobe Reader 9.5 or later.

All Web Users:

As of December 22, 2020, ALL agency admins will need to use the SureLC desktop software going forward. This includes any and all agency workers and sub-agency workers that you may have set up.

The web version is only for Producers at this time.

All browsers, except Internet Explorer, can now run SureLC on the web; including Phones and Tablets.

Monitor Resolution:

SureLC was designed for a monitor with a minimum resolution of 1280 x 800. You can use a higher resolution if you desire.

Click the following links to find directions about changing your monitor resolution.

- [Windows 8](#)
- [Windows 7](#)
- [Windows 10](#)
- [macOS](#)






Remember that adjusting the screen resolution also changes the size of other programs you use.

Internet Connection Speed:

Users should have a minimum of 5 Mbps download speed and 3 Mbps

upload speed. Visit www.speedtest.net to test your connection speed.

For further assistance, email SuranceBay at support@surancebay.com or call at 877-264-6888.

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