



Technical Requirements for Accessing GrantTracker from Desktop Computers & Laptops that Connect via a LAN (Local Area Network)

1. Internet Connection

Your internet connection speed for searching, saving, and exporting grants should be at least 512kbps. To test your internet speed visit [SpeedTest.net](https://www.speedtest.net) to review your results.

2. Internet Browser

GrantTracker users should have one of the following browser versions installed:

- Google Chrome 31 or higher
- Firefox 25 or higher
- Internet Explorer 9 or higher
- Safari 6 or higher

GrantTracker requires a JavaScript-enabled browser. If you encounter any difficulty with content displaying, you may also have security software blocking certain scripts running on the page. Try temporarily disabling your security software as a test, or configure your security software to allow content, cookies, and popups from <https://app.granttracker.com>.

3. Department Network Access

Your department's network firewall must allow access to the following domains and ports in order to utilize GrantTracker.

If you cannot access the ports and domains below from GrantTracker, Knack, and Cloud-Database (which load the dynamic grant content), you may experience issues using GrantTracker.

Here is the list of key URLs that should be allowed by your department's firewall for GrantTracker users (all over Http port 80 and Https port 443):

- cloud-database.co
- *. cloud-database.co
- us-api.knack.com
- api.knackhq.com
- *.knack.com
- app.granttracker.com
- *. granttracker.com

Specific IP addresses are not available, as they may change at any time without notice.

4. Trouble Shooting

If you experience problems loading grants or account information, the following actions might help:

- Open GrantTracker in a different web browser (Chrome, Firefox, Internet Explorer, Safari, etc.)
- Load GrantTracker in a private browser, which blocks cookies.
 - [Internet Explorer](#)
 - [Chrome](#)
 - [Firefox](#)
 - [Safari](#)
- Clear the cache, cookies, history, and temporary internet files for the web browser. Then close the browser and reopen it before loading GrantTracker.
 - [Internet Explorer](#)
 - [Chrome](#)
 - [Firefox](#)
 - [Safari](#)
- Disable plugins in the browser being used.
 - [Internet Explorer \("Turning off and removing add-ons"\)](#)
 - [Chrome \("Turn Extensions On or Off"\)](#)
 - [Firefox \(How to disable plugins\)](#)
 - [Safari](#)

Should you encounter such an issue, and your computer meets the system requirements, please [email us](#) and we will further assist you.