Jigsaw Technical Requirements

Use Chrome or Firefox on your Computer
Recommended computer browsers are Chrome and Firefox. See system requirements.

Safari is not recommended, though some iPads may require it. Here are directions specific to Safari. Please note that on iOS devices the only supported browser is Safari. Learn more here. Particularly on iPad's, the user's mic may appear to be on but not be heard by other attendees sporadically. If this occurs, it is best to exit session and tests the mic on the Landing Page when rejoining. To minimize this, we recommend that users on iOS devices use headphones with a mic or a headset.

Be Sure your System Allows Access to the Camera and Microphone
If you are unable to turn your camera or microphone on, you may need to give your browser permission to access them. Learn more here. There will be options to be on camera during class, though this is not required.

Turn Off Your VPN and/or Have Your IT Department Whitelist Jigsaw
Jigsaw is browser and firewall friendly; however, there may be times when personal or network settings require you to whitelist specific ports. Connections are initiated from the client-side and in most cases the application will work without requiring a network team to modify configurations. However, in some environments which are more restrictive to outbound traffic, the information provided is needed to allow the services to work. Unblocking UDP, and confirming proxy and firewall settings will assure higher quality and a more consistent Jigsaw user experience. Please turn of your VPN for class and/or follow these instructions for having your IT department whitelist Jigsaw.

One Device at a Time
You cannot join the session on more than one device at a time.

Watch Before Class: How-To Overview
Here is a quick overview of the Jigsaw training platform to help you prepare understand how to join and use the system.