Alliance Claims System (ACS)
Settings/ Compatibility

Compatibility Checklist for Alliance Claims System (ACS) Users

 This guide provides information about setting and system compatibility.

*HTML5 Basic Requirements: If you are experiencing a white screen with seemingly haphazard buttons or incomplete screens, this may be a hardware or connection issue. Basic system requirements are:
Windows - x86 or x64- based processor (Browsers must be in 32-bit mode) 1.6-gigahertz (GHz) or higher processor; 512MB RAM

*Google Chrome: You are encouraged to use the most up-to-date version of Google Chrome browser.
Note: Firefox's ESR version may be used as an alternative.

*Blue Screen: This may be a settings, compatibility, or JavaScript issue. Please try:
1. Clearing your cache and cookies (recommended after every build or maintenance release).
    a. In IE, select Tools (Gear Icon) > Safety > Delete browsing history (Ctrl + Shift + Delete.)
    b. Uncheck Preserve Favorites website data and check both Temporary Internet Files and Cookies then click Delete.
2. Enable JavaScript
3. Enable scripting in security settings.