

# SuccessFactors LMS: Browser Requirements

## Desktop Browsers

The SuccessFactors suite officially supports all modern desktop browsers including:

- Microsoft Internet Explorer 11
- Microsoft Edge
- Mozilla Firefox
- Apple Safari
- Google Chrome

## Mobile Browsers

The SuccessFactors suite supports limited functionality in the following mobile OS browsers:

- Apple Safari on iOS 10+
- Google Android 7.0+ default browser
- Google Chrome for Android

## Browser Configuration Notes

### Pop-up windows

The SuccessFactors suite uses pop-up windows, which should be allowed from the following domains:

- \*.successfactors.com
- \*.plateau.com
- \*.sapsf.com

## Cookies

The SuccessFactors suite uses cookies for session handling. In particular, the SuccessFactors LMS requires third-party cookies to be enabled. If your browser allows you to specify certain domains to always accept cookies from, use the list of domains for allowing pop-up windows listed above.

## Cookie Authentication Error

If you attempt to access the Learning module in SuccessFactors with third-party cookies disabled, you'll encounter the following error:

## Validation Error

You must correct the following error(s) before proceeding:

- Failed to authenticate the SAML response. If this keeps happening, please contact the administrator.



### Validation Error

You must correct the following error(s) before proceeding:

- Failed to authenticate the SAML response. If this keeps happening, please contact the administrator.

This can be resolved by enabling third-party cookies in your browser, or using an alternative browser or computer if you are unable to enable third-party cookies.

## Flash

The SuccessFactors Learning Administration interface currently requires Flash. This requirement only applies to Learning Administrators and Reporting Users.