# Supported Browsers and System Requirements

Last Modified on 09/02/2026 4:30 pm EDT

This page identifies the internet browser requirements and known compatibility issues for all of Norton's digital products.

Hide All Answers

## General System Requirements for Norton Digital Products

| Operating System | OS Version | Internet Browser |
|---|---|---|
| Microsoft Windows | 10 | Chrome (150.0.7871.187)<br>Firefox (153.0.1)<br>Edge (150.0.7871.187) |
| Apple macOS | Tahoe (version 26.2) | Safari (26.2)<br>Chrome (151.0.7922.72)<br>Firefox (152.0.6) |
| Apple iOS | iPad (6th Gen - iOS 17.7.11) | Safari (17.71)<br>Chrome (123.0.6312.52) |
| Google Android | Android Version 14 (Android Version 14) | Chrome (150.0.7871.17)<br>Firefox (142.0.1) |
| NVDA Screen Reader | NVDA 2025.3.2.53588 | |
| Chromebooks | (ChromeOS 150) 150.0.7922.221 | Google Chrome 150 and newer |

Please note, we do not support beta browsers versions.

***Don't know your operating system version?*** Here's how to find it: Windows / Mac

***Don't know your internet browser version?*** Click here to find out.

## Norton Ebook Reader

The Norton Ebook Reader works on desktop computers, laptops, tablets, and smartphones. However, interactive content is best viewed on desktop computers, laptops, and tablets.

If you are using the Norton Ebook Reader while a new ebook version is released, you may be prompted by your browser to refresh the page.

**Please Note:** The Norton Ebook Reader is not compatible with older versions of Safari. Having trouble loading ebooks on iOS/OS devices? Install the latest update on your device and make sure Safari is version 16 or higher. Additional details on browser and system requirements for the Ebook Reader can be found

below.

| Operating System | OS Version | Internet Browser |
|---|---|---|
| Microsoft Windows | 10 | Google Chrome 150 and newer<br>Mozilla Firefox 153 and newer<br>Microsoft Edge 150 and newer |
| Apple macOS | macOS Sequoia 15.6 | Safari 18<br>Google Chrome 150<br>Mozilla Firefox 153 |
| Apple iOS | iOS 26.4 | Safari 26.4<br>Google Chrome 150 |
| Google Android | 14 and above | Google Chrome 150<br>Mozilla Firefox 152 |
| NVDA Screen Reader | NVDA 2025.3.2.53588 | To meet the accessibility standard, please ensure you are using the most recent OS and latest internet browser versions on your device. |
| JAWS Screen Reader | 2025.2506.170 | To meet the accessibility standard, please ensure you are using the most recent OS and latest internet browser versions on your device. |

***The table below explains known compatibility issues with specific eBook features and devices.***

| Ebook Feature | Explanation |
|---|---|
| Read aloud (text-to-speech) | Norton Ebooks and the Norton Ebook Reader are compatible both with screen readers and with browser extensions that enable text-to-speech functionality, such as the "Read Aloud" tool available on Google Chrome and Firefox. Apple and Google also offer text-to-speech solutions that you can use to read your ebook aloud on mobile devices.<br><br>Please click on one of the links below for more information:<br>• Apple iOS: VoiceOver<br>• Chrome: Read Aloud: A Text to Speech Voice Reader<br>• Google Android: Google Text-to-speech |
| Highlighting and Annotations | Safari may have settings that sometimes interfere with the overall functionality of creating highlights or annotations in the ebook. If you experience any issues, please try using Chrome instead, as it offers a slightly better experience. |

| | |
|---|---|
| Offline Reader | The Norton Ebook Reader supports offline reading on computers, tablets, and smartphones so that you can continue to access your textbooks where normal online connectivity through WiFi or cellular service may not be available. For more information, please click here. |
| General Usage | When viewing the ebook using Safari on a computer or mobile device, some default settings may hinder the general functionality of the ebook. If you experience issues when using Safari, please make sure your cookies setting is set to Allow from websites I visit or Always allow and ensure you have JavaScript enabled. If you experience any issues, please try using Chrome instead, as it offers a slightly better experience. |
| Touchscreen Device | If you're using a Windows device that has both a touchscreen and mouse enabled at the same time, the ebook will only register the selections made using the touchscreen and will ignore any mouse clicks. |
| Nook or Kindle Reader | The ebook can only be accessed using internet browsers and cannot be downloaded onto a Nook or Kindle device that are not able to download and run the internet browsers identified on this page. |

## Norton Website

The Norton Website works on desktop computers, laptops, tablets, and smartphones.

| Operating System | Internet Browser |
|---|---|
| Microsoft Windows: 11 or later | Microsoft Edge 150 or newer<br>Google Chrome 150 or newer<br>Mozilla Firefox 153 or newer |
| Apple macOS: 26.4 or later | Safari 26.2 or newer<br>Google Chrome 151 or newer<br>Mozilla Firefox 152 or newer |
| Apple iOS: iPad 11 version **17.7.8** | Safari 11 |
| Apple iOS: iPhone 15 | Safari 26.5.2 or newer |
| Google Android: 14 or later | Google Chrome 150 or newer<br>Mozilla Firefox 153 or newer |
| Android tablet: Galaxy Tab S6 lite android 14 | Google Chrome 150 or newer<br>Mozilla Firefox 153 or newer |

## Smartwork

| Operating System | OS Version | Internet Browser |
|---|---|---|

| | | |
|---|---|---|
| Microsoft Windows | 11 Pro | Edge 151 or newer<br>Google Chrome 150 or newer<br>Mozilla Firefox 153 or newer |
| Google Android Tablet | | Google Chrome 150 or newer<br>Mozilla Firefox 142 or newer |
| Google Android Mobile | | Google Chrome 150 or newer<br>Mozilla Firefox 153 or newer |
| Apple macOS | Tahoe Version 26.2 | Safari 26.2 or newer<br>Google Chrome 151 or newer<br>Mozilla Firefox 152 or newer |
| Apple iOS: iPad | 26.6 (9th gen) | Safari 26.2 or newer<br>Google Chrome 151 or newer<br>Mozilla Firefox 152 or newer |
| Apple iOS: iPhone 14 | 18.3 | Safari 26.2 or newer<br>Google Chrome 134 or newer<br>Mozilla Firefox 146 or newer |
| | | |

***Note: Smartwork is currently not fully optimized for use on smartphones oron Chrome OS/Chromebook.***

***Note: If you're enrolled in a Smartwork Economics or Chemistry course, a laptop or computer is the preferred device to use.***

## How to Clear Browsing Data History, Cache, and Cookies within Internet Browsers

Clearing internet browsing history, cache, and cookies can help resolve certain issues.

To learn how to clear browsing data in your preferred browser, click here.

## How to Enable Pop-ups within Internet Browsers

We recommend enabling pop-ups in your internet browser to be sure our products function properly.

To learn how to enable pop-ups, click here.

## How to Allow Cookies within Internet Browsers

To make sure all features in our products work properly, we recommend allowing cookies in your browser.

To enable cookies within your internet browser, click here.

## How to Enable JavaScript within Internet Browsers

To ensure our products work correctly, please enable JavaScript in your web browser. (Note: Java and JavaScript are completely different programs.)

For steps on how to enable JavaScript within you internet browser, click here.

## Chrome Browser Loading Issues: Causes and Fixes

Having trouble loading pages in Google Chrome?
If product or assignment links are slow to load or not opening, several factors may be affecting Chrome's performance.

Review the possible causes and follow the troubleshooting steps outlined here.

## VPN Troubleshooting

Some VPN settings can block essential components of Norton resources, causing pages to fail to load. To resolve this issue, please disconnect from your VPN and refresh your browser. If doing so does not immediately resolve your issue, you may need to completely quit and/or end task on your VPN.

## How to Capture a Screenshot for Troubleshooting

Capturing a screenshot helps our support team see exactly what you're experiencing. This reduces back-and-forth questions and speeds up issue resolution. Before taking a screenshot, navigate to the page where the issue occurs and ensure the **URL bar and error/issue is visible**. Then follow the instructions below based on your device and attach the saved screenshot to your support case.

### Windows Computers

#### Using Snip & Sketch (Windows 10 or 11)

1. Press **Windows + Shift + S**.
2. At the top, select **Rectangle**.
3. Click and drag to capture the area you want (including the URL bar).
4. A small preview pops up → click it.
5. Save the screenshot to your preferred location.

#### Using Print Screen (PrtScn)

1. Press **PrtScn** (may appear as Print Screen, PrtSc, PrtScr, or PRT SC).
2. Open **Paint** or another image editor.
3. Press **Ctrl + V** to paste the screenshot.
4. Save the image.

### macOS (MacBook / iMac)

#### Entire Screen

1. Press **Command (⌘) + Shift + 3**.
2. Screenshot automatically saves to the Desktop.

#### Selected Portion

1. Press **Command (⌘) + Shift + 4**.
2. Drag to select the area you want to capture.
3. Screenshot saves to the Desktop.

#### Specific Window

1. Press **Shift + Command (⌘) + 4**, then **Spacebar**.
2. Click the window to capture.
3. Screenshot saves to the Desktop.

### Chromebook (Chrome OS)

1. Press Ctrl + Show Windows key (key with a rectangle and two lines).
2. Screenshot saves to your Downloads folder.

### iPhone and iPad (iOS)

1. Press the appropriate button combination:
    - **iPhones with Face ID:** Side Button + Volume Up simultaneously
    - **iPhones/iPads with Home Button:** Home + Power Button simultaneously
2. Tap the preview and select Save to Photos.

### Android Devices

#### Standard Method

1. Press **Power + Volume Down** simultaneously.
2. Screenshot appears in **Photos/Gallery → Screenshots**.

#### Samsung Alternative (if enabled)

- Swipe the side of your hand across the screen from right to left.

### Browser Specific Notes

#### Google Chrome

- Chrome hides the URL in "Full Screen" mode—**Press F11 to exit full-screen** first.

#### Microsoft Edge

- Same as Chrome — make sure full screen is off (**F11**).

#### Safari (Mac/iPhone/iPad)

- Safari *sometimes* hides the toolbar when scrolling - Scroll back up so the URL bar reappears.

**Firefox**

- No special requirements — Make sure full-screen  is off (**F11**).

### Tips for Submitting Screenshots

- Include the full error message and URL/web address in the screenshot. Screenshot example: https://app.screencast.com/B517q3IQwiiRj
- Crop or blur any sensitive information before submitting.
- Add a short note describing what you were doing when the issue occurred.
- Attach the screenshot directly to your support case.

## Can I Use an LMS Mobile App to Access Norton Digital Products?

W. W. Norton digital resources are designed and optimized for use in **internet browsers**. For the best experience, we recommend accessing Norton digital products using a supported browser such as **Google Chrome, Apple Safari, or Microsoft Edge**.

We do **not currently recommend or support accessing Norton digital resources through LMS mobile apps**, such as the Canvas or Blackboard mobile apps. Some features may not function as expected when accessed through these applications.

W. W. Norton continues to monitor and evaluate compatibility with mobile apps and other access methods.  At this time, we recommend using an internet browser to access your Norton digital resources.