

Supported Browsers and System Requirements

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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 (138.0.7204.169) Firefox (141) Edge (138.0.3351.95)
Apple macOS	Sonoma (Version 14.4.1)	Safari (17.4.1) Chrome (138.0.7204.158) Firefox (128.0.3)
Apple iOS	iPad (6th Gen - iOS 15.7)	Safari (15.7) Chrome (123.0.6312.52)
Google Android	Android Version 14 (Galaxy Tab S6 Lite Android 14 One UI 6.1)	Chrome (138.0.7204.169) Firefox (141.0.1)
NVDA Screen Reader		2023.1
Chromebooks	Chrome OS 100.0.4896.133 (64-BIT)	Google Chrome 115 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 136 and newer Mozilla Firefox 139 and newer Microsoft Edge 136 and newer
Apple macOS	MAC OS Version: Monterey (12.4)	Safari 16 Google Chrome 136 Mozilla Firefox 139
Apple iOS	IOS 16	Safari 16 Google Chrome 136
Google Android	7 and above	Google Chrome 136 Mozilla Firefox 139
NVDA Screen Reader		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)	<p>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.</p> <p>Please click on one of the links below for more information:</p> <ul style="list-style-type: none">• Apple iOS: VoiceOver• Chrome: Read Aloud: A Text to Speech Voice Reader• 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 : 10 or later	Microsoft Edge 113.0 or newer Google Chrome 113.0 or newer Mozilla Firefox 113.0 or newer
Apple macOS : 11.7 or later	Safari 16.1 or newer Google Chrome 109.0 or newer Mozilla Firefox 113.0 or newer
Apple iOS : Ipad 11	Safari 15.4 or newer
Apple iOS : Iphone 8	Safari 14.4.2 or newer
Google Android : 9 or later	Google Chrome 113.0 or newer Mozilla Firefox 113.0 or newer

Smartwork

Operating System	Internet Browser
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Microsoft Windows: 10	Edge 138 or newer Google Chrome 137 or newer Mozilla Firefox 140 or newer
Apple macOS: 14.4	Safari 17 or newer Google Chrome 138 or newer Mozilla Firefox 136 or newer
Apple iOS: 16.7	Safari 18 or newer Google Chrome 124 or newer
Google Android: 14	Google Chrome 138 or newer Mozilla Firefox 141 or newer

Note: Smartwork is currently not optimized for use on smartphones or on 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 Cache within Internet Browsers

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

For instructions on how to clear browsing data in your preferred browser, [click here](#).

How to Enable Pop-ups within Internet Browsers

To ensure that all of the features in our products function properly, it is recommended that you enable pop-ups within your internet browser.

For steps on how to enable pop-ups within your internet browser, [click here](#).

How to Enable Cookies within Internet Browsers

To ensure that our products function properly, it is recommended that you enable cookies within your internet browser.

For steps on how to enable cookies within your internet browser, [click here](#).

How to Enable JavaScript within Internet Browsers

To ensure that our products function properly, it is recommended that you enable JavaScript within your internet browser (please note, Java and JavaScript are completely different programs).

For steps on how to enable JavaScript within your internet browser, [click here](#).

Chrome Browser Loading Issues: Causes and Fixes

Experiencing issues with web pages loading in Google Chrome? Are product and assignment links slow to load or failing to open? Various factors can impact Chrome's performance. Check the possible causes listed below, modify your browser settings if necessary, and try again.

1. **Check Internet Connectivity.** A stable internet connection is foundational to successful web browsing. If your connection is unstable, it can lead to timeouts and failures in loading web pages. Verifying your connectivity and addressing any issues with your network can significantly improve Chrome's ability to load pages reliably. Basic internet connectivity troubleshooting steps can be found by [clicking here](#).
2. **Clear Browser Cache and Cookies.** Cached data and cookies, while designed to enhance browsing speed, can become outdated or corrupted over time. Clearing them ensures that Chrome fetches the latest data from websites, resolving potential conflicts and issues related to stored information. This often resolves loading issues. For step by step

instructions on how to clear Chrome cache and cookies, [click here](#).

3. **Disable Browser Extensions.** Browser extensions are helpful but can occasionally conflict with website scripts or disrupt Chrome's rendering process. Malfunctioning or incompatible extensions may hinder Chrome's ability to display web content properly, sometimes leading to conflicts with website loading. Temporarily disabling them can help determine if an extension is causing loading issues. Enabling them one by one during testing can pinpoint the specific extension responsible, allowing for targeted troubleshooting. Steps to disable browser extensions can be found by [clicking here](#).
 - Keep in mind that after disabling a browser extension, you must refresh the page for the changes to take effect.
 - If you're using a school-issued device, you may need to reach out to your school's IT department for assistance with disabling extensions.
4. **Update Chrome.** Keeping Chrome up to date is crucial for compatibility with the latest web technologies and bug fixes. Updates often include optimizations that enhance the browser's performance, addressing potential issues that may affect webpage loading. Regularly updating Chrome ensures a smoother and more reliable browsing experience. To update Chrome, [click here](#).
5. **Disable Hardware Acceleration.** Hardware acceleration is designed to improve graphics performance, but it can sometimes conflict with certain systems. Disabling hardware acceleration (Settings > System) can resolve rendering issues and improve webpage loading.
6. **Check for Malware or Viruses.** Malware or viruses can disrupt browser functionality, including the ability to load web pages. Running a thorough antivirus scan helps identify and eliminate potential threats, ensuring a secure and unimpeded browsing experience. To remove unwanted popups, ads, and Malware, [click here](#).
7. **Reset Chrome Settings.** Misconfigurations in Chrome settings may lead to unexpected behavior. Resetting Chrome to its default settings eliminates customized preferences and configurations, potentially resolving loading issues caused by unintentional settings changes. Instruction to reset to default settings can be found by [clicking 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.
