

## Computer Requirements for ServicePoint 5

The optimal configuration for computers running SP 5 will be a little more demanding than with SP 4. Bowman has published recommended specifications for ServicePoint 5, but we are still trying to determine minimum setup requirements.

Don't panic if your computer is not quite up to these standards. Many computers have a slot to add memory, which is not expensive or difficult. While a dual-core processor is recommended, it is likely that the program will still function with an older processor, but performance may be reduced.

If you have technical support staff, please ask for their guidance about these recommendations. If you do not have support staff and your computer seems well below these recommendations, you may email Sharon Arch ([Sharon.arch@wilder.org](mailto:Sharon.arch@wilder.org)). We'll try to help you assess whether or not your computer will be able to run SP 5.

If you really do need to upgrade your computer, you might check out [www.techsoup.com](http://www.techsoup.com). This organization provides hardware and software at a reduced price for nonprofits.

### Recommended Computer Specifications

**Computer:** PC (Bowman is not supporting MAC)

#### **Memory**

If Vista – 4 GB recommended, (2 GB minimum)

If XP – 2 GB recommended, (1 GB minimum)

#### **Monitor**

Screen Display - 1024 by 768 (XGA)

#### **Processor**

A Dual-Core processor is recommended.

#### **Internet Connection**

Broadband

#### **Browser**

Firefox 3+ is recommended. Internet Explorer 8 is supported. Other browsers work with varying results.

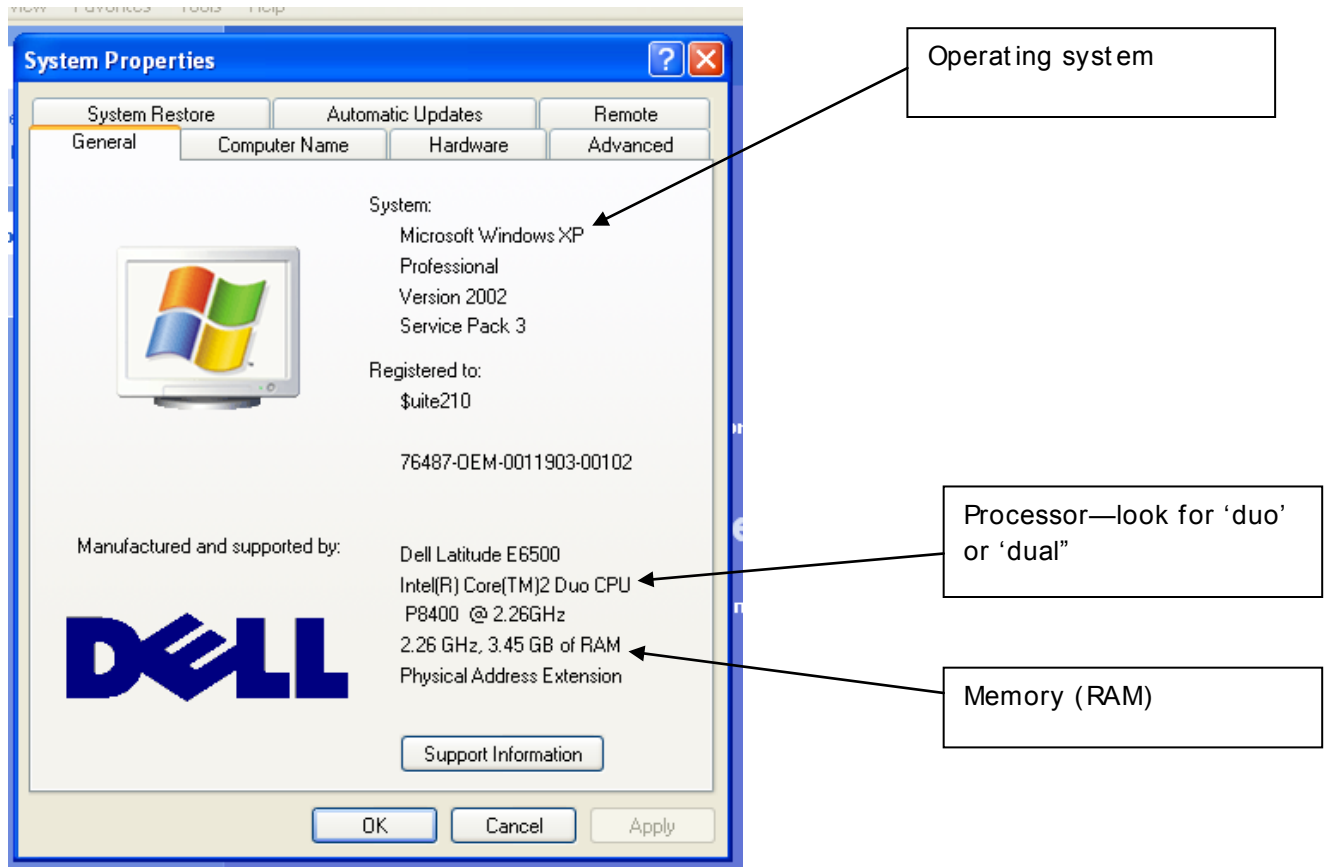
To find out what you have on your computer:

[Operating System, Memory and Processor Info:](#)

Click the “Start” button, and then the “Control Panel”

Go to ‘System’ ( if you are in Category View, you’ll need to click on “Performance and Maintenance” first.

You will find a popup window that looks like this:



Screen display:

Go to your desktop and click on the right mouse button. Select ‘properties’.

Click on the ‘settings’ tab. Your screen resolution is shown here with a slider bar. If your resolution does not go up to 1024 by 768, you may have difficulty viewing SP 5.