

# TEM Quick Sheet – TEM/Nolij/Workflow Compatibility and Accessibility

This guide will help you understand what devices and systems TEM, Nolij, and Workflow are compatible with, as well as where you can access each of these resources from. If you have any questions not answered by this guide, please don't hesitate to contact Samantha or Devlin at:

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Please understand that all existing devices and systems cannot be covered by this short guide, so if you have questions about something not specifically mentioned here, please feel free to contact Cole or Devlin.

## Compatibility and Accessibility with Desktops and Laptops

### Where can TEM resources be accessed from?

	WWU Network	WWU Wireless	External Network
TEM	Yes	Yes	Yes
Nolijweb	Yes	Requires VPN	Requires VPN
Workflow	Yes	Yes	Requires VPN

### How do I know which of these networks I'm using?

- **WWU Network** – This is the wired computer network at Western. You are using it if you are using a computer that is connected to a data jack in the wall for Internet access.
- **WWU Wireless** – This is the wireless network at Western. You are using it if you are wirelessly connected to any of the “WWUwireless” access points around campus.
- **External Network** – This is any other network that gives you access to the Internet, such as Wi-Fi at your home, a hotel, or an off-campus coffee shop.

### Which web browsers can be used to get to TEM resources?

	Internet Explorer	Firefox	Chrome	Safari
TEM	Yes	Yes	Yes	Yes
Nolijweb	Yes	Yes	Yes	Yes
Workflow	Yes	Yes	Yes	Yes

Please note that the list above only shows web browsers that have been specifically tested here at Western. However, many more web browser options are available and many of them are likely to work as well. Also note that you may need Adobe Flash Player installed to get TEM to work properly.

## Compatibility and Accessibility with Mobile Devices (phones, tablets, etc.)

### What mobile devices are compatible with TEM resources?

	Android Devices 4.0.x or earlier	Android Devices 4.x or later	Apple Mobile (iOS) Devices
TEM	Yes	Yes**	Yes***
Nolijweb	Yes	Yes	Yes
Workflow	Yes	Yes	Yes

Please note that you need Flash support installed on your mobile device to get TEM to work properly.

\*\* Unfortunately, Flash is currently **not** supported on Android devices running version 4.x or later. In some cases, you may be able to manually install Flash and get TEM to work by following the instructions on Adobe’s website, here: <http://forums.adobe.com/thread/1061194?tstart=0>. You’ll want to select the most recent version of flash player from the “Flash Player for Android” list. In other cases, you may need to find and install a different flash player application that provides built-in flash support.

\*\*\* Unfortunately, Flash is currently **not** supported on **any** Apple mobile (iOS) devices. In order to use TEM from your Apple mobile device, you will need to install an app that provides built-in flash support.

### How can TEM resources be accessed from my mobile device?

	Mobile Carrier Network	WWU Wireless Network	Other Wireless Network
TEM	Yes*	Yes*	Yes*
Nolijweb	Requires VPN	Requires VPN	Requires VPN
Workflow	Requires VPN	Yes	Requires VPN

\*Remember that TEM requires Flash support in order to run properly.

### How do I know which of these networks I’m using?

- **Mobile Carrier Network** – You are using your mobile carrier network if you are using your mobile device and are not connected to a wireless network as well.
- **WWU Wireless Network** – You are using the WWU wireless network if you are wirelessly connected to any of the “WWUwireless” access points around campus.
- **Other Wireless Network** – You would be using this if your mobile device was connected to a wireless network other than the WWU Wireless network.

## What is VPN? How can I get it if I need it?

A VPN connection allows you to connect to a specific network from anywhere you have an Internet connection. For TEM resources, it allows you to access things that you would normally need to be at your computer on campus to access, things like Nolijweb or Banner Workflow.

To find out more about VPN access, or to request it, visit the ATUS website for instructions (<http://west.wvu.edu/atus/helpdesk/vpn.shtml>) or contact the ATUS Help Desk at x3333.