

Site Requirements

Requirement Categories		Site FAQs
Screen Resolution	Adobe® PDF Reader	Q. What is the availability of Springboardwealth.com?
Memory	Java™ Software	A. Springboardwealth.com is available 24 hours a day, 7 days a week.
Internet Browser		Q. Why am I automatically logged out of Springboardwealth.com.
		A. Since springboardwealth.com is a secure site with access to sensitive information. We require re-authentication after a 30 minute period of inactivity. Your session will be automatically timed out and returned to the login screen. You will then need to re-enter your user ID and password.
<p>Screen Resolution</p> <p>Springboardwealth.com is designed for a minimum screen resolution of 1024 x 768. To ensure you are viewing my.statestreet.com at this optimization on Windows, click the Start menu, Settings and then the Control Panel to access the Display Properties dialog window. From Display Properties, click the Settings tab to adjust the screen resolution to either 1024 x 768 or higher, if you prefer.</p>		
<p>Memory</p> <p>Springboardwealth.com requires a minimum of 512 Mbytes RAM and recommends that each PC has 1 Gigabyte or more.</p>		

Springboard Wealth supports the following browsers:

Desktop

Microsoft® Internet Explorer 11 is the recommended browser for Springboard Wealth. Alternative browsers include recent versions of Chrome, Firefox and Safari.

Tablets & Phones

Supported platforms and browsers are recent versions of Safari on iOS version 10 and above and Chrome on android devices.

Adobe® PDF Reader Information

Springboardwealth.com PDF documents currently supports at a minimum the Adobe Reader version 6.0.1. However, version 9.2 is recommended. You can upgrade or install Adobe Reader by following the instructions located on the Adobe Web site:



Java™ Software

Springboardwealth.com requires the use of java software in some areas of the site. In order to use this functionality, each browser accessing this site must have a minimum of Java v1.4.2 installed on the computer.

To download Java software click on the image below:



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