

INTRODUCTION

This document provides general guidelines in relation to IT requirements for GDT Events bidders and highlights some common issues. We recommend you discuss this document, and any connectivity issues that may be experienced, with an experienced IT professional.

We recommend that you check these guidelines regularly as they will be updated from time to time.

BASIC IT REQUIREMENTS FOR BIDDERS

The bidding website is designed to be a simple computer based web browser experience for bidders. The basic requirements for successfully using the bidding website are:

- ✓ **A minimum internet connection speed of 1Mbps** or better is required for good performance and the minimum supported speed is 512Kbs. Upload and download speeds can be tested using various speed tests available on the internet, for example www.bandwidthplace.com.
- ✓ Minimum **computer requirements** are CPU speed of 2.5GHz, and at least 2GB of free RAM after the computer has started and any critical programs are loaded.
- ✓ At least 30% of your system drive (typically the C: drive) should be free.

We recommend that you use one of the following **web browsers**:

- ✓ Google Chrome
- ✓ Microsoft Internet Explorer
- ✓ Firefox
- ✓ Safari for Mac

We recommend using a **browser version** no more than two years older than the most recent release.

Important note: IE6, 7, 8, and 9 are not supported by any of GDT's websites including the bidding site, if you are using IE6 while bidding on www.globaldairytrade.com you may experience website malfunctions which will prevent you from bidding.

- ✓ **JavaScript** must be enabled on your browser.
- ✓ If you are using an old computer you may improve your bidding experience by ensuring that you don't have **other applications** open during bidding.
- ✓ Bidders using **hand held mobile devices** may experience difficulties. If you do use one of these devices we strongly recommend that you set your user preferences to show only the products and contract periods that you are bidding on.

CHECK YOUR BROWSER COMPATABILITY

GDT Events bidding website

Bidders can check their browser compatibility on the GDT Events bidding site. First click **“Help”** on the bidding website and then click on **“Click Here to Check Browser Compatibility”**. You do not need to select “Country” from the dropdown box.



You will see a browser compatibility check screen similar to that below. We recommend that you take a screen shot of this.

Browser compatibility check		
Description	Status	Details
Browser Check	✓ Pass	You are using IE 9.0
Platform Check	i Info	You are using Windows 7
JavaScript enabled?	✓ Pass	True
AJAX Support	✓ Pass	Your browser supports AJAX scripting.
SSL enabled?	✓ Pass	True
SSL key size	✓ Pass	128 bit or greater
Images enabled?	✓ Pass	True
Screen size	✓ Pass	1280 x 1024
Available browser window size	✓ Pass	783 x 500
Color Depth	i Info	32
Connection Type	i Info	lan
Broadband Check	i Info	True
Connection Speed	i Info	204184 kbps
Session Cookies Check	✓ Pass	Enabled
Acrobat Plugin	✓ Pass	You have Adobe Acrobat Plugin 10.1.

If any items are marked fail please first consult an experienced IT professional who should be able to help resolve the issue so that a pass is recorded. If the issue persists please contact help@globaldairytrade.info. Please submit a copy of the browser compatibility check with any query that you submit to GDT.

Public website and MyGDT

Bidders can check their browser compatibility on the GDT public website and MyGDT by clicking on the following link.

<http://www.globaldairytrade.info/systemcheck/system-check.html>

You will see a browser compatibility check screen similar to that below. We recommend that you take a screen shot of this.

System Compatibility

Browser info

Browser: Chrome
Browser version: 49
OS: Linux

Browser compatibility checks

System	Browser	Compatibility
GDT public website	Chrome v49	Supported by GDT's public website.
MyGDT	Chrome v49	Supported by GDT's MyGDT Portal
GDT Events Bidding website	Chrome v49	Supported by the bidding website
GDT Marketplace	Chrome v49	Supported by GDT's Marketplace

Other options

Option	Value	Compatibility
Screen size	1920 x 1056	Screen size is within the recommended dimensions
Cookies allowed	Yes	Cookies are enabled in your browser
Browser Images	Yes	Images are enabled
Browser mode	Standard mode	Standard mode is ideal

Additional system info

User Agent: Mozilla/5.0 (X11; Linux x86_64) AppleWebKit/537.36 (KHTML, like Gecko) Chrome/49.0.2623.110 Safari/537.36

If any items are marked in red please first consult your IT colleagues who should be able to help resolve the issue. If the issue persists please contact help@globaldairytrade.info. Please submit a copy of the browser compatibility check with any query that you submit to GDT.

USE OF WIRELESS DEVICES

Users of wireless devices are cautioned that some publicly available wireless services may not be suitable for use with the bidding website during a Trading Event (for example, Wi-Fi in cafes and airports and some cellular services). There are several potential issues outside our control that may affect the ability of wireless devices to maintain a usable connection during a Trading Event.

Private wireless services, such as home or office Wi-Fi can generally be used for bidding without connection problems.

Where possible connect direct to the internet instead of through your companies VPN.