

## Purpose

This document provides examples to use as a guide to determine who to contact for assistance when working with the Jaggaer application. Additionally, it provides information related to supported browsers and devices.

## Support Resources

Resource:	Type of Question:
Greene Tweed Buyer	Business processes or issues with: <ul style="list-style-type: none"> <li>• POs</li> <li>• RFQs</li> <li>• Forecast</li> <li>• Training</li> </ul>
Jaggaer Help Desk Phone: 1-800-233-1121 option 2 <a href="https://www.jaggaer.com/supplier-support">https://www.jaggaer.com/supplier-support</a>	System processes or issues with: <ul style="list-style-type: none"> <li>• Login names</li> <li>• Passwords</li> <li>• System outages</li> </ul>
Jaggaer Trust Center <a href="https://www.jaggaer.com/trustcenter">https://www.jaggaer.com/trustcenter</a>	Concerns or questions on: <ul style="list-style-type: none"> <li>• Security</li> <li>• Privacy</li> <li>• Transparency &amp; Compliance</li> </ul>

## Supported Browsers and Devices

### JAGGAER Policy

JAGGAER is committed to providing industry-leading products and services. We strongly encourage customers to upgrade their browsers regularly and consider a dual browser strategy, in accordance with your company policy.

To deliver the best product experience, we need to periodically announce end of support information. JAGGAER typically provides its customers with three or more months' notice when a browser is no longer supported.

### Additional Information

- Alpha, Beta, or unreleased versions of browsers are not supported by JAGGAER.
- The supported browsers only apply to JAGGAER One solutions and are not applicable for any deployed or customized solutions.
- Any browsers not listed have not been validated by JAGGAER and are not supported. Issues arising from use of these browsers will not be addressed by JAGGAER.

**JAGGAER One Solutions**

Desktop Computers	<ul style="list-style-type: none"> <li>• Chrome – latest version</li> <li>• Edge – latest version</li> <li>• Firefox – latest version</li> <li>• Safari – latest version (Note: RMM does not support Safari)</li> </ul>
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- Internet Explorer is no longer supported.

**JAGGAER One – Mobile App**

Apple	<ul style="list-style-type: none"> <li>• iOS version 13.0 and higher</li> </ul>
Android	<ul style="list-style-type: none"> <li>• Android version 8.0 and higher</li> </ul>

**NOTE:**  
Mobile browsers are not supported.