

WellSky Human Services

Computer Configuration Requirements

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Workstation Configuration Requirements

This document provides information about how to access WellSky applications, preview and print reports and download files using WellSky applications. The information presented here applies to the WellSky Human Services v8.3.x application.

Hardware/Software Minimum Requirements

Workstations that access WellSky applications must meet the minimum system requirements:

Certified System Requirements					
Processor	2.0 GHz processing or better (multi-core processors are preferred)				
RAM	4 GB minimum, 8 GB recommended. The greater the number of applications running concurrently on your workstation, the more RAM is required to ensure optimal performance.				
Screen Resolution	1024 x 768 minimum (1280 x 1024 is ideal)				
Microsoft	Microsoft Office 2010, 2013, and Office 365, InfoPath 2010				
Other Add-Ons	Adobe Reader: Required for viewing/printing PDF files Adobe Flash Player: Required for on-demand trainings Nitro PDF Reader: Alternative for viewing/printing PDF files				

The following table illustrates the Operating System (OS) and Internet Explorer® browser combinations that are supported and certified for use with WellSky applications. For optimal use, a certified combination is recommended.

- Certified: WellSky will address issues with the certified platform combination if the problem is related to a WellSky application. If the issue is related to a documented browser or OS issue, WellSky may not be able to resolve the problem until a third party fix is issued.
- Supported: Best efforts are made to ensure that the Operating System/Browser combination functions properly. However, for issues with the OS and browser combinations that are not certified, the resolution may be to use a certified combination.

While it is possible that WellSky products will work on other browser versions/platforms or alternate operating systems (such as MAC operating systems), the software may not perform as expected.

NOTE: For customers using WellSky Human Services, the Investigations Chapter can be accessed via the Safari browser using an iPad and iPhone, allowing highly mobile investigators the flexibility to manage their cases in the field. Some functions within an Investigation are not available at this time including: executing Word merge documents, printing and saving reports, adding attachments to notes.

Operating System / Browser Combinations						
Operating System	Internet Explorer Version	Certified	Supported			
Windows 7 SD1	Internet Explorer 11 – 32 bit	\checkmark	✓			
Windows 7 SP I	Internet Explorer 11 – 64 bit	\checkmark	✓			
Windows 9 1	Internet Explorer 11 – 32 bit	\checkmark	\checkmark			
Windows 6.1	Internet Explorer 11 – 64 bit	\checkmark	✓			
Windows 10	Internet Explorer 11 – 64 bit	\checkmark	✓			



Notes

• It is recommended that users are up-to-date with the latest service packs. If an issue is identified with a service pack or update, we will notify the user community upon identification of the issue.

 As of January 12, 2016, Microsoft only supports Internet Explorer 11. Older versions of Internet Explorer may function but will not receive updates. If a problem with a WellSky application is reported on an unsupported version of Internet Explorer, we will make a best effort to address the issue, but if the problem is related to a documented browser or OS issue, we will recommend upgrading to Internet Explorer 11. Internet Explorer end of support link: https://www.microsoft.com/enus/WindowsForBusiness/End-of-IE-support

Mobile applications: Mobile Assessments and Electronic Visit Verification (EVV)

Minimum Operating System and Browser Requirements

- Microsoft Windows 10 or higher
- Safari 8 or higher
- Mozilla Firefox 39 or higher
- Google Chrome 44 or higher
- iOS 8 or higher
- Android 5 (Lollipop) or higher

Internet Access Requirements

The following information is intended for the system administrators to use to help determine the appropriate internet access (bandwidth) needs in order to use the WellSky applications. Determining the internet access requirements depend on many different factors besides access to the WellSky Human Services application including:

- How many users will be sharing services on the network?
- Do users have a "heavy" or "light" workload in relation to network bandwidth?
- Is VOIP in use at the office, and how many users are on it?
- How much email is being sent & received per day per user?
- Is email being handled by a cloud service?
- Are other cloud services besides email being utilized?
- Are there peak times during the day where more bandwidth is consumed?

• Does the office have a high streaming media usage or are social media outlets open for usage?

To help determine bandwidth needs, consider the above factors and estimate a usage profile for each user. For example, WellSky suggests using the following values as a starting point:

- Light user workload: 80Kbps
- Heavy user workload: 120Kbps

These values can be adjusted depending on the various factors listed above. Based on the number of users and the profile for the office, determine the estimated bandwidth needed. A typical office will have a mixture of user profiles. The bandwidth calculation for a sample office of 15 people with different profiles might look like this:

- 7 (heavy users) x 120 (Kbps usage weight) = 840Kbps
- 8 (light users) x 80 (Kbps usage weight) = 640Kbps
- Bandwidth needed = 1480Kbps or 1.5Mbps (rounded up)

WellSky does not support dial-up access. WellSky also recommends agency infrastructure allowing 100ms or less round-trip end to end travel time from end user browser/computer to the WellSky SaaS site using the WellSky applications.

Workstation Settings

There are several settings on the workstation that need to be in place to run WellSky applications. To confirm your workstation settings, follow the steps below.

Internet Explorer Version

- 1. Click http://www.whatismybrowser.com/ or copy and paste it into your Internet Explorer browser window.
- 2. Take note of the Internet Explorer and Windows versions.

🛞 WhatIsMyBro	wser.com D	etect Gu	ides Blog	Developers	API	About
Inte	ernet l	Explo IS YOU YOUT Y	YOUR WEB BP DTET Del R WEB BROW Web brows	ROWSER IS: 1 on 7 SER UP TO DA er is up to	Wi re? date.	ndows 10
			\odot)		
YOUR WEB BROWSI	R'S CAPABILITIE	S:				Ads by Google
Is JavaScript enabled?	Yes		How t	o enable JavaScript		
Are Cookies enabled?	Yes		How	to enable Cookies		
Is Flash installed?	Flash 20.0 is inst	alled 🗸 Up 1	to date			
<u>Is Java installed?</u>	Java 8.0 update	73 is installed	✓ Up to date			

Internet Explorer Updates

If you do not want Internet Explorer to be updated automatically, follow the steps below:

- 1. In Internet Explorer, click 😟 Tools.
- 2. Click About Internet Explorer.
- 3. Clear the check box next to Install new versions automatically.
- 4. Click Close.



Windows OS Settings

- 1. Click the **Windows** button.
- 2. In the Search field, type dxdiag.
- 3. Press Enter.

X	Microsoft Excel 2010	•
Z	Narrator	
L	Acrobat Reader DC	•
N	Remote Desktop Connection	•
8	VPN Access Manager	
Zz	7-Zip File Manager	
Ì	Paint	•
	All Programs	
Sea	rch programs and files	م

4. If the following message is displayed, click No.



- 5. The workstation's **Operating System** version, **Processor speed**, and **Memory** (RAM) are displayed.
- 6. Verify the settings, referencing the *Hardware/Software Minimum Requirements* section, beginning on page 1.

😵 DirectX Diagnostic Tool	_		×
System Display 1 Display 2 Sound 1 Sound 2 Input			
If you know what area is causing the problem, click the appropriate tab above. Otherwise, you can use the "Next Page visit each page in sequence.	" button l	below to	
System Information			
Current Date/Time: Wednesday, February 24, 2016, 8:57:59 AM			
Computer Name: HISCWLT084852			
Operating System: Windows 10 Enterprise 64-bit (10.0, Build 10240)			
Language: English (Regional Setting: English)			
System Manufacturer: Dell Inc.			
System Model: Latitude E6530			
BIOS: Default System BIOS			
Processor: Intel(R) Core(TM) i7-3520M CPU @ 2.90GHz (4 CPUs), ~2.9GHz			
Memory: 8192MB RAM			
Page file: 4444MB used, 11823MB available			
DirectX Version: 11.2			
Check for WHQL digital signatures			
DxDiag 10,00, 10240, 16384 64-bit Unicode Copyright © Microsoft	. All right	ts reserve	d.
Help Next Page Save All Information		Exit	

Add Trusted Sites

Internet Explorer must be updated with trusted sites. The sites you add depend on the WellSky product(s) you are using.

Customer Portal/General Use

These sites are only needed if you use the Customer Portal to access your WellSky product(s). If you are not sure, please contact your system administrator.

- https://login.harmonyis.net
- https://fs.harmonyis.net
- https://harmonyis.cachefly.net/

WellSky Applications

Only configure the sites used for your specific implementation.

- https://fw1.harmonyis.net
- https://fw2.harmonyis.net
- https://fw3.harmonyis.net
- https://fw4.harmonyis.net
- https://fw5.harmonyis.net
- https://fw6.harmonyis.net



Notes

• If you are still having difficulty accessing the WellSky application, you may have a custom DNS/URL. Please contact your system administrator for the specific site name.

To add trusted sites

- 1. Open Internet Explorer.
- 2. Click Tools.
- 3. Click Internet Options.
- 4. Click the Security tab and then select Trusted Sites.
- 5. Click Sites.



- 6. Type the trusted website URL and then click **Add.**
- 7. When you are finished, click **Close** and then click **OK** to save changes.

Trusted sites	X
You can add and remove websites from this zon this zone will use the zone's security settings.	e. All websites in
Add this website to the zone:	
https://harmonyis.cachefly.net	Add
Websites:	
https://fs.harmonyis.net	Remove
https://fw1.harmonyis.net	
https://fw2.harmonyis.net	
https://fw3.harmonyis.net	
https://fw4.harmonyis.net	
Require server verification (https:) for all sites in this	zone
	Close

Pop-up Blocker Settings

Some WellSky applications will open new windows or tabs while performing various tasks and steps, and to ensure they open successfully, Internet Explorer pop-up blocker settings will need to be adjusted.

To update pop-up blocker settings

- 1. Open Internet Explorer.
- 2. Click Tools.
- 3. Click Internet Options.
- 4. Click the **Privacy** tab and then click **Settings** under the Pop-up Blocker section.

ternet	Options					ſ	×
General	Security	Privacy	Content	Connections	Programs	Adva	nced
Setting	s						
				Sites	Adv	anced	
Locatio	n						
□ Nev phy	er allow we sical locatio	ebsites to on	request yo	bur	Clea	ar Sites	
Pop-up	Blocker –						_
							_
	n on Pop-u	p Blocker			Se	ttings	
InPriva	n on Pop-u te	p Blocker			Se	ttings	
InPriva	n on Pop-u te able toolbar	p Blocker rs and ext	ensions wh	nen InPrivate B	Se	ttings rts	
InPriva	n on Pop-u te able toolbar	p Blocker rs and ext	ensions wh	nen InPrivate B	Se rowsing star	rts	_
InPriva	n on Pop-u te able toolbar	p Blocker rs and ext	ensions wh	nen InPrivate B	Se rowsing star	rts	_
InPriva	n on Pop-u teable toolbar	p Blocker rs and ext	ensions wh	nen InPrivate B	Se rowsing star	rts	_
InPriva	n on Pop-u te able toolbar	p Blocker	ensions wh	nen InPrivate B	Se rowsing star	rts	_
InPriva	n on Pop-u te able toolbar	p Blocker	ensions wh	nen InPrivate B	rowsing star	rts	
✓ Turn InPriva	n on Pop-u _j teable toolbar	p Blocker	ensions wh	nen InPrivate B	rowsing star	rts	
inPriva	n on Pop-u teable toolbar	p Blocker	ensions wh	nen InPrivate B	Se	rts	
✓ Turn InPriva	n on Pop-u te able toolbar	p Blocker	ensions wh	nen InPrivate B	Se	rts	
✓ Turri InPriva	n on Pop-u _j	p Blocker	ensions wh	nen InPrivate B	rowsing star	rts	
✓ Turri InPriva	n on Pop-u, teable toolbar	rs and ext	ensions wh	nen InPrivate B	Se	rts	
✓ Turr InPriva	n on Pop-u, teable toolbar	p Blocker	ensions wh	nen InPrivate B	Se	rts	
✓ Turr InPriva	n on Pop-u, teable toolbar	p Blocker	ensions wh	nen InPrivate B	Se	rts	

5. Add the website URL to the input box then click **Add**.

Pop-up Blocker Settings X
Exceptions Pop-ups are currently blocked. You can allow pop-ups from specific websites by adding the site to the list below.
Address of website to allow:
https://fw1.harmonyis.net/
Allowed sites:
Remove all
Notifications and blocking level:
Play a sound when a pop-up is blocked.
Show Notification bar when a pop-up is blocked.
Blocking level:
Medium: Block most automatic pop-ups $\qquad \lor$
Learn more about Pop-up Blocker Close

6. When you are finished, click **Close** and then click **OK** to save changes.

PDF File Settings

The default viewer for previewing reports is Adobe Acrobat[®] Reader. In order to view PDF files you may need to install it. Click http://get.adobe.com/reader/ to download the free application.

PDF File Troubleshooting

There may be some instances where WellSky applications do not properly display a PDF-formatted report. This problem most commonly occurs with older versions of Internet Explorer and Adobe Acrobat Reader. The preview window may be blank, or it may display briefly and then disappear.

Follow these steps to resolve the problem:

- 1. Open Adobe Acrobat Reader.
- 2. Click Edit and then click Preferences.
- 3. From the **Categories** list, select **Internet**.
- 4. Clear the **Display PDF in browser** check box.
- 5. Click **OK** and then close the application.

Pre	ferences		
	Categories: Commenting Documents	Web Browser Options	
	Full Screen General Page Display	✓ Display in <u>R</u> ead Mode by default	
	3D & Multimedia Accessibility Forms Identity	✓ Allow fast web view ✓ Allow speculative downloading in the background	
	International Internet JavaScript	Internet Options Connection speed: 56 Kbps 💌	
	Measuring (2D) Measuring (3D) Measuring (Geo) Multimedia (legacy)		
	Multimedia Trust (legacy) Online Services Reading Reviewing	Internet Settings	
	Search Security Security (Enhanced)		
	Spelling Tracker Trust Manager Units		
	Updater		
		OK	.

Report Preview Settings

For some users, the report preview window is displayed in a new browser tab. You can make modifications by following these steps:

- 1. Open Internet Explorer.
- 2. Click 🔯 and then click Internet Options.
- 3. In the General section, click Tabs.

Internet (Options					?	×
General	Security	Privacy	Content	Connections	Programs	Advan	ced
Home p	age abou	ate home t:blank Use cu ubs from ti	page tabs, rrent	type each add Use default	lress on its o	own line.	
Tabs - Char	nge how we	ebpages a	re displaye	d in tabs.	Ta	abs	
Browsin Delet form	ng history te tempora information elete brow	ry files, hi n. sing histor	story, cool ry on exit	vies, saved pas	swords, and	d web	
			[Delete	Set	tings	
Appear	colors	Lang	juages	Fonts	Acce	ssibility	
			Ok	Ca	ancel	Appl	y

4. In the **When a pop-up is encountered** section, select the option you want and then click **OK**.

Tabbed Browsing Settings	×
Tabbed Browsing Warn me when dosing multiple tabs Always switch to new tabs when they are created Show previews for individual tabs in the taskbar* Enable Tab Groups* Open each new tab next to the current tab Open only the first home page when Internet Explorer starts	
When a new tab is opened, open: \sim The new tab page \sim	
When a pop-up is encountered: • Let Internet Explorer decide how pop-ups should open • Always open pop-ups in a new window • Always open pop-ups in a new tab	
Open links from other programs in: O A new window O A new tab in the current window O The current tab or window	
* Takes effect after you restart your computer	
Restore defaults OK Cancel	

File Attachments/Merge Documents Settings

In order to download a file attachment or display a merge document, there are some Internet Explorer security configuration settings that may need to be configured.



Note

Before you proceed, review the required configurations that are needed to ensure that your IT policy allows files to be downloaded.

- Automatic prompting for file downloads.
- File downloads.

To configure downloads

- 1. Open Internet Explorer.
- 2. Click **Tools** and then click **Internet Options.**
- 3. Click the **Security** tab.
- 4. Click Custom level...

General Security Privacy Content Connections Programs Advanced				
Select a zone to view or change security settings.				
i i i i i i i i i i i i i i i i i i i				
Internet Local intranet Trusted sites Restricted sites				
Trusted sites				
This zone contains websites that you trust not to damage your computer or your files. You have websites in this zone.				
Security level for this zone				
Allowed levels for this zone: All				
 Medium Prompts before downloading potentially unsafe content Unsigned ActiveX controls will not be downloaded a 				
Enable Protected Mode (requires restarting Internet Explorer)				
Custom level Default level				
Reset all zones to default level				
OK Cancel Apply				

5. In the **Downloads** section, select **Enable**.

Internet Options	9	23
Security Settings - Internet Zone	_	23
Settings		
Downloads Development Development		*
File download Disable Enable Font download		
 Disable enable Prompt enable .NET Framework setup 		
	4	-
*Takes effect after you restart Internet Explorer		
Reset custom settings		
Reset to: Medium-high (default)	eset	
ОК	Can	icel

Nitro PDF Viewer

When using Nitro PDF Viewer with WellSky Human Services to view Word Merged Document users need to use the "Print" icon in the preview pane to print the document and not the File>Print.

If the File>Print menu is executed users will see an informational message "To display AND print this document, you need to install Adobe Acrobat Reader." If this message displays instruct users to click the "Print" icon.



Browsing History/TLS Settings

To ensure that your browser does not download the WellSky Human Services client application each time you start Internet Explorer, follow the steps to configure your Browsing History and TLS Settings.

- 1. Open Internet Explorer.
- 2. Click 🔯.
- 3. Click Internet Options.
- 4. On the General tab, clear the Delete browsing history on exit check box.

nternet Options	? X			
General Security Privacy Content Connections Programs Advanced				
Home page —————				
To create home page tabs, type each address on its own line.				
htt	p://www.google.com/			
	~			
	Use current Use default Use new tab			
Startup				
Start with	tabs from the last session			
Start with	i home page			
Tabs				
Change how	webpages are displayed in tabs. Tabs			
Browsing histo	ry			
Delete temporary files, history, cookies, saved passwords, and web form information				
Doloto br	awsing history on avit			
Delete Di				
	Delete Settings			
Appearance –				
Colors	Languages Fonts Accessibility			
OK Cancel Apply				

- 5. Click **Delete...** then clear the **Preserve Favorites website data** check box, then click **Cancel**.
- 6. Click Settings, select Automatically, then click OK.



7. Click **OK** to save changes.

Enable TLS

- 1. Open Internet Explorer.
- 2. Click 🔯.
- 3. Click Internet Options and then click the Advanced tab.
- 4. In the **Security** section:
- 1. Clear the **Empty Temporary Internet Files folder when browser is closed** check box.
- 2. Select Use TLS 1.0
 - i. If your browser has additional TLS options, such as TLS 1.1 and TLS 1.2, select all of them.
- 5. Click OK.

General Security Privacy Content Connections Programs Advanced				
Settings				
Empty Temporary Internet Files folder when browser is closed				
✓ Enable DOM Storage-ON				
Enable Enhanced Protected Mode*-OFF				
Enable Integrated Windows Authentication-ON*				
Enable native XMLHTTP support-ON				
Enable SmartScreen Filter-ON				
Enable Strict P3P Validation*-OFF				
Send Do Not Track requests to sites you visit in Internet Explo				
Use SSL 2.0-OFF				
Use SSL 3.0-OFF				
Use TLS 1.0-ON				
✓ Use TLS 1.1-ON				
✓ Use ILS 1.2-ON				
Warn about certificate address mismatch-ON*				
Warn it changing between secure and not secure mode-OFF				
*Takes effect after your computer				
Restore advanced settings				
Reset Internet Explorer settings				
Resets Internet Explorer's settings to their default Reset				
You should only use this if your browser is in an unusable state.				
OK Cancel Apply				

Help

If you need assistance with configuring a workstation, please contact WellSky Customer Support at customersupport@WellSky.com.

Version Control

Date	Changes	New Version #
3/1/2016	Updated document	1.0
1/26/2017	Updated content and branding	2.0
12/28/2017	Updated content for new application version	2.1
9/21/2018	Updated document style and added information about Nitro Viewer	2.2