Workstation Minimum System Requirements (For Non-Agency Workstations) and VPN Process

Workstation Minimum System Requirements (For Non-Agency Workstations)

This section lists the operating system and software requirements for all APD Web Systems. **The following computer system requirements must be met prior to submitting a Help-Desk ticket for application support:**

Operating System Requirements
Your computer's operating system must be one of the following: - Windows 8 - Windows 7 (32-Bit) - Windows 7 (64-Bit) - Windows 10 *Note:* Mac operating systems are not supported.
For instructions on how to check the version of your operating system, <u>click here</u>

Internet Web Browsers Requirements
Versions of Internet Explorer supported are: - Internet Explorer 10 (Compatibility View Only) - Internet Explorer 11 (Compatibility View Only) *Note:* Microsoft Edge Browser is not compatible.
For instructions on how to check the version of your Internet Explorer, <u>click here</u>

Minimum Performance (Bandwidth) Requirements
For acceptable performance the minimum Internet downloading speed must be greater than 1 megabit per second (Mbps). If the Internet downloading speed results are lower than 1 Mbps, the iBudget application will not work correctly. APD IT will not be able to assist and troubleshoot an Internet connection speed of less than 1 Mbps.
To check your current Internet speed, please click here and click on BEGIN TEST to start the test.

Miscellaneous Requirements
▪ The Popup Blocker for Internet Explorer must be disabled. ▪ Disable or uninstall any toolbars (for example: Google Toolbar, Bing Toolbar, Ask.com Toolbar, etc.).

VPN Process

This section describes the process for establishing a VPN connection.

Establishing a Virtual Private Network (VPN)
For waiver support coordinators needing VPN access, please follow these steps for establishing a VPN must be followed: 1. Request a Systems Access Request Form (SARF) from the Area Office security administrator. (Click the link Area Office Security Administrator to identify your security administrator.) 2. Complete this form and submit it to the security administrator. (If you need access to any APD system, please fill in this form.) 3. The security administrator will submit the SARF.

4. State Office staff members will send the information to the Department of Management Services (DMS), which then reviews and sends it to Hayes, the VPN vendor.

5. Once the VPN is created, Hayes will email the requestor with the credentials to log into the VPN (this can take up to 60 days).

For the link to overall DMS information on VPN, click here

For a direct link to rates, click here

Note 1: Sending your information to anyone other than the security administrator will delay your VPN approval. If you have questions about the progress of your submission, please contact your security administrator.

Note 2: For security reasons, there can only be one user per VPN account. **Sharing VPN account information is strictly prohibited.**