



WellSky Human Services

Computer Configuration Requirements

Release Date: January 2024





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Printed in the United States – 2024

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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 WellSky Human Services v8.8.1 and above.



Hardware/software minimum requirements

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

Certified system requirements

System element	Requirement
Processor	2.0 GHz processing or better (multi-core processors are preferred)
RAM	8 GB minimum The greater the number of applications running concurrently on your workstation, the more RAM is required to ensure optimal performance.
Screen Resolution	1280 x 1024 minimum WellSky Human Services looks best when you use a higher screen resolution
Microsoft	Microsoft Office 2010 and above
Other Add-Ons	Adobe Reader: Optional for viewing and printing PDF files Nitro PDF Reader: Alternative for viewing and printing PDF files

Supported internet browsers

Application	Desktop Browsers	Mobile Browsers
WellSky Human Services	Edge (Chromium) on Windows 10+ Chrome (latest 2 versions) on Windows 10+	
Mobile Assessments	Edge (Chromium) on Windows 10+ Chrome (latest 2 versions) on Windows 10+ and MacOS	Chrome on iOS Chrome on Android Safari on IOS
Electronic Visit Verification (EVV)	Edge (Chromium) on Windows 10+ Chrome (latest 2 versions) on Windows 10+ and MacOS	Chrome on iOS Chrome on Android Safari on IOS
Web Intake Form (Legacy)	Edge (Chromium) on Windows 10+ Chrome (latest 2 versions) on Windows 10+ and MacOS	Chrome on iOS Chrome on Android
Web Intake Form (HTML5)	Edge (Chromium) on Windows 10+ Chrome (latest 2 versions) on Windows 10+ and MacOS Safari on MacOS	Chrome on iOS Chrome on Android Safari on IOS
Consumer Module	Edge (Chromium) on Windows 10+ Chrome (latest 2 versions) on Windows 10+ and MacOS	Chrome on iOS Chrome on Android



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

Minimum Operating System and Browser Requirements

- Microsoft Windows 10 or higher
- Safari 8 (minimum), Safari 12 or higher is recommended
- Google Chrome 44 or higher
- iOS 8 (minimum), iOS 12 or higher is recommended
- Android 5 (Lollipop) or higher
- Samsung S21 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 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 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.

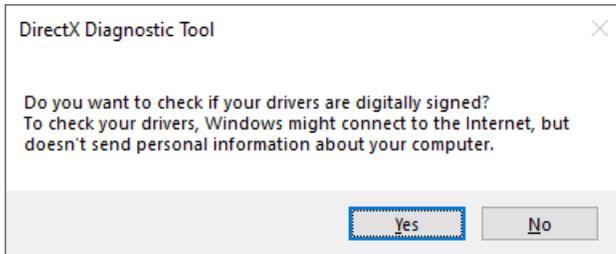


Workstation settings

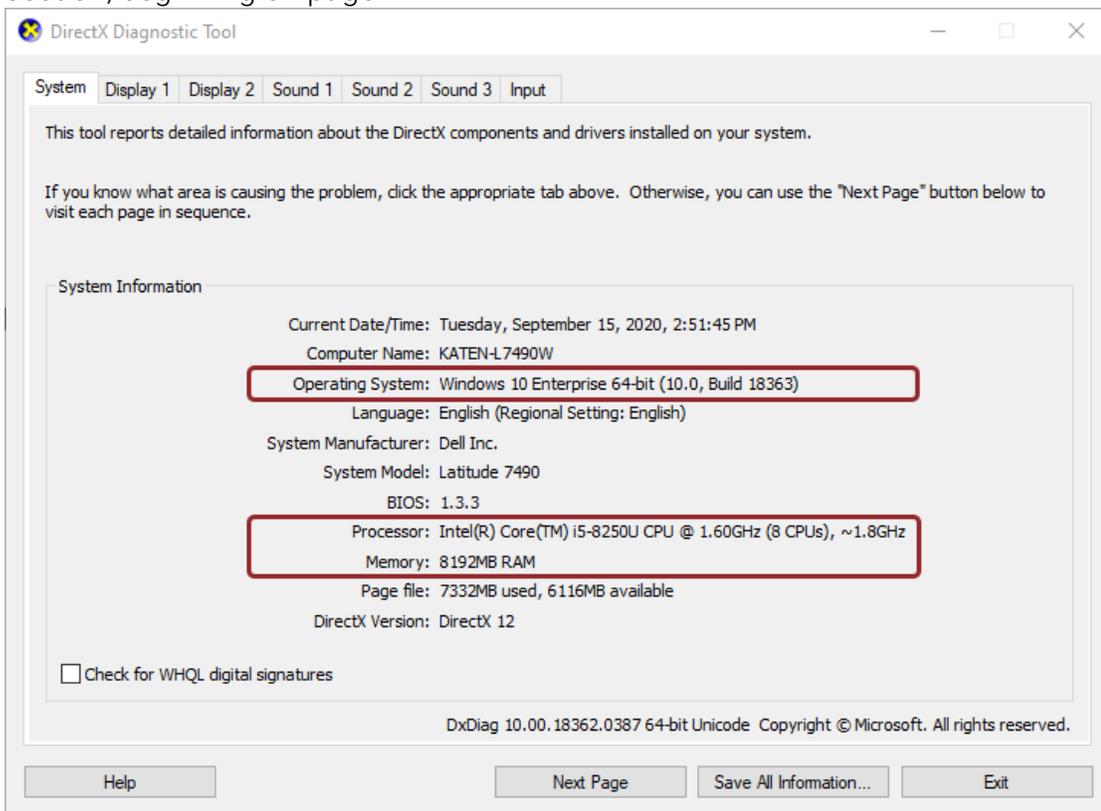
There are several settings on the workstation that need to be in place to run WellSky applications. The instructions below provide detailed steps for completing configuration in Microsoft Edge or Google Chrome, but similar configuration points exist in the other supported browsers.

Check hardware and software settings in Windows

1. Click the **Windows** button.
2. In the **Search** field, type **dxdiag**.
3. Press **Enter**.
4. If the following message is displayed, click **No**.



5. The workstation's **Operating System** version, **Processor speed**, and **Memory (RAM)** are displayed.
Verify the settings, referencing the *Hardware/Software Minimum Requirements* section, beginning on page 2.



Check browser version

Check internet browser version

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



The screenshot shows the homepage of WhatIsMyBrowser.com. The navigation bar includes links for 'My browser', 'Guides', 'Clear Cache', 'Detect my settings', and 'Tools'. The main content area displays 'YOUR WEB BROWSER IS: Chrome 114 on Windows 10' with a green checkmark and the text 'Your web browser is up to date'. Below this, it shows the unique URL 'whatismybrowser.com/w/YHKKKAZ' with buttons for 'Copy URL to clipboard' and 'Via Email'. A footer note says 'Send this link to Tech Support to share information about your system details & configuration.'

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, configure browser pop-up blocker settings.

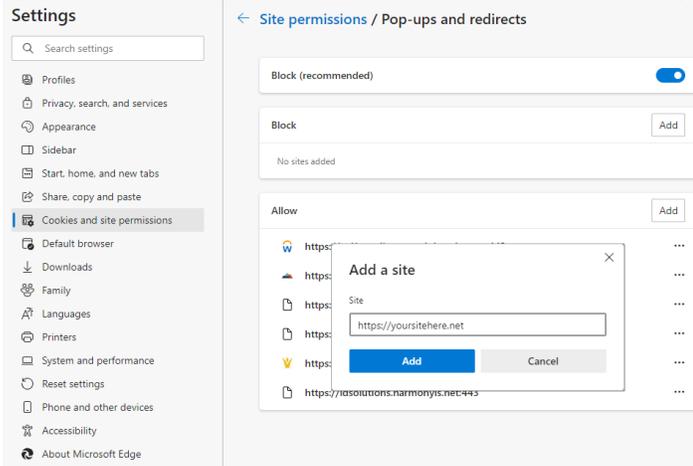
Pop-up settings: Microsoft Edge

To update pop-up blocker settings

1. Open **Microsoft Edge**
2. From the **Settings and More** menu (☰), select **Settings**. (⚙️).
3. From the **Settings** list on the left-hand side, select **Cookies and permissions**. The **Cookies and data stored** page opens in the main content area.
4. From the **All permissions** section, scroll down to the **Pop-ups and redirects** options.



5. Click to select the **Pop-ups and redirects** section. The **Pop-ups and redirects** option page opens.
6. From the **Allow** section, click **Add**. The **Add a site** pop-up opens.



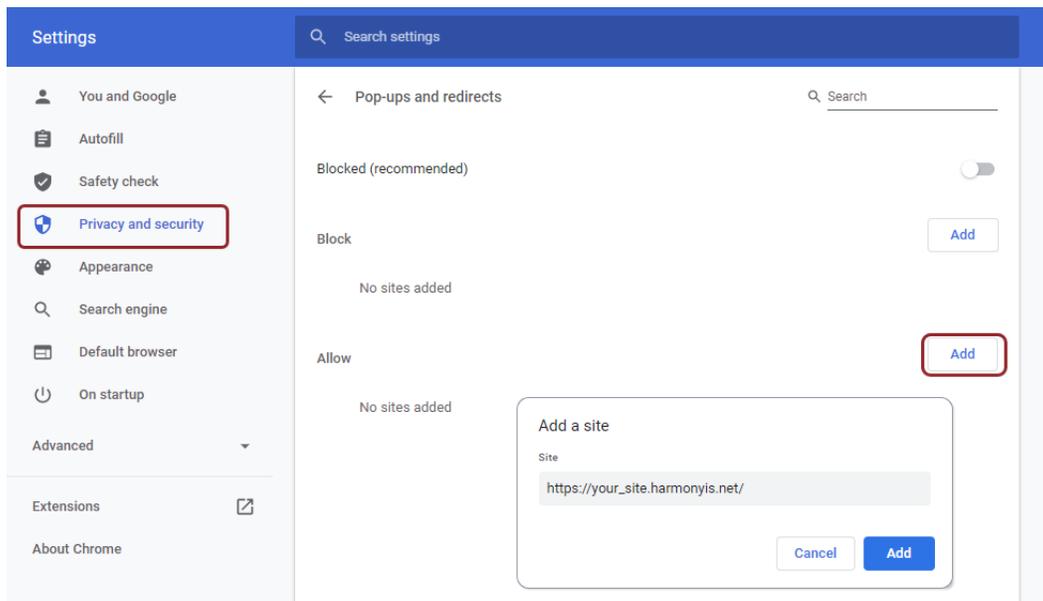
7. Type or paste the URL for your site in the **Site** field and then click **Add**.
8. Close the browser tab when done.

Pop-up settings: Google Chrome

To update pop-up blocker settings

1. Open **Google Chrome**.
2. From the **Customize and Control Google Chrome** button (⋮) select **Settings**. The **Settings** page opens.

3. From the left-hand navigation select **Privacy and security**.
4. From the **Privacy and security** section select **Site Settings**.
5. Scroll down to select **Pop-ups and redirects**.



6. In the **Allow** section, click **Add**. The Add a site dialog box opens.
7. Type the site name and click **Add**.

File download settings: attachments and merge document

Before you can download a file attachment or display a merge document, you may need to configure browser security configuration settings.

Note

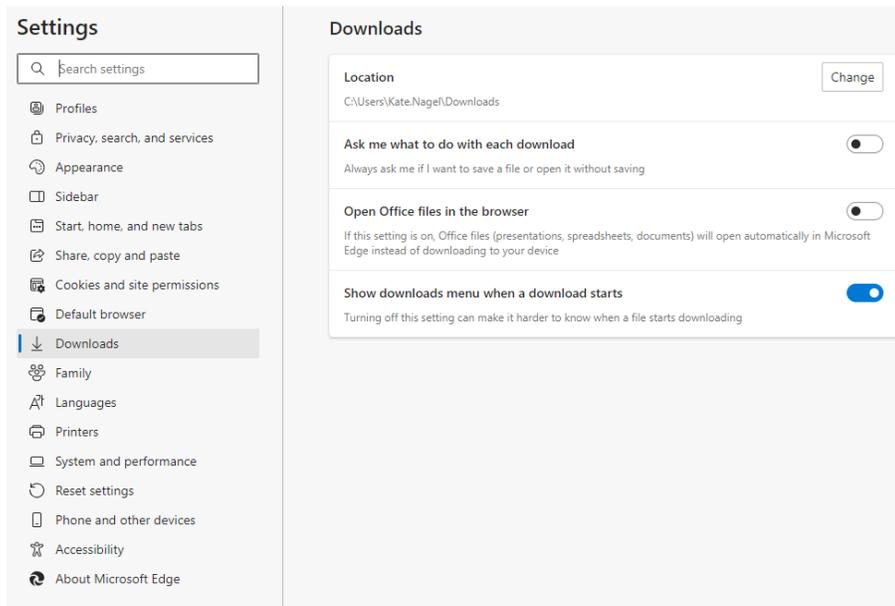
Before you proceed, review the required configurations that are needed to ensure that your IT policy allows files to be downloaded.

- Automatic prompting for file downloads.
- File downloads.

File download settings: Microsoft Edge

To configure downloads

1. Open **Microsoft Edge**
2. From the **Settings and More** menu () , select **Settings**. () .
3. From the left-hand navigation bar, select **Downloads**. The Downloads options open.



4. Configure the download location and options as needed.
 - **Location** – the folder in which your downloaded files will be saved
 - **Ask me what to do with each download** – use this option to display options for opening or saving a file when I download
 - **Open Office files in browser** – use this setting to automatically open Microsoft files in the browser window instead of downloading
 - **Show downloads menu when a download starts** – select this option to see a notification when a download starts

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.

When you select Print from the File menu, the following informational message opens: “To display AND print this document, you need to install Adobe Acrobat Reader.” If this message displays, click the “Print” icon.





Help

If you need assistance with configuring a workstation, please contact WellSky Customer Support at <https://wellsky.my.site.com/supporthub/login> or (800) 318-7260.