Summer 2023 Release Edition

athenaOne

Technical Requirements

Published: July 26, 2023
Contents

1 To access athenaOne ................................................................................................................................. 3
2 Hardware requirements ................................................................................................................................. 4
3 Network recommendations ........................................................................................................................... 5
4 Faxing ......................................................................................................................................................... 6
5 Devices ..................................................................................................................................................... 7
Browser Appendix ...................................................................................................................................... 8
1 To access athenaOne

athenaOne is a cloud-based application. As such, athenaOne can be accessed through several commercially available web browsers. Our goal is to provide customers with the best HIPAA-compliant experience over the modern web. **Please note this matrix only reflects athenaOne, not any other services.** As of the publication date of this document, here is our browser support matrix:

<table>
<thead>
<tr>
<th>Windows PCs &amp; Tablets</th>
<th>Chrome</th>
<th>Safari</th>
<th>MS Edge</th>
</tr>
</thead>
<tbody>
<tr>
<td>Windows 10 &amp;11</td>
<td>Supported</td>
<td>Not Supported</td>
<td>Supported</td>
</tr>
<tr>
<td>Mac</td>
<td>Supported</td>
<td>Supported</td>
<td>Not Supported</td>
</tr>
<tr>
<td>macOS</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>iPhones</td>
<td>Not Supported</td>
<td>Not Supported</td>
<td>Not Supported</td>
</tr>
<tr>
<td>iOS</td>
<td></td>
<td>Limited support provided via the athenaOne Mobile App</td>
<td></td>
</tr>
<tr>
<td>iPads</td>
<td>Not Supported</td>
<td>Limited</td>
<td>Not Supported</td>
</tr>
<tr>
<td>iPadOS</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Android Phones &amp; Tablets</td>
<td>Not Supported</td>
<td>Not Supported</td>
<td>Not Supported</td>
</tr>
<tr>
<td>Chromebooks</td>
<td>Not Supported</td>
<td>Not Supported</td>
<td>Not Supported</td>
</tr>
<tr>
<td>ChromeOS</td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

For a detailed list of browser settings required, please see the Browser Appendix.

*Windows Surface/Tablet or Metro Modes have limited support.

athenaOne on Chrome browser is supported by Chrome Enterprise Recommended. Chrome or Edge 64-bit recommended.

![Chrome Enterprise Recommended](https://www.athenahealth.com/assets/images/athenahealth/logos/chrome-enterprise.png)

**NOTE:** The athena device integration module for integrating physical devices like card readers and select medical devices is not currently supported beyond Windows PC. Windows Parallels are not supported. Additional information regarding athenaOne Device Manager (ADM) can be found on the Success Community: [https://success.athenahealth.com/s/article/000093185](https://success.athenahealth.com/s/article/000093185)

**Supported.** Supported solutions are tested against all new and existing athenaOne workflows for all new versions of those browsers. Bugs identified with these browsers will be triaged in a timely manner.
Limited. Limited solutions enjoy access and support for a small subset of our workflows. For supported workflows, bugs identified with these browsers will be appropriately triaged in a timely manner. Non-supported workflows will be unavailable on limited combinations of browser/platform.

NOTE: The “limited” support descriptions here apply to the athenaOne application only, and not other mobile applications athenahealth may offer such as Epocrates and the athenaOne App.

Not supported. Use these solutions at your own risk. athenaOne will block some unsupported browsers, but may not block all such browsers, particularly in the cases where a user may intentionally alter the user-agent. A lack of blocking should not be construed as support.

2 Hardware requirements

For the best user experience, our application requires the following hardware specifications:

Windows PC

- 2.0+ GHz quad-core CPU (ex: Core i7) recommended; 2.0+ GHz quad core CPU (ex: Core i5) minimum
- 16 GB+ RAM recommended; 8 GB RAM minimum
- 10 GB free hard drive space; SSD recommended
- A monitor capable of at least 1920x1080 or higher recommended
- Windows 10 or 11 with latest updates

Mac

- Recommended: 2.0+ GHz quad-core CPU (ex: Core i5); 2020 MacBook or newer, with Apple M1 or M2 processor
  - Minimum: recent 2.0+ GHz dual core CPU (ex: Core i3); 2015 MacBook Pro or equivalent
- 8 GB RAM+ recommended; 4 GB RAM minimum
- 10 GB free hard-drive space; SSD recommended
- A monitor capable of at least 1920x1080 resolution and 22”+ recommended
- macOS 11 Big Sur or newer (current version macOS 13 Ventura)
- **Note: athenaOne Device Manager (ADM) is not supported on Mac**

Windows Tablets

- 2.0+ GHz quad-core CPU (ex: Core i7) recommended; 2.0+ GHz quad-core CPU (ex: Core i5) minimum
- 16 GB RAM+ recommended; 8 GB RAM Minimum
- 10 GB free hard drive space; SSD recommended
- A monitor capable of at least 1920x1080 or higher recommended.
- Don’t utilize tablet mode
- Use an external keyboard and mouse
- Use a stylus for touchscreen capabilities; touch input is not supported
**Virtualization**

There are some risks and limitations to utilizing virtualization with athenaOne, including:

- Insufficient workstation resourcing/networking bottlenecks;
- Device connectivity/passthrough complexity;
- athenaOne Device Manager (ADM) functionality and stability; and
- Support and issue troubleshooting complexity.

Should a performance or other issue occur in athenaOne for a user in a virtual environment that is not replicable on a thick client, we will be unable to offer support beyond identification of the issue as related to the virtual environment. You should connect with the vendor of your virtualization solution for support in these instances.

You can find more about athenahealth’s virtualization guidance on the Success Community: [https://success.athenahealth.com/s/article/000009950](https://success.athenahealth.com/s/article/000009950).

### 3 Network recommendations

Connections to athenaOne consist of high-volume, trusted network transactions that perform best with low latency and short network routing. You should consider the following recommendations and best practices when managing athenaOne traffic.

- 1Mbps up and down per user
  - This can vary greatly between users but is a good rule of thumb.
- 120ms round-trip time
  - The total time for your data to travel to our servers and back.
- Direct internet access for athenaOne
  - Keep it simple; athenaOne runs best without complex internal network configurations.
  - Only U.S.-based IP addresses are permitted to access athenaOne.
    - If utilizing a VPN it must have a U.S.-based IP address.
- Backup Internet Service Provider (ISP)
  - Keeps you connected if your primary ISP goes down.

To ensure full athenaOne functionality, the following wildcard domains should be added to your allow list, if your organization blocks non-essential traffic.

- Allow the following wildcard domains and IP ranges through TCP ports 443 and through any web proxies or related infrastructure:
  - athenaOne:
    - *.athenahealth.com
    - *.athena.io
    - *.printing.athena.io
Add the following firewall exclusions for Ingenico credit-card devices:

Network administrators are strongly urged to use DNS-based filtering for their firewalls due to the potential for IP addresses to change. However, certain setups are not compatible with DNS filtering.* For such networks, athenahealth recommends white-listing communication through the following port groupings:

<table>
<thead>
<tr>
<th>Ports</th>
<th>7000, 6423, 7500, 443, 450**</th>
</tr>
</thead>
<tbody>
<tr>
<td>Domain Names (Recommended)</td>
<td>fuseboxtrant.elavon.net termmgt.elavon.com termupdate.elavon.net</td>
</tr>
<tr>
<td><strong>Elavon Developer Portal &amp; IP Range Sections to Include</strong></td>
<td><a href="https://developer.elavon.com/docs/fusebox/1.0.0/elavon-ips">https://developer.elavon.com/docs/fusebox/1.0.0/elavon-ips</a></td>
</tr>
<tr>
<td>IP addresses to Allow – Elavon/US Bank-owned addresses</td>
<td>Fusebox Switch Ingenico Estate Manager Simplify</td>
</tr>
</tbody>
</table>
**Port 450 only needs to be included in the port groupings if utilizing Ingenico iPP320 model devices.

### 4 Faxing

**Outbound (sent out from athenaOne)**

Outbound faxes are managed via athenaOne and don’t require practice phone lines or fax servers.
Inbound (sent into athenaOne)

athenahealth will process all inbound documents sent via fax from external providers to athenaFax toll-free numbers. You can choose to forward your local fax numbers to, or publish, for direct transmission to, the toll-free fax numbers that athenahealth provides for document processing.

Recommendations

- Publish toll-free numbers instead of forwarding due to reduced technical complexity and cost benefits.
- If using a forward, the ANI (originating fax number) is required. We recommend remote call forwarding (RCF) as opposed to local call forwarding (LCF) with your machine due to technical complexity. IP based solutions such as VoIP and FoIP by their nature have a potential for higher transmission failure rate. Because of this, while they can be used, we don’t recommend that you use them.

Fax Machine Minimum Specification Requirements:

- Minimum memory of 8.0 MB
- Super G3-capable
- Dual scan capability (ability to queue outbound fax jobs while receiving fax transmissions)

Additional information on athenaFax requirements is available on the Success Community: https://success.athenahealth.com/s/article/000009944.

5 Devices

athenahealth offers free, seamless athenaOne integrations with a selection of medical and non-medical devices that are integral to your organization's success, and we provide an ecosystem of additional paid integration options through partnerships with leading device manufacturers and aggregators.

Our device catalog, https://www.athenahealth.com/sites/default/files/media_docs/Device-Integration-Menu.pdf, provides a comprehensive list of devices that integrate with athenaOne, either directly through athenaOne Device Manager (“ADM”, included with athenaOne Base), in collaboration with our Marketplace partners, or using HL7 interfaces with select third-party vendors.

NOTE: athenaOne Device Manager (ADM) is supported only on the Windows Operating System (OS). The devices in the catalog that are integrated through ADM are compatible with athenaOne only computers and laptops running the Windows OS.
# Browser Appendix

<table>
<thead>
<tr>
<th>Settings</th>
<th>Supported Value</th>
</tr>
</thead>
<tbody>
<tr>
<td>Allow pop-ups</td>
<td>On</td>
</tr>
<tr>
<td>Auto-fill forms</td>
<td>Off</td>
</tr>
<tr>
<td>Save passwords</td>
<td>Off</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Group Policy Settings</th>
<th>Supported Value</th>
</tr>
</thead>
<tbody>
<tr>
<td>Auto-fill forms</td>
<td>Off</td>
</tr>
<tr>
<td>Save passwords</td>
<td>Off</td>
</tr>
<tr>
<td>Allow pop-ups for the following sites:</td>
<td>On</td>
</tr>
<tr>
<td>https://[*]athenahealth.com</td>
<td></td>
</tr>
<tr>
<td>https://[*].athena.io</td>
<td></td>
</tr>
<tr>
<td>https://[*].secure.athenahealthpayment.com</td>
<td></td>
</tr>
<tr>
<td>https://[*].csod.com</td>
<td></td>
</tr>
<tr>
<td>https://[*].webex.com</td>
<td></td>
</tr>
<tr>
<td>https://[*].kenexa.com</td>
<td></td>
</tr>
<tr>
<td>https://[*].walkme.com</td>
<td></td>
</tr>
</tbody>
</table>

Group Policy settings set by your organization will supersede settings initiated by the athenaOne Configure Your Browser page.