athenahealth

Fall 2026 Release Edition

athenaOne Technical Requirements

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1. To Access athenaOne

athenaOne has two distinct access experiences: the full browser-based athenaOne experience and athenaOne Mobile. The full browser-based experience is supported only on the platform/browser combinations listed below. athenaOne Mobile is a separate mobile app experience with workflows designed for mobile use and should not be interpreted as full desktop athenaOne support on phones or tablets.

athenaOne Desktop Web Application

	Chrome (64-bit)	Microsoft Edge (64-bit)	Safari	Firefox & IE
Windows PCs & Tablets Windows 11	Supported	Supported	N/A	Blocked
Mac macOS	Supported	Supported	Supported	Blocked
Linux Distributions Ubuntu, Debian, Fedora, etc.	Not Supported	Not Supported	N/A	Blocked
Chromebooks ChromeOS	Not Supported	Not Supported	N/A	Blocked

Supported. Tested and maintained for use with athenaOne. Issues are eligible for standard triage and support.

Not Supported. Not fully tested or maintained for use with athenaOne. Some workflows may not work, and athena may require reproduction on a supported platform.

Blocked. Access to athenaOne is prevented from this platform/browser combination. Bypassing detection does not make it supported.

athenaOne Mobile

The athenaOne Mobile app is compatible with supported iPhone, iPad, and Android devices. Apple devices require iOS/iPadOS 17.0 or later, while Android requirements can be found directly on the Google Play listing. The athenaOne Mobile app focuses on specific clinical workflows and does not include the full feature set of the web-based desktop version. The athenaOne desktop experience is *not supported* on mobile devices.

You can learn more about athenaOne Mobile on our Success Community here: https://success.athenahealth.com/s/article/000095245.

Additional Browser Support Details

- Full support is provided for the last 6 major stable release versions of Chrome or Edge browsers, and the last 6 minor stable release versions of the latest major version of Safari.

    - athenaTelehealth has Zoom dependencies which only support the current and past 2 web browser versions. Keeping your browser updated helps avoid potential issues.
- Browsers and operating systems not listed in the above matrix are not supported unless explicitly identified by athenahealth.
- 32-bit browsers are not supported for use with athenaOne due to memory utilization limitations, potential performance issues, and compatibility constraints with modern web content.
- Windows in Surface/Tablet or Metro Modes is not supported.
- NOTE: athenaOne Device Manager (ADM), athena's device integration module for integrating physical devices like card readers and select medical devices, is not currently supported beyond Windows OS. Virtualized Windows OS are not supported with ADM. Additional information regarding ADM can be found on the Success Community: https://success.athenahealth.com/s/article/000093185
- For a detailed list of browser settings required and a statement regarding the use of browser extensions, please see the **Browser Appendix**.

2. Hardware Requirements

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

Windows

Recommended:

- **Processor:** Modern business-class processor released within the last 3-5 years (e.g., Intel Core i5/i7 13th Gen or newer, Intel Core Ultra 5/7 or newer, AMD Ryzen 5/7 7000 series or newer, or equivalent)
- **Memory:** 16 GB+ RAM strongly recommended (DDR4 or newer)
- **Storage:** SSD with at least 10 GB free space
- **Display:** Monitor with 1920×1080 resolution or higher
- **Operating System:** Windows 11 with latest updates

Minimum:

- **Processor:** Quad-core CPU with 2.0 GHz base clock speed or higher
- **Memory:** 8 GB RAM
- **Storage:** 10 GB free hard drive space
- **Display:** Monitor with 1920×1080 resolution or higher
- **Operating System:** Windows 11 with latest updates

Additional Notes:

- Windows Tablet mode is not supported. External keyboard and mouse may be required for some models.
- Touchscreen capability is supported for use with your finger. The use of a stylus is not supported.

- At this time, athenaOne Device Manager (ADM) and all athenaOne supported software only have confirmed compatibility with AMD and Intel x86 based architecture on supported operating systems. Performance cannot be guaranteed with ARM-based Windows processors.

Mac

Recommended:

- **Processor:** Apple M-series (2020 MacBook or newer)
- **Memory:** 16 GB RAM or more
- **Storage:** SSD with at least 10 GB free space
- **Display:** Monitor with 1920×1080 resolution or higher (22”+ recommended)
- **Operating System:** macOS 15 Sequoia or newer (current version: macOS 27 Golden Gate)

Minimum:

- **Processor:** Intel dual-core CPU with 2.0 GHz clock speed or higher (e.g., 2018 MacBook Pro or equivalent)
- **Memory:** 8 GB RAM
- **Storage:** 10 GB free hard drive space
- **Display:** Monitor with 1920×1080 resolution
- **Operating System:** macOS 15 Sequoia

Additional Notes:

- athenaOne Device Manager (ADM) is not supported on Mac.
- Apple has designated macOS 26 Tahoe as the final release supporting Intel-based Macs. athenaOne support for Intel-based Macs will end when Apple ends support for macOS 26 Tahoe. Customers should plan hardware refreshes to Apple Silicon (M-series) accordingly.

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
- 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, athenahealth 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.

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3. Network Requirements

Connections to athenaOne consist of high-volume, trusted network transactions that perform best with low latency and short network routing. athenahealth strongly recommends prioritizing athenaOne-related traffic within your network to allocate consistent bandwidth during peak usage for reliable communication with minimal delays or interruption.

- At least 1Mbps up and down per user
    - This is specific to athenaOne traffic only.
- 120ms round-trip time or lower
    - The total time for your data to travel to our servers and back.
- Reliable internet access for athenaOne traffic
    - athenaOne is designed to perform best over a reliable, low-latency internet path. athenahealth strongly recommends local internet egress through SD-WAN, SDN, or equivalent network architecture for athenaOne traffic to provide a reliable, low-latency internet path and improve application performance.
    - Avoid network configurations that introduce unnecessary latency, blocking, TLS inspection failures, or inconsistent handling of domains required for athenaOne workflows.
- Avoid any deep packet inspection or SSL/TLS decryption for athena-owned application traffic where possible. Only U.S.-based IP addresses are permitted to access athenaOne.; connections from non-U.S. addresses are blocked.
    - This applies to the public IP presented to athenahealth, including egress through VPNs, SSE/SASE points of presence, and cloud proxies.
- Backup Internet Service Provider (ISP)
    - Keeps you connected if your primary ISP goes down.

To ensure athenaOne works as expected, allow the domains below over TCP port 443 through any DNS, proxy, firewall, TLS inspection, SD-WAN, VPN, browser security, or similar network controls. These domains may support athenaOne workflows, embedded features, third-party services, telemetry, monitoring, diagnostics, or in-product guidance. In some customer environments, blocking or slowing these connections can affect athenaOne functionality, performance, or troubleshooting. Customers should confirm their network policies allow the listed domains, including nested subdomains when wildcards are used.

- **athenaOne:**
    - *.athenahealth.com
    - *.athena.io
    - *.athenahealth.withpersona.com
    - secure.athenahealthpayment.com
    - *.api.smartystreets.com

- browser-intake-datadoghq.com
- www.datadoghq-browser-agent.com
- *.pendo.io
- *.amplitude.com
- *.visualstudio.com
- *.imohealth.com
- *.e-imo.com
- *.launchdarkly.com
- *.monitor.azure.com
- *.applicationinsights.azure.com
- *.sigmacomputing.com
- *.sentry.io

- **athenaTelehealth:**
  - *.googleapis.com
  - *.gstatic.com
  - *.zoom.us and *.zoom.com
    - TCP ports 8801 and 8802
    - UDP ports 3478, 3479 and 8801-8810
- **Nuance:**
  - *.nuancehdp.com

- **Epocrates:**
  - *.epocrates.com

- **eLearning:**
  - *.kenexa.com
  - *.csod.com
  - *.akamai.com

- **athenahealth Customer Support Notifications:**

Relevant IP addresses are listed under the '**North America**' section and may be updated at any time by the email vendor: https://www.qualtrics.com/support/getting-started-qualtrics/allowlisting-external-domains-for-qualtrics-use/

- 54.240.80.239
- 54.240.80.240
- 76.223.138.180

- 76.223.138.181
- 76.223.145.243
- 76.223.145.244
- 98.97.248.0/21
- 162.247.216.0/22

- **Ingenico Credit Card Devices:**

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

Ports	7000, 6423, 7500, 443, 450*
Domain Names *(Recommended)*	fuseboxtrant.elavon.net termmgt.elavon.com termupdate.elavon.net
Elavon Developer Portal & IP Range Sections to Include	https://developer.elavon.com/products/fusebox/v1/elavon-ips Relevant IP ranges can be found under the following headings: **IP addresses to Allow** – Elavon/US Bank-owned addresses **Fusebox Switch** **Ingenico Estate Manager Simplify**

**Port 450 only needs to be included in the port groupings if utilizing Ingenico iPP320 model devices.*

- Information related to supplementary antivirus configurations can be found on the Success Community. Access to the Success Community is made available only to athenahealth customers.

4. Faxing

Outbound (sent out from athenaOne):

Outbound faxes are managed via athenaOne and do not require additional phone lines or fax servers.

Inbound (sent into athenaOne):

For contracts that include Document Services, athenahealth will process (categorize, extract data from and link to patients) all inbound documents sent via fax from external third parties to athenaFax toll-free numbers. athenahealth will not process internal non-barcoded faxes (faxes sent into athenaOne from the customer). We determine internal vs. external faxes based on Caller ID and Remote ID. For this reason, all documents faxed internally to athenaFax 800 numbers must be sent with a Caller ID and Remote ID configured for that fax source. If working with an e-fax vendor or PBX solution, the originating fax number and Remote ID (also referred to as a TSID or CSID) must be maintained during transmission. You can choose to forward your local fax numbers to your assigned toll-free athenaFax numbers, or publish the toll-free fax numbers and have business partners fax directly to them 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) or setting up the forward at the telecom-company level, 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 higher potential for transmission failure rate. Because of this, while they can be used, we don't recommend that you use them.
- To minimize busy signals, instruct your telecom provider to setup the forward with a minimum of three paths per FTE provider using the fax line.

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)
- Error Correction Mode (ECM) enabled
- Transmission retry setting enabled
- Configured to print transmission report after each fax
- Fax resolution configured for minimum 200x200 DPI
- Fax Batching mode disabled
- Disable any enhanced G4 settings (relevant to newer fax machines)

Faxing Over IP

If you plan to forward your fax lines and utilize a Fax over IP (FoIP) solution, this will work with athenaFax, but please note the following:

- Use the G.711 protocol when using IP-based solutions such as SIP
- Longer documents are more prone to failure
- athenaFax supports any baud rate (speed of transmission), but faster is better
- As with analog fax lines, we recommend forwarding at the telecom provider level, and that the originating fax number and Remote ID are passed through

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). Devices in the catalog that are integrated through ADM are compatible only via computers and laptops running Windows OS.

Browser Appendix

Chrome and Edge, both supported for use with athenaOne, boast extensive extension marketplaces, housing thousands of add-on extensions catering to diverse user needs. Some browser extensions used with Chrome or Edge may affect browser stability, slow athenaOne performance, or increase the risk of sensitive data exposure. athena strongly recommends testing browser extensions with a small population of users before deploying extensions organization-wide. During athena performance troubleshooting events, athena may review installed extensions and ask that one or more be temporarily removed for testing and diagnostic purposes.

Browser Settings	Supported Value
Allow pop-ups	On
Auto-fill forms	Off
Save passwords	Off

Group Policy Settings	Supported Value
Auto-fill forms	Off
Save passwords	Off
Allow pop-ups for the following sites: https://[*.]athenahealth.com https://[*.]athena.io https://[*.]secure.athenahealthpayment.com https://[*.]csod.com https://[*.]kenexa.com	On

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

athenanet.athenahealth.com Site Settings	Supported Value
Apps on Device	Allowed

NOTE: The 'Apps on Device' site setting is only necessary if you are intending to use the athenaOne Device Manager (ADM).

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