



Spring 2024 Release Edition

# athenaOne

# Technical

# Requirements

Published: March 20, 2024

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# 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:

	Chrome	Safari	MS Edge
<b>Windows PCs &amp; Tablets*</b> Windows 10 & 11	Supported	Not Supported	Supported
<b>Mac</b> macOS	Supported	Supported	Not Supported
<b>iPhones</b> iOS Limited Support provided via the athenaOne Mobile App	Not Supported	Limited support provided via the athenaOne Mobile App.	Not Supported
<b>iPads</b> iPadOS Limited Support provided via the athenaOne Mobile App	Not Supported	Limited	Not Supported
<b>Android Phones &amp; Tablets</b>	Not Supported	Not Supported	Not Supported
<b>Chromebooks</b> ChromeOS	Not Supported	Not Supported	Not Supported

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

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

\*\*Chrome or Edge 64-bit recommended.

athenaOne on Chrome browser is supported by [Chrome Enterprise Recommended](#);

<https://chromeenterprise.google/recommended/>



**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>

**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.** Some athena workflows may not work as expected. In a triage situation athena may ask to have the problem replicated on a supported platform.

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**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.**

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**Not supported.** athenaOne will block 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 i5) or better
- 16 GB+ RAM strongly recommended; 8 GB RAM minimum
- 10 GB free hard drive space; SSD strongly 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
- 8GB 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 12 *Monterey* or newer (current version is macOS 14 *Sonoma*)
- **Note: athenaOne Device Manager (ADM) is not supported on Mac**

### Windows Tablets

- 2.0+ GHz quad-core CPU (ex: Core i5) or better
- 16 GB RAM+ strongly recommended; 8 GB RAM Minimum
- 10 GB free hard drive space; SSD strongly recommended
- A monitor capable of at least 1920x1080 or higher recommended.
- Tablet mode is not supported
- Use an external keyboard and mouse
- Touchscreen capability is supported for use with your finger. The use of a stylus 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>.

### 3 Network recommendations

Connections to athenaOne consist of high-volume, trusted network transactions that perform best with low latency and short network routing.

- 1Mbps up and down per user.
  - This is specific to athenaOne traffic only.
- 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.

For complete athenaOne functionality, allow the following wildcard domains and IP ranges through TCP ports 443 and through any web proxies, firewalls or related infrastructure:

- athenaOne:
  - \*.athenahealth.com
  - \*.athena.io
  - \*.printing.athena.io
  - secure.athenahealthpayment.com
  - \*.api.smartystreets.com
- athenaTelehealth:
  - \*.chime.aws
  - \*.amazonaws.com
  - \*.amplitude.com

- \*.launchdarkly.com
- \*.visualstudio.com
- \*.googleapis.com
- \*.gstatic.com
- Epocrates:
  - \*.epocrates.com
  - \*.atext.epocrates.com
- eLearning:
  - \*.kenexa.com
  - \*.csod.com
  - \*.akamai.com
- 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 allowlisting communication through the following port groupings:

<b>Ports</b>	7000, 6423, 7500, 443, 450**
<b>Domain Names</b> <i>(Recommended)</i>	fuseboxtrant.elavon.net termmgt.elavon.com termupdate.elavon.net
<b>*Elavon Developer Portal &amp; IP Range Sections to Include</b>	<a href="https://developer.elavon.com/products/fusebox/v1/elavon-ips">https://developer.elavon.com/products/fusebox/v1/elavon-ips</a> <b>IP addresses to Allow</b> – Elavon/US Bank-owned addresses <b>Fusebox Switch</b> <b>Ingenico Estate Manager Simplify</b>

\*\*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 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)
- Error Correction Mode (ECM) enabled

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](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.

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**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.**

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## Browser Appendix

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: <a href="https://[*].athenahealth.com">https://[*].athenahealth.com</a> <a href="https://[*].athena.io">https://[*].athena.io</a> <a href="https://[*].secure.athenahealthpayment.com">https://[*].secure.athenahealthpayment.com</a> <a href="https://[*].csod.com">https://[*].csod.com</a> <a href="https://[*].webex.com">https://[*].webex.com</a> <a href="https://[*].kenexa.com">https://[*].kenexa.com</a> <a href="https://[*].walkme.com">https://[*].walkme.com</a>	On

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

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