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1 To access athenaNet

athenaNet is a cloud-based EHR and revenue-cycle management application. As such, our application 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. 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>
<th>IE 11</th>
</tr>
</thead>
<tbody>
<tr>
<td>Windows 8.1, 10</td>
<td>Supported (Recommended)</td>
<td>Not Supported</td>
<td>Versions 79 and higher</td>
<td>Limited*</td>
</tr>
<tr>
<td>Mac</td>
<td>Supported (Recommended)</td>
<td>Supported</td>
<td>Not Supported</td>
<td>Not Supported</td>
</tr>
<tr>
<td>macOS</td>
<td>Not Supported</td>
<td>Limited</td>
<td>Not Supported</td>
<td>Not Supported</td>
</tr>
</tbody>
</table>

*Support for Internet Explorer will be deprecated with the Spring 2021 release, and does not work with athenahealth’s Teleheath feature.

For a detailed list of settings, Mac OS configuration instructions, and guidance around Group Policy configuration, please see the Browser Appendix.

**Recommended.** Recommended solutions are those which athenahealth believes will offer your organization the highest performance and best user experience with our products. A recommended browser is, of course, also “supported.” Furthermore, these browsers are typically the browsers used by athenahealth development teams, so using them naturally means your organization is less likely to encounter bugs and disruption.

**Supported.** Supported solutions are tested against all new and existing athenaNet 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 athenaNet 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. athenaNet 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 i5); Minimum recent 2.0+ GHz dual core CPU (ex: Core i3)
- 8 GB RAM; Minimum 4 GB RAM
- 10 GB free hard drive space; SSD recommended
- A monitor capable of at least 1024×768 pixel resolution (1920x1080 recommended).
- Windows 8.1 or 10 with latest updates

Mac

- 2.0+ GHz quad-core CPU (ex: Core i5); Minimum recent 2.0+ GHz dual core CPU (ex: Core i3)
- 8 GB RAM; Minimum 4 GB RAM
- 10 GB free hard-drive space; SSD recommended
- A monitor capable of at least 1024×768 pixel resolution (22” 1920x1080 recommended).
- OS X 10.12 Sierra/10.13 High Sierra/10.14 Mojave

Windows Tablets

- 2.0+ GHz quad-core CPU (ex: Core i5); Minimum recent 2.0+ GHz dual core CPU (ex: Core i3)
- 8 GB RAM; Minimum 4 GB RAM
- 10 GB free hard drive space; SSD recommended
- A monitor capable of at least 1024×768 pixel resolution (22” 1920x1080 recommended).
- Use an external keyboard and mouse
- Use a stylus for touchscreen capabilities; touch input is not supported
- Don’t utilize tablet mode

Virtualization

Using athenaNet in a virtual environment can be as successful as using any other cloud-based or local application in a virtual environment. However, there are some risks and limitations to utilizing virtualization with athenaNet, including:

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

Should a performance or other issue occur in athenaNet 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:
3 Network recommendations

Connections to athenaNet 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 athenaNet 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 athenaNet
  - Keep it simple; athenaNet runs best without complex internal network configurations.
- Backup Internet Service Provider (ISP)
  - Keeps you connected if your primary ISP goes down.

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

- Allow the following wildcard domains through TCP ports 443 and through any web proxies or related infrastructure:
  - athenaNet:
    - *.athenahealth.com
    - *.athena.io
    - *.chime.aws (athenaTelehealth)
    - https://col.eum-appdynamics.com
    - secure.athenahealthpayment.com
  - Epocrates:
    - *.epocrates.com
    - *.atext.epocrates.com
  - eLearning:
    - *.kenexa.com
    - *.csod.com
    - *.akamai.com
- Add the following firewall exclusions for Ingenico credit-card devices:
  - Elavon’s Processing Gateway
    - Port 7000 to fuseboxtrant.elavon.net
  - Elavon’s Firmware Update Servers (Lane/3000 credit card device)
    - Port 6423 & Port 3020 to termupdate.elavon.net
  - Elavon’s Firmware Update Servers (iPP320 credit card device)
    - Port 450 to termmgmt.elavon.com
4 Faxing

athenahealth will process all inbound documents sent via fax from external providers to athenaFax toll-free numbers. Outbound faxes (from athenaNet) are managed via athenaFax servers and don’t require practice lines or servers. You can choose to forward or publish the toll-free fax numbers that athenahealth provides for document processing. If using a forward, the ANI (originating fax number) number from external providers is required.

VolIP and FoIP solutions 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.

Recommendation

- Publish toll-free numbers instead of forwarding due to reduced technical complexity and cost benefits.
- If forwarding, we recommend a remote call forward (RCF) due to technical complexity.
- Utilize analog lines due to conversions between analog/IP based systems.

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

5 Devices

athenahealth offers free, seamless athenaNet integrations with 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 athenaNet, either directly through athenaNet Device Manager (“ADM”, included with athenaOne), in collaboration with our Marketplace partners, or using HL7 interfaces with select third-party vendors.
## 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>