

athenaNet[®] Technical Requirements



The following technology will enable your medical group to experience the advantages of athenaOne[®], including the athenahealth[®] proprietary rules database and our convenient Web-based platform, athenaNet. athenaNet is a centrally hosted, cloud-based application and, as such, does not require purchasing additional hardware, database management systems (DBMS), drug information databases, clinical practice guidelines, backup utilities, third-party software applications, etc. However, for certain device types you will need to purchase specific compatible machines and software. Details are listed below for the relevant device types.

If you plan on purchasing computers or devices, please carefully review the Technical Requirements listed here to ensure it will work well with athenaNet. If you have questions regarding device compatibility, please contact your project lead or call athenahealth's Customer Support Center.

To experience the full advantage of athenaNet, the following technical requirements must be met prior to completing implementation. Clients are responsible for adhering to athenaNet's technical requirements.

As operating system, browser, and other technology enhancements are made available, athenaNet[®] technical requirements may be updated. Please check back for updates.

How do you plan on accessing athenaNet?

- **Using a desktop or laptop computer**
 - [Requirements to use a desktop or laptop computer to access athenaNet](#)
- **Using a tablet PC**
 - [Requirements to use a tablet PC to access athenaNet](#)
- **Using an iPad**
 - [Requirements to use an iPad to access the athenaClinicals[®] mobile app](#)
 - [Requirements to use an iPad to access athenaNet – Not recommended](#)
- **Using an Apple mobile device**
 - [Requirements to use a mobile device to access the athenaClinicals[®] mobile app](#)
- **General athenaNet requirements**
 - [Connectivity](#)
 - [Faxing and Fax Forwarding](#)
 - [Printing](#)
 - [Scanning](#)
 - [Optional](#)
 - [Virtualization & Thin Clients](#)

REQUIREMENTS TO USE ATHENANET WITH A DESKTOP OR LAPTOP

Hardware

- A desktop or laptop running supported OS and browser.
- Minimum: A recent 2.0+ Ghz dual-core CPU (ex: Core i3). Optimal: Recent 2.0+ Ghz quad-core CPU (ex: Core i5)
- Minimum 4 GB RAM (8 GB or more recommended).
- Minimum 10 GB free hard drive space. *We recommend using a solid state drive (SSD).*
- Network Interface Card (NIC).
- A monitor capable of at least 1024×768 pixel resolution (1920x1080 recommended). *Additionally, we recommend two monitors for front desk staff. These are not required for athenaNet, but they will help with running multiple concurrent applications.*
- Audio-out sound support (speakers and/or headphones).
- For laptops, power outlets should be available in all areas where devices will be used.

Operating System

- PC operating systems: Windows 7 or 10 with latest Service Packs and other updates. We do not support Windows in Metro mode or Surface / Tablet mode.
- We recommend using Windows 10 or 7 in Desktop / Windows mode.
- Mac operating systems: Mac OSX 10.12/10.13 (Sierra/High Sierra).

Browser

- PC browsers:
 - The latest version of Chrome with the latest version of athenaNet Device Manager (ADM).
 - Chrome is athenahealth's recommended browser.
 - The latest version of Microsoft IE11 with 128-bit encryption and the latest version of ADM.
- Mac browsers:
 - The latest version of Chrome
 - Safari 10. Safari 11 and 12 are in open beta.

Clinical encounter jotters and Dymo label printers are the only Mac supported device integrations.

As new features are added to athenaNet, we take advantage of the capabilities offered by the latest versions of our supported browsers, including improved functionality, performance, and security. Since older browsers often can't support these new features, our policy is to support the latest versions of Microsoft's Internet Explorer browser as well as the latest version of Google Chrome. This allows us to offer the best possible athenaNet experience for you.

Additionally, Microsoft has announced that after January 12, 2016, only the most recent version of Internet Explorer available for a supported operating system will receive technical support and security updates. This means that older browsers will most likely no longer be HIPAA compliant due to security concerns. We recommend that clients upgrade to Chrome for the best experience, or IE11 to comply. For more information, please read Microsoft's blog post [here](#).

Software and Configuration

- Clients should maintain up-to-date drivers and OS patches.
- With any browser the following sites should be "Trusted" with popup blocking disabled:
 - *.athenahealth.com listed as trusted site
 - *.csod.com (athenaNet eLearning)
 - *.kenexa.com (athenaNet eLearning)
 - *.walkme.com (athenaNet eLearning)
 - *.webex.com (for screen sharing with the CSC)
 - <https://secure.athenahealthpayment.com> (Credit CardPlus)
- If running McAfee VirusScan Enterprise (VSE), "athenahealth.com" must be excluded from Script Scanning. Script Scanning does not recognize wildcard characters, so "athenahealth.com" must be specifically excluded.
- If running Sophos Virus Protection software, you must add a Web Protection Exception for 127.0.0.1 in the Sophos dashboard. This configuration will allow ADM to work.
- We strongly recommend installing ADM, our tray application. An MSI is available for managed deployments.
 - ADM requires the latest version of .NET to run properly.
 - Note: In addition to device integration modules, ADM also contains performance and error logging modules.
 - athenaNet Device Manager (ADM) could be flagged in anti-virus software due to the ConfigureMyComputerExecutable.exe file which is used to assist with athenaNet configuration. Please be assured that if your anti-virus flags an ADM file this is a false positive and your computer is not at risk by downloading ADM.
- For detailed computer and browser configuration instructions, please click [here](#).
- While we do not recommend installing Adobe Flash Player for security reasons, certain portions of the Resource Hub & Learning Portal support require flash support, such as that built-in to Google's Chrome.
- Latest version of Adobe Acrobat Reader or equivalent PDF viewer for Internet Explorer 11 users.

REQUIREMENTS TO USE ATHENANET WITH A DESKTOP OR LAPTOP

General athenaNet Requirements

- [Detailed connectivity requirements](#)
- [Detailed faxing and fax forwarding requirements](#)
- [Detailed printing requirements](#)
- [Scanning requirements](#)
- [Optional requirements](#)
- [Virtualization & Thin Clients](#)

REQUIREMENTS TO USE ATHENANET WITH A TABLET PC

Hardware

- A Tablet PC running Windows in Desktop / Windows mode. We recommend the Surface Pro with an external keyboard and mouse/stylus.
 - athenahealth does not recommend using Windows in Metro / Surface / Tablet mode.
 - To disable Tablet mode, navigate to Settings > System > Tablet mode and select the following:
 - Make windows more touch-friendly when using your device as a tablet: Off.
 - When signing in: Go to the desktop.
 - When this device automatically switches tablet mode on or off: Choose don't ask me and don't switch.
 - Tablet PC touchscreen capabilities should only be leveraged via a stylus, as touch input is not supported.
- Minimum: A recent 2.0+ Ghz dual-core CPU (ex: Core i3). Optimal: Recent 2.0+ Ghz quad-core CPU (ex: Core i5)
- Minimum 4 GB RAM. (8GB or more recommended).
- Minimum 10 GB free hard drive space. *We recommend using a solid state drive (SSD).*
- Audio-out sound support (speakers and/or headphones).
- Power outlets should be available in all areas where devices will be used.

Operating System

- PC operating systems: Windows 10 or 7 with latest Service Packs and other updates. Windows 10 is strongly recommended.
- We do not support Windows in Metro mode or Surface / Tablet mode.
 - We recommend using Windows 10 in Desktop mode.

Browser

- The latest version of Chrome with the latest version of athenaNet Device Manager (ADM).
 - Chrome is athenahealth's recommended browser.
- The latest version of Microsoft IE11 with 128-bit encryption and the latest version of ADM.

As new features are added to athenaNet, we take advantage of the capabilities offered by the latest versions of our supported browsers, including improved functionality, performance, and security. Since older browsers often can't support these new features, our policy is to support the latest versions of Microsoft's Internet Explorer browser as well as the latest version of Google Chrome. This allows us to offer the best possible athenaNet experience for you.

Additionally, Microsoft has announced that after January 12, 2016, only the most recent version of Internet Explorer available for a supported operating system will receive technical support and security updates. This means that older browsers will most likely no longer be HIPAA compliant due to security concerns. We recommend that clients upgrade to Chrome for the best experience, or IE11 to comply. For more information, please read Microsoft's blog post [here](#).

Software and Configuration

- Clients should maintain up-to-date drivers and OS patches.
- With any browser the following sites should be "Trusted" with popup blocking disabled:
 - *.athenahealth.com listed as trusted site
 - *.csod.com (athenaNet eLearning)
 - *.kenexa.com (athenaNet eLearning)
 - *.walkme.com (athenaNet eLearning)
 - *.webex.com (for screen sharing with the CSC)
 - <https://secure.athenahealthpayment.com> (Credit CardPlus)
- If running McAfee VirusScan Enterprise (VSE), "athenahealth.com" must be excluded from Script Scanning. Script Scanning does not recognize wildcard characters, so "athenahealth.com" must be specifically excluded.

- If running Sophos Virus Protection software, you must add a Web Protection Exception for 127.0.0.1 in the Sophos dashboard. This configuration will allow ADM to work.
- We strongly recommend installing ADM, our tray application. An MSI is available for managed deployments.
 - ADM requires the latest version of .NET to run properly.
 - Note: In addition to device integration modules, ADM also contains performance and error logging modules.
 - athenaNet Device Manager (ADM) could be flagged in anti-virus software due to the ConfigureMyComputerExecutable.exe file which is used to assist with athenaNet configuration. Please be assured that if your anti-virus flags an ADM file this is a false positive and your computer is not at risk by downloading ADM.
- For detailed computer and browser configuration instructions, please click [here](#).
- While we do not recommend installing Adobe Flash Player for security reasons, certain portions of the Resource Hub & Learning Portal require flash support at the present time. For these uses, Chrome's built-in flash support works.
- Latest version of Adobe Acrobat Reader or equivalent PDF viewer for Internet Explorer 11 users.

REQUIREMENTS TO USE ATHENANET WITH A TABLET PC

General athenaNet Requirements

- [Detailed connectivity requirements](#)
- [Detailed faxing and fax forwarding requirements](#)
- [Detailed printing requirements](#)
- [Scanning requirements](#)
- [Optional requirements](#)
- [Virtualization & Thin Clients](#)

REQUIREMENTS TO USE ATHENANET WITH AN IPAD – NOT RECOMMENDED

iPad overview

Since native athenaNet was not designed for in-office workflows on the iPad, certain functionality and devices will not work. As such, we do not recommend using native athenaNet on the iPad.

Hardware

- Any iPad capable of running iOS 10
- We strongly recommend using the latest iPad Air or iPad Pro.

Operating System

- iOS 10
Note: iOS 11 and 12 are in open beta

Browser Support

- Mobile Safari

General athenaNet Requirements

- [Detailed connectivity requirements](#)

REQUIREMENTS TO USE THE ATHENA CLINICALS MOBILE APP

The athenaClinicals Mobile App supports out of office workflows. It allows you to complete many basic tasks including:

- Reviewing certain types of documents:
 - Patient cases
 - Encounter documentation
 - Orders (approve prescriptions, etc.)
 - Lab and imaging documents
 - Clinical documents
 - Administrative documents
 - Documents that require follow up
- Viewing the schedule
- Approving prescriptions

Hardware

- Any apple device capable of running the supported operating system. This includes iPhones and iPads.

Operating System

- iOS 10
 - Note: iOS 11 and 12 are in open beta

ATHENANET CONNECTIVITY REQUIREMENTS

We require that clients of all sizes use a business class DSL, cable or other high speed internet connection. We also recommend having a secondary high-speed backup for redundancy in case your primary internet connection becomes unavailable.

athenahealth recommends a network configuration which best suits your organization, however, athenaNet is an application reached through the web. Using a network topology that has an earlier egress point to the web could result in better response times and handling of traffic.

- Allow the following wildcard domains/IP ranges through TCP ports 443 and through any web proxies:
 - *.athenahealth.com (208.78.140.0/22)
 - *.epocrates.com (199.168.56.0/22)
 - *.kenexa.com
 - *.akamai.com
 - *.athena.io
 - https://col.eum-appdynamics.com/

The following firewall exclusions should be added for Ingenico credit card devices:

- Port 7000 to fuseboxtrant.elavon.net (Elavon's processing gateway)
- Ports 439 & 450 to termmgtest.elavon.com and termmgt.elavon.com (Elavon's firmware update servers)
- If you are unable to use hostnames in your firewall, then the following IP ranges should be used: 198.203.191.0/24 and 198.203.192.0/24
- If you plan to utilize a script to route internet traffic to a proxy server, the following should be hardcoded into your browser's Local Intranet sites. This configuration will allow your browser to recognize ADM.
 - **Hardcoded sites:**
 - *.athenahealth.com
 - *.epocrates.com
 - secure.athenahealthpayment.com
- Recommended available network capacity of 1Mbps up and down *per simultaneous athenaNet user*.
- End-to-end network round-trip times of <120 ms from user workstations to athenaNet.athenahealth.com.
- For redundancy purposes, athenahealth does not support private network connections to our datacenters, including Multi-Protocol Label Switching (MPLS) connections.

ATHENANET FAXING AND FAX FORWARDING REQUIREMENTS

athenaCollector®

- A fax machine is required to forward certain claim attachments and other correspondence to athenahealth.
- With athenaCollector, no document storage is available beyond claim attachments; this additional capability is available to athenaClinicals customers.

athenaClinicals

- A fax machine is required to forward paper clinical documentation from the practice to the athenaNet chart (capable of handling ~150 pages per provider per day).
- Practices currently using voice over IP (VoIP) for faxing must convert to analog fax lines to avoid stability issues associated with VoIP faxing and fax forwarding.
- For detailed faxing requirements and specifications, including fax forwarding instructions, please go [here](#).

It may be advantageous to acquire a lease and support agreement for fax, print and copy hardware in order to secure reliable support and the latest technology on an ongoing basis.

ATHENANET PRINTING REQUIREMENTS

General

- Laser Printers capable of printing 20 pages per minute or faster are recommended.
- Printers should be within reach of users performing critical athenaNet functions (e.g. check-in, order printing, check-out).
- Latest print drivers should be installed to ensure proper printing from athenaNet.
- Adobe Acrobat Reader or equivalent PDF viewer.

Label Printing

ATHENANET PRINTING REQUIREMENTS

- athenaCollector: Avery® #5160 or equivalent label paper is required.
- athenaClinicals: DYMO LabelWriter® 400/450 Turbo Professional Label Printer (SKU: 1752265) using 1"×2-1/8" labels (DYMO 30336 or equivalent) is required. athenaClinicals supports the use of the DYMO LabelWriter Print Server (SKU: 1750630).

ATHENANET SCANNING REQUIREMENTS

athenaCollector

- Insurance card scanning. To learn more, please visit [this page](#).

athenaClinicals

- Color scanner with document feeder (for scanning documents reviewed in-office).

ATHENANET OPTIONAL REQUIREMENTS

Reporting

- Microsoft Excel for downloading and manipulating athenaNet report data.

Dictation

- We have several dictation partners available through the [athenahealth Marketplace](#), all of which integrate with athenaNet.
- If providers frequently move between exam rooms, we recommend using wireless microphones.

VIRTUALIZATION & THIN CLIENTS

athenahealth does not recommend or support using thin clients, zero clients, remote desktop services (RDS), virtualized desktop infrastructures (VDIs), or application virtualization technologies with athenaNet. Each of these solutions presents unique challenges with ensuring sound athenaNet experiences for end-users.

- Virtualization technologies may present the following problems, which athena has no ability to support because of the large number of different unique virtualization solutions and configurations that a customer may attempt to utilize:
 - Performance problems
 - Added client-side complexity
 - Device integration challenges
 - athenaNet Device Manager compatibility

athenaNet and its device integrations are designed for and tested against, a thick client environment. Because of this, the use of virtualization technologies is not recommended for aligning with best practices of setup and support.

athenahealth's CSC is not trained to support virtualization technologies. Accordingly, if you choose to leverage virtualization technologies, please confirm replication on a thick client workstation before calling athenahealth's CSC.