



Spring 2023 Release Edition

# athenaOne

# Technical

# Requirements

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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.

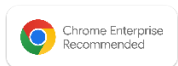
**Please note this matrix only reflects athenaOne, not any other services.** As of the publication date of this document, here is our browser support matrix:

	Chrome	Safari	MS Edge	IE 11
<b>Windows PCS &amp; Tablets*</b> Windows 8.1, 10, 11	Supported & Recommended**	Not Supported	Recent Version Supported	Not Supported, as of Spring '21 release
<b>Mac</b> macOS	Supported & Recommended**	Supported	Not Supported	Not Supported
<b>iPhones</b> iOS Limited Support provided via the athenaOne Mobile App	Not Supported	Not Supported (Limited support provided via the athenaOne Mobile App)	Not Supported	Not Supported
<b>iPads</b> iPadOS Limited Support provided via the athenaOne Mobile App	Not Supported	Limited	Not Supported	Not Supported
<b>Android Phones &amp; Tablets</b>	Not Supported	Not Supported	Not Supported	Not Supported
<b>Chromebooks</b> ChromeOS	Not Supported	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.

\*\* athenaOne on Chrome browser is supported by Chrome Enterprise Recommended



**NOTE: The athena device integration module for integrating physical devices like card readers and selected medical devices is not currently supported beyond Windows operating systems.**

**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 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.

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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.** 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

- Minimum 2.0+ GHz quad-core CPU (ex: Core i5); recommended 2.0+ GHz quad core CPU (ex: Core i7)
- 8 GB RAM Minimum; 16 GB+ RAM Recommended
- 10 GB free hard drive space; SSD recommended
- A monitor capable of at least 1920x1080 or higher recommended.
- Windows 8.1, 10 or 11 with latest updates

### Mac

- 2.0+ GHz quad-core CPU (ex: Core i5); Minimum recent 2.0+ GHz dual core CPU (ex: Core i3)
  - Minimum 2015 Macbook Pro or equivalent
  - Recommended 2020 Macbook or newer, with Apple M1 or M2 processor
- 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 or newer (current version 13 Ventura)
- Note: athena device management (ADM) is not supported on Mac

### Windows Tablets

- Minimum 2.0+ GHz quad-core CPU (ex: Core i5); Recommended 2.0+ GHz quad-core CPU (ex: Core i7)
- 8 GB RAM Minimum; 16 GB RAM+ recommended
- 10 GB free hard drive space; SSD recommended

- A monitor capable of at least 22" 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>.

## 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.
- 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
- https://col.eum-appdynamics.com
- secure.athenahealthpayment.com
- \*.api.smartystreets.com
- athenaTelehealth
  - \*.chime.aws
  - \*.amazonaws.com
  - 99.77.128.0/18
- 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 white-listing communication through the following port groupings:

<b>Ports</b>	7000, 450*, 6423, 7500, 443
<b>IP Ranges</b>	156.36.0.0/16 170.135.0.0/16 193.155.119.0/25 195.245.90.0/25 198.203.191.0/24 198.203.192.0/24 204.194.192.0/22 204.194.196.0/22 216.235.176.0/20 65.201.175.80/28 204.137.47.32/28
<b>Domain names</b>	fuseboxtrant.elavon.net termmgt.elavon.com termupdate.elavon.net

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

## 4 Faxing

athenahealth will process all inbound documents sent via fax from external providers to athenaFax toll-free numbers. Outbound faxes (from athenaOne) 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.

VoIP 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 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: https://[*].athenahealth.com https://[*].athena.io https://[*].secure.athenahealthpayment.com https://[*].csod.com https://[*].webex.com https://[*].kenexa.com https://[*].walkme.com	On