# WellSky Human Services

## Computer Configuration Requirements

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# Workstation Configuration Requirements

This document provides information about how to access WellSky applications, preview and print reports and download files using WellSky applications. The information presented here applies to the WellSky Human Services v8.3.x application.

## Hardware/Software Minimum Requirements

Workstations that access WellSky applications must meet the minimum system requirements:

| Certified System Requirements | |
|---|---|
| Processor | 2.0 GHz processing or better (multi-core processors are preferred) |
| RAM | 4 GB minimum, 8 GB recommended.<br>The greater the number of applications running concurrently on your workstation, the more RAM is required to ensure optimal performance. |
| Screen Resolution | 1024 x 768 minimum (1280 x 1024 is ideal) |
| Microsoft | Microsoft Office 2010, 2013, and Office 365, InfoPath 2010 |
| Other Add-Ons | **Adobe Reader:** Required for viewing/printing PDF files<br>**Adobe Flash Player:** Required for on-demand trainings<br>**Nitro PDF Reader:** Alternative for viewing/printing PDF files |

The following table illustrates the Operating System (OS) and Internet Explorer® browser combinations that are supported and certified for use with WellSky applications. For optimal use, a certified combination is recommended.

- **Certified**: WellSky will address issues with the certified platform combination if the problem is related to a WellSky application. If the issue is related to a documented browser or OS issue, WellSky may not be able to resolve the problem until a third party fix is issued.
- **Supported**: Best efforts are made to ensure that the Operating System/Browser combination functions properly. However, for issues with the OS and browser combinations that are not certified, the resolution may be to use a certified combination.

While it is possible that WellSky products will work on other browser versions/platforms or alternate operating systems (such as MAC operating systems), the software may not perform as expected.

NOTE: For customers using WellSky Human Services, the Investigations Chapter can be accessed via the Safari browser using an iPad and iPhone, allowing highly mobile investigators the flexibility to manage their cases in the field. Some functions within an Investigation are not available at this time including: executing Word merge documents, printing and saving reports, adding attachments to notes.

## Operating System / Browser Combinations

| Operating System | Internet Explorer Version | Certified | Supported |
|---|---|---|---|
| Windows 7 SP1 | Internet Explorer 11 – 32 bit | ✓ | ✓ |
| | Internet Explorer 11 – 64 bit | ✓ | ✓ |
| Windows 8.1 | Internet Explorer 11 – 32 bit | ✓ | ✓ |
| | Internet Explorer 11 – 64 bit | ✓ | ✓ |
| Windows 10 | Internet Explorer 11 – 64 bit | ✓ | ✓ |

**Notes**

- It is recommended that users are up-to-date with the latest service packs. If an issue is identified with a service pack or

update, we will notify the user community upon identification of the issue.

- As of January 12, 2016, Microsoft only supports Internet Explorer 11. Older versions of Internet Explorer may function but will not receive updates. If a problem with a WellSky application is reported on an unsupported version of Internet Explorer, we will make a best effort to address the issue, but if the problem is related to a documented browser or OS issue, we will recommend upgrading to Internet Explorer 11. Internet Explorer end of support link: https://www.microsoft.com/en-us/WindowsForBusiness/End-of-IE-support

## Internet Access Requirements

The following information is intended for the system administrators to use to help determine the appropriate internet access (bandwidth) needs in order to use the WellSky applications. Determining the internet access requirements depend on many different factors besides access to the WellSky Human Services application including:

- How many users will be sharing services on the network?
- Do users have a “heavy” or “light” workload in relation to network bandwidth?
- Is VOIP in use at the office, and how many users are on it?
- How much email is being sent & received per day per user?
- Is email being handled by a cloud service?
- Are other cloud services besides email being utilized?
- Are there peak times during the day where more bandwidth is consumed?
- Does the office have a high streaming media usage or are social media outlets open for usage?

To help determine bandwidth needs, consider the above factors and estimate a usage profile for each user. For example, WellSky suggests using the following values as a starting point:

- Light user workload: 80Kbps
- Heavy user workload: 120Kbps

These values can be adjusted depending on the various factors listed above. Based on the number of users and the profile for the office, determine the estimated bandwidth needed. A typical office will have a mixture of user profiles. The bandwidth calculation for a sample office of 15 people with different profiles might look like this:

- 7 (heavy users) x 120 (Kbps usage weight) = 840Kbps
- 8 (light users) x 80 (Kbps usage weight) = 640Kbps
- Bandwidth needed = 1480Kbps or 1.5Mbps (rounded up)

WellSky does not support dial-up access. WellSky also recommends agency infrastructure allowing 100ms or less round-trip end to end travel time from end user browser/computer to the WellSky SaaS site using the WellSky applications.

# Workstation Settings

There are several settings on the workstation that need to be in place to run WellSky applications. To confirm your workstation settings, follow the steps below.

## Internet Explorer Version

1. Click http://www.whatismybrowser.com/ or copy and paste it into your Internet Explorer browser window.
2. Take note of the Internet Explorer and Windows versions.

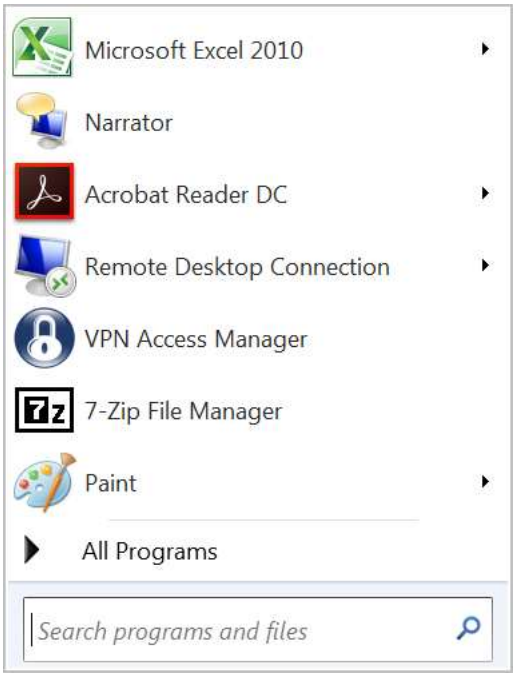
# Internet Explorer Updates

If you do not want Internet Explorer to be updated automatically, follow the steps below:

1. In Internet Explorer, click **Tools**.
2. Click **About Internet Explorer**.
3. Clear the check box next to **Install new versions automatically**.
4. Click **Close**.

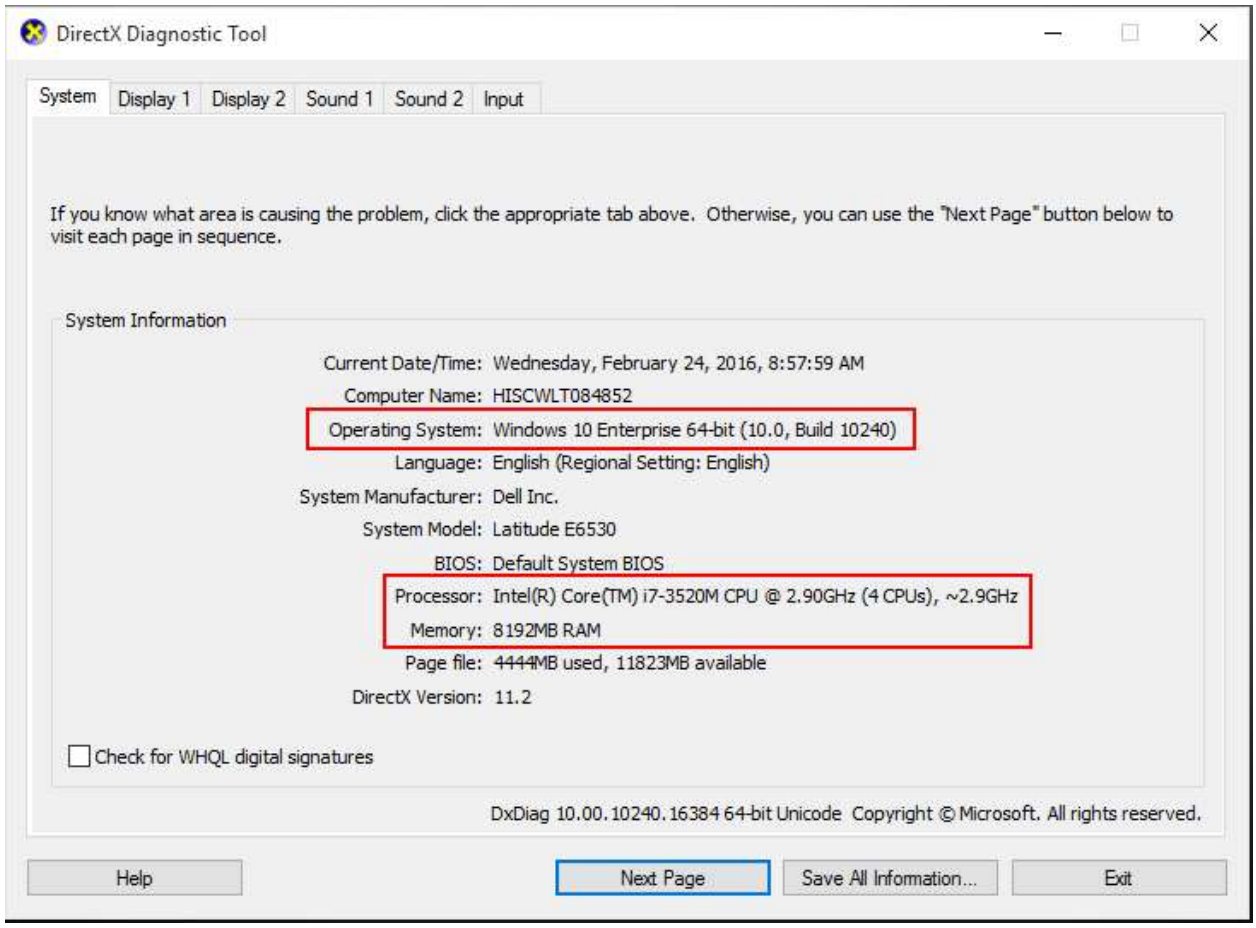
# Windows OS Settings

1. Click the **Windows** button.
2. In the **Search** field, type **dxdiag.**
3. Press **Enter.**




4. If the following message is displayed, click **No.**

5. The workstation's **Operating System** version, **Processor speed**, and **Memory** (RAM) are displayed.
6. Verify the settings, referencing the *Hardware/Software Minimum Requirements* section, beginning on page 4.



# Add Trusted Sites

Internet Explorer must be updated with trusted sites. The sites you add depend on the WellSky product(s) you are using.

## Customer Portal/General Use

These sites are only needed if you use the Customer Portal to access your WellSky product(s). If you are not sure, please contact your system administrator.

- https://login.harmonyis.net
- https://fs.harmonyis.net
- https://harmonyis.cachefly.net/

## WellSky Applications

Only configure the sites used for your specific implementation.

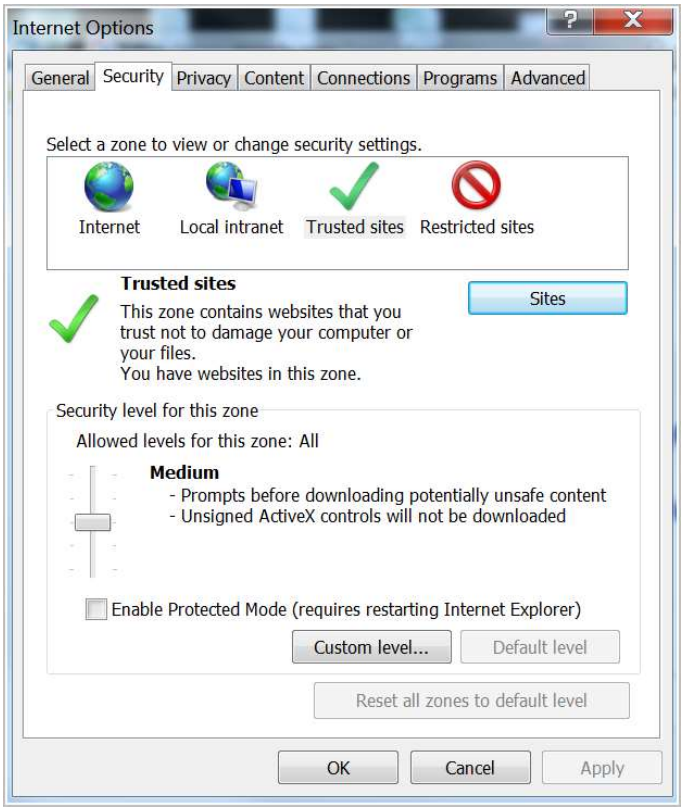
- https://fw1.harmonyis.net
- https://fw2.harmonyis.net
- https://fw3.harmonyis.net
- https://fw4.harmonyis.net
- https://fw5.harmonyis.net
- https://fw6.harmonyis.net

**Notes**

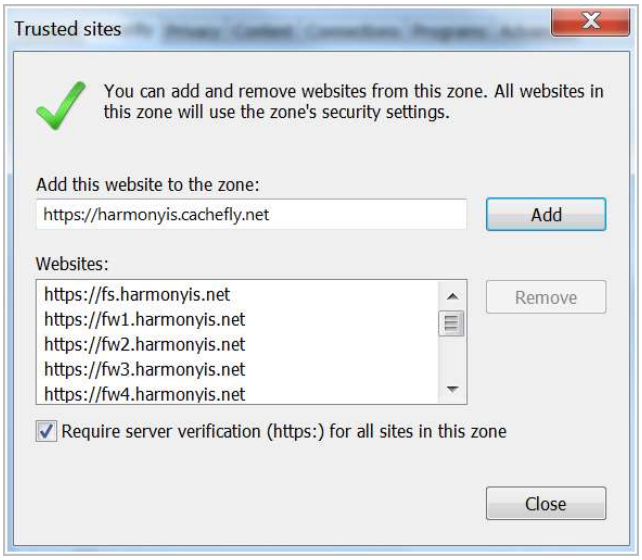
- If you are still having difficulty accessing the WellSky application, you may have a custom DNS/URL. Please contact your system administrator for the specific site name.

## To add trusted sites

1. Open **Internet Explorer.**
2. Click **Tools.**
3. Click **Internet Options.**
4. Click the **Security** tab and then select **Trusted Sites.**
5. Click **Sites**.



6. Type the trusted website URL and then click **Add.**
7. When you are finished, click **Close** and then click **OK** to save changes.

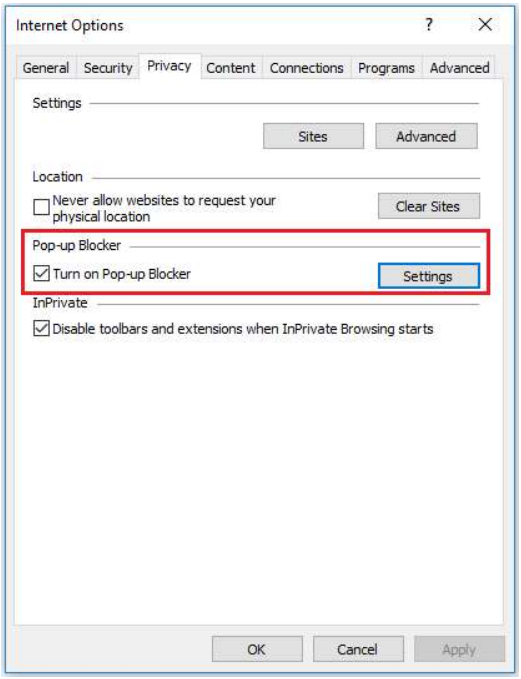



# Pop-up Blocker Settings

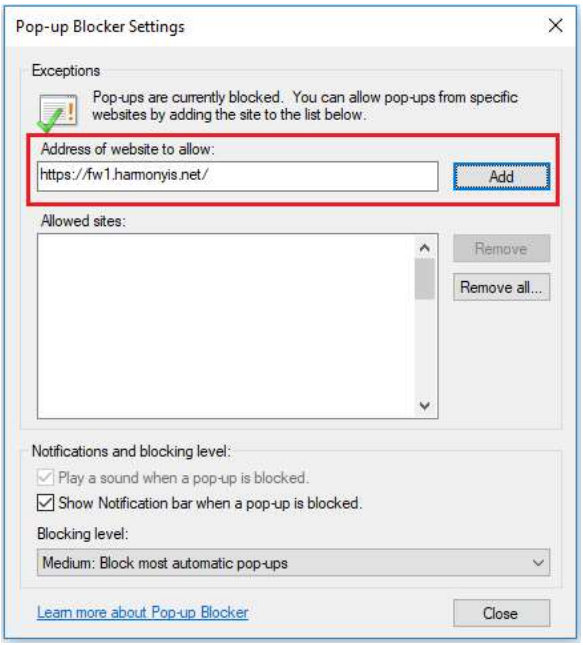
Some WellSky applications will open new windows or tabs while performing various tasks and steps, and to ensure they open successfully, Internet Explorer pop-up blocker settings will need to be adjusted.

### To update pop-up blocker settings

1. Open **Internet Explorer.**
2. Click **Tools.**
3. Click **Internet Options.**
4. Click the **Privacy** tab and then click **Settings** under the Pop-up Blocker section.




5. Add the website URL to the input box then click **Add**.




6. When you are finished, click **Close** and then click **OK** to save changes.

# PDF File Settings

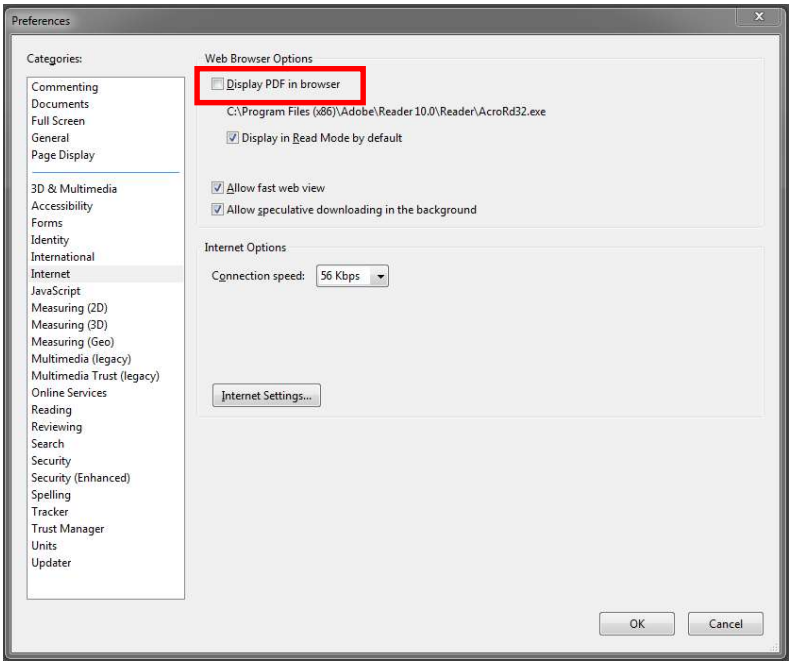
The default viewer for previewing reports is Adobe Acrobat® Reader. In order to view PDF files you may need to install it. Click http://get.adobe.com/reader/ to download the free application.

## PDF File Troubleshooting

There may be some instances where WellSky applications do not properly display a PDF-formatted report. This problem most commonly occurs with older versions of Internet Explorer and Adobe Acrobat Reader. The preview window may be blank, or it may display briefly and then disappear.

Follow these steps to resolve the problem:

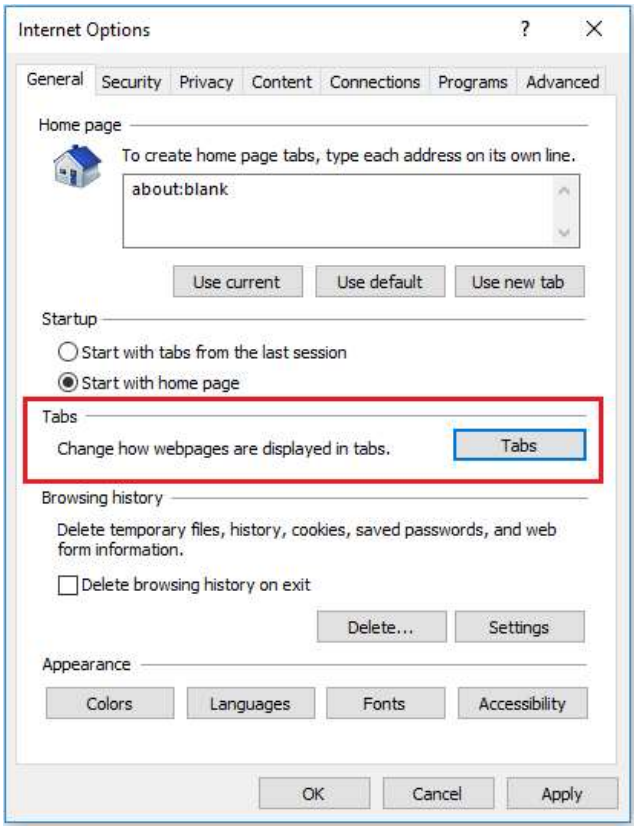
1. Open **Adobe Acrobat Reader**.
2. Click **Edit** and then click **Preferences.**
3. From the **Categories** list, select **Internet**.
4. Clear the **Display PDF in browser** check box.
5. Click **OK** and then close the application.



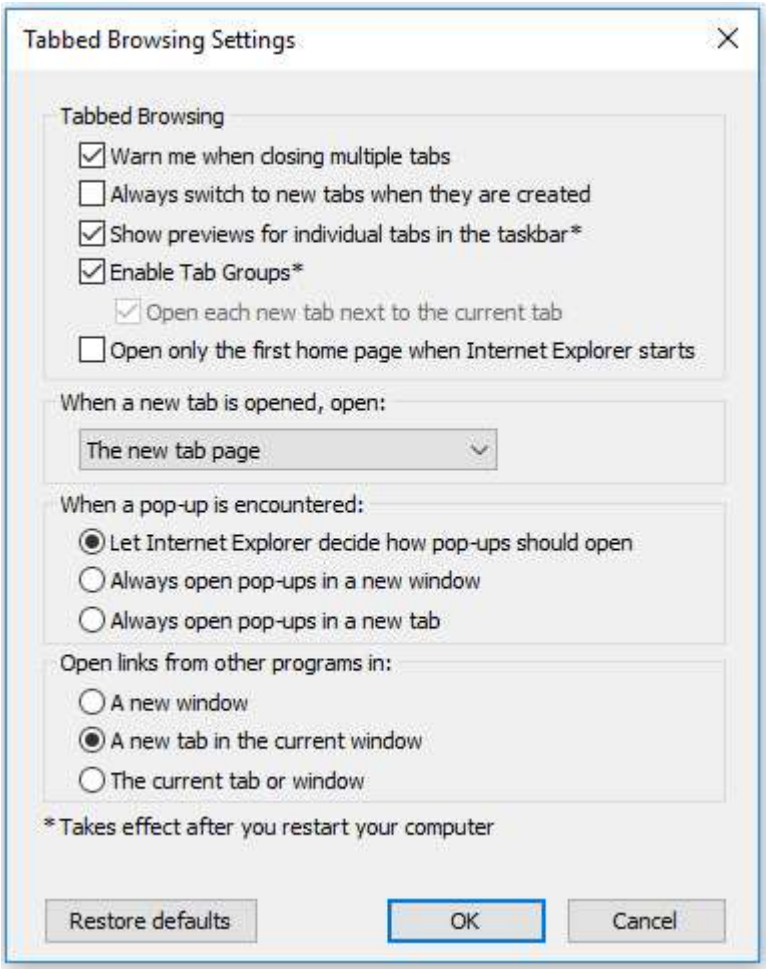
# Report Preview Settings

For some users, the report preview window is displayed in a new browser tab. You can make modifications by following these steps:

1. Open **Internet Explorer.**
2. Click and then click **Internet Options**.
3. In the **General** section, click **Tabs**.



4. In the **When a pop-up is encountered** section, select the option you want and then click **OK**.



# File Attachments/Merge Documents Settings

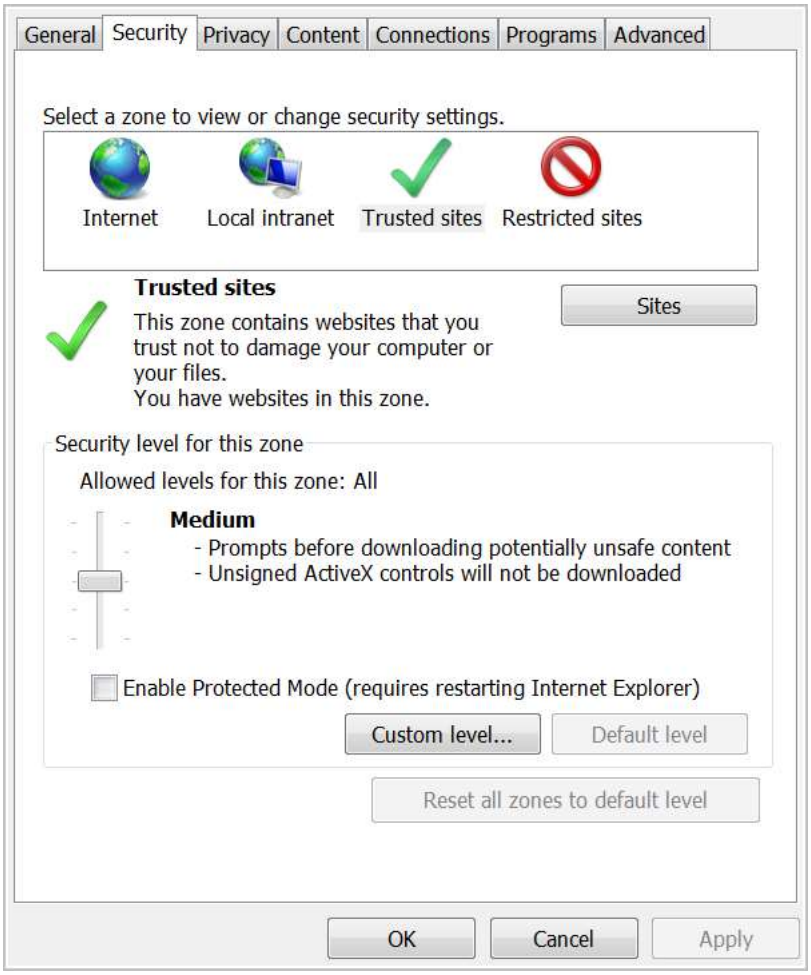
In order to download a file attachment or display a merge document, there are some Internet Explorer security configuration settings that may need to be configured.

**Note**
Before you proceed, review the required configurations that are needed to ensure that your IT policy allows files to be downloaded.

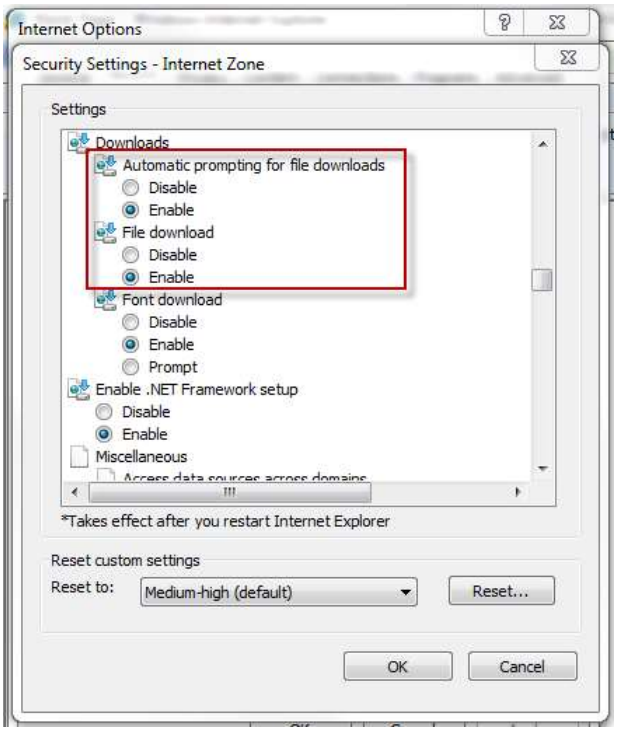
- Automatic prompting for file downloads.
- File downloads.

## To configure downloads

1. Open **Internet Explorer.**
2. Click **Tools** and then click **Internet Options.**
3. Click the **Security** tab.
4. Click **Custom level…**



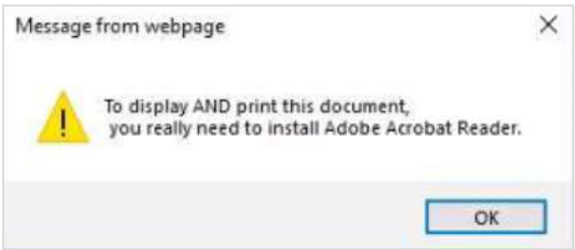
5. In the **Downloads** section, select **Enable**.



## Nitro PDF Viewer

When using Nitro PDF Viewer with WellSky Human Services to view Word Merged Document users need to use the “Print” icon in the preview pane to print the document and not the File>Print.

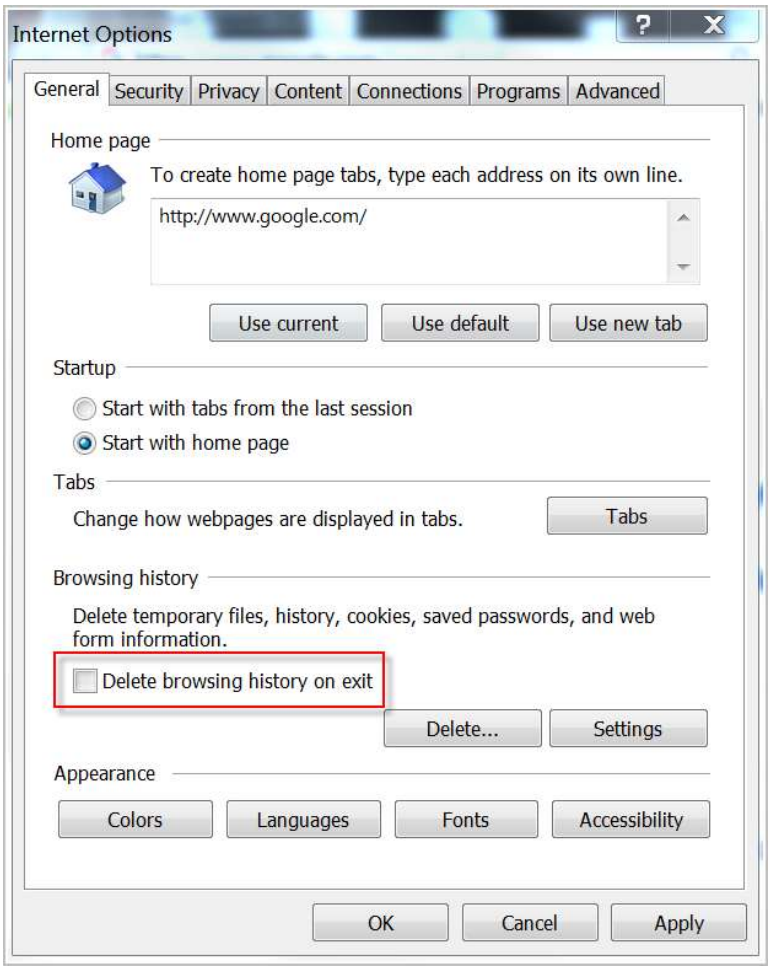
If the File>Print menu is executed users will see an informational message “To display AND print this document, you need to install Adobe Acrobat Reader.”  If this message displays instruct users to click the “Print” icon.



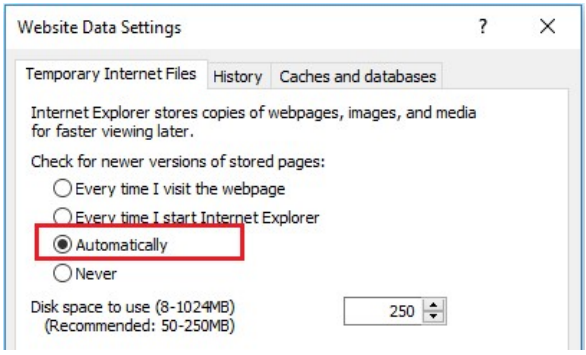

# Browsing History/TLS Settings

To ensure that your browser does not download the WellSky Human Services client application each time you start Internet Explorer, follow the steps to configure your Browsing History and TLS Settings.

1. Open **Internet Explorer**.
2. Click ⚙.
3. Click **Internet Options**.
4. On the **General** tab, clear the **Delete browsing history on exit** check box.



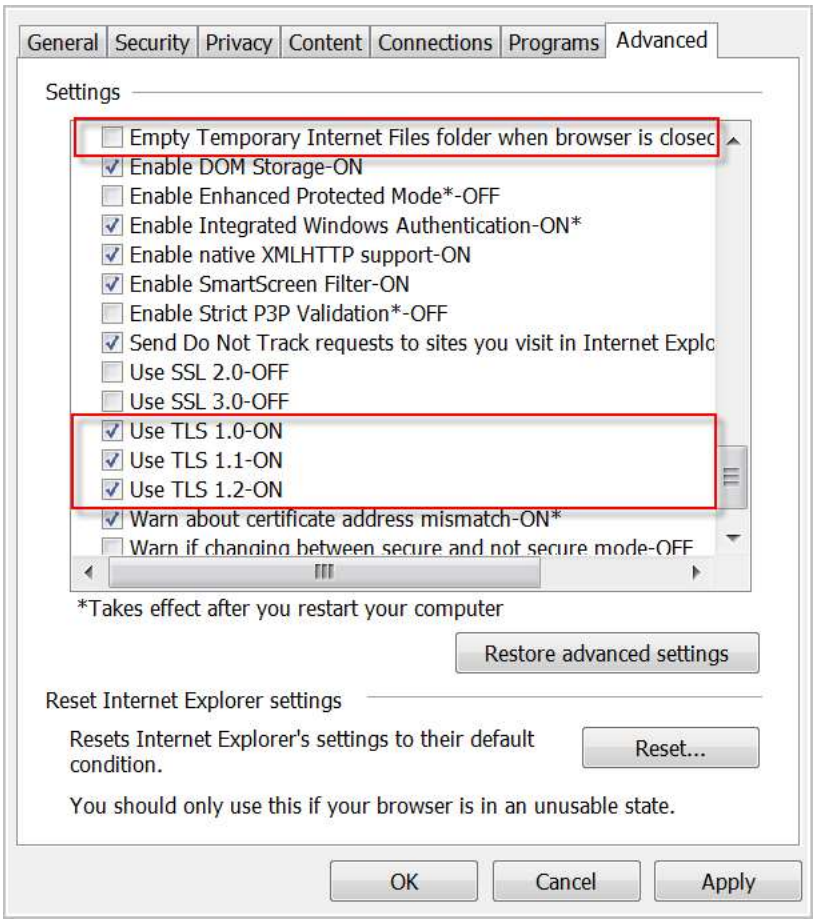

5. Click **Delete…** then clear the **Preserve Favorites website data** check box, then click **Cancel**.
6. Click **Settings**, select **Automatically**, then click **OK**.




7. Click **OK** to save changes.

# Enable TLS

1. Open **Internet Explorer**.
2. Click ⚙.
3. Click **Internet Options** and then click the **Advanced** tab.
4. In the **Security** section:
   1. Clear the **Empty Temporary Internet Files folder when browser is closed** check box.
   2. Select **Use TLS 1.0**
      i. If your browser has additional TLS options, such as TLS 1.1 and TLS 1.2, select all of them.
5. Click **OK**.



# Help

If you need assistance with configuring a workstation, please contact WellSky Customer Support at customersupport@WellSky.com.

# Version Control

| Date | Changes | New Version # |
|---|---|---|
| 3/1/2016 | Updated document | 1.0 |
| 1/26/2017 | Updated content and branding | 2.0 |
| 12/28/2017 | Updated content for new application version | 2.1 |
| 9/21/2018 | Updated document style and added information about Nitro Viewer | 2.2 |