

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 WellSky Human Services v8.8.1 and above.



Hardware/software minimum requirements

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

Certified system requirements

System element	Requirement
Processor	2.0 GHz processing or better (multi-core processors are preferred)
RAM	8 GB minimum
	The greater the number of applications running concurrently on your workstation, the more RAM is required to ensure optimal performance.
Screen Resolution	1280 x 1024 minimum
	WellSky Human Services looks best when you use a higher screen resolution
Microsoft	Microsoft Office 2010 and above
Other Add-Ons	Adobe Reader: Optional for viewing and printing PDF files
	Nitro PDF Reader: Alternative for viewing and printing PDF files



Supported internet browsers

Application	Desktop Browsers	Mobile Browsers
WellSky Human Services	Edge (Chromium) on Windows 10+ Chrome (latest 2 versions) on Windows 10+	
Mobile Assessments	Edge (Chromium) on Windows 10+ Chrome (latest 2 versions) on Windows 10+ and MacOS	Chrome on iOS Chrome on Android Safari on IOS
Electronic Visit Verification (EVV)	Edge (Chromium) on Windows 10+ Chrome (latest 2 versions) on Windows 10+ and MacOS	Chrome on iOS Chrome on Android Safari on IOS
Web Intake Form (Legacy)	Edge (Chromium) on Windows 10+ Chrome (latest 2 versions) on Windows 10+ and MacOS	Chrome on iOS Chrome on Android
Web Intake Form (HTML5)	Edge (Chromium) on Windows 10+ Chrome (latest 2 versions) on Windows 10+ and MacOS Safari on MacOS	Chrome on iOS Chrome on Android Safari on IOS
Consumer Module	Edge (Chromium) on Windows 10+ Chrome (latest 2 versions) on Windows 10+ and MacOS	Chrome on iOS Chrome on Android



Mobile applications: Mobile Assessments and Electronic Visit Verification (EVV)

Minimum Operating System and Browser Requirements

- Microsoft Windows 10 or higher
- Safari 8 (minimum), Safari 12 or higher is recommended
- Google Chrome 44 or higher
- iOS 8 (minimum), iOS 12 or higher is recommended
- Android 5 (Lollipop) or higher
- Samsung S21 or higher



Internet access requirements

The following information is intended for the system administrators to use to help determine the appropriate internet access (bandwidth) needs 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 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. The instructions below provide detailed steps for completing configuration in Microsoft Edge or Google Chrome, but similar configuration points exist in the other supported browsers.



Check hardware and software settings in Windows

- 1. Click the **Windows** button.
- 2. In the **Search** field, type **dxdiag**.

	Q	dxdiag
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- 3. Press Enter.
- 4. If the following message is displayed, click No.

DirectX Diagnostic Tool	\times
Do you want to check if your drivers are digitally signed? To check your drivers, Windows might connect to the Internet, b doesn't send personal information about your computer.	ut
<u>Y</u> es <u>N</u> o	

5. The workstation's **Operating System** version, **Processor speed**, and **Memory** (RAM) are displayed.

Verify the settings, referencing the *Hardware/Software Minimum Requirements* section, beginning on page 2.

😢 D)irect)	(Diagnos	tic Tool								_		\times
Sys	tem	Display 1	Display 2	Sound 1	Sound 2	Sound 3	Input						
Tł	nis too	l reports de	etailed info	mation abo	ut the Dire	ctX compo	nents an	d drivers installe	d on your system.				
		now what a ch page in s		ing the pro	blem, click	the approp	oriate tab	above. Otherv	vise, you can use the 🖥	Next Page	"button	below to	
	Syste	m Informat	ion										
				Current	: Date/Time	: Tuesday	, Septer	nber 15, 2020, 2	:51:45 PM				
			_	Comp	outer Name	: KATEN-L	.7490W						
			C	Operat	ing System	: Window	s 10 Ente	erprise 64-bit (10).0, Build 18363)				
					Language	: English (Regiona	Setting: English)				
				System Ma	nufacturer	: Dell Inc.							
				Sy	stem Model	: Latitude	7490						
			_		BIOS	: 1.3.3							
			[Processor	: Intel(R)	Core(TM) i5-8250U CPU	@ 1.60GHz (8 CPUs),	~1.8GHz			
			ι		· · · ·	: 8192MB							
					Page file	: 7332MB	used, 6	116MB available					
				Dire	ctX Version	: DirectX	12						
	Ch	ieck for WH	IQL digital s	ignatures									
						DxDiag	10.00.1	8362.0387 64-b	it Unicode Copyright @	© Microsof	t. All righ	ts reserve	ed.
		Help				[Ν	lext Page	Save All Information	on		Exit	



Check browser version

Check internet browser version

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



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, configure browser pop-up blocker settings.

Pop-up settings: Microsoft Edge

To update pop-up blocker settings

- 1. Open Microsoft Edge
- 2. From the Settings and More menu (m), select Settings.
- 3. From the **Settings** list on the left-hand side, select **Cookies and permissions**. The Cookies and data stored page opens in the main content area.
- 4. From the **All permissions** section, scroll down to the **Pop-ups and redirects** options.



- 5. Click to select the **Pop-ups and redirects** section. The Pop-ups and redirects option page opens.
- 6. From the Allow section, click Add. The Add a site pop-up opens.

Settings			Site p	ermissi	ions / Pop-ups and redirects	
Q	Search settings					
8	Profiles		Block	(recomm	ended)	
ĉ	Privacy, search, and services					
0	Appearance		Block			Add
	Sidebar			tes added		
-	Start, home, and new tabs		No si	tes added		
ß	Share, copy and paste					
G,	Cookies and site permissions		Allow			Add
٦	Default browser			https://		
$\underline{\downarrow}$	Downloads			https:	Add a site	
쯩	Family		_		Site	
A?t	Languages		ß	https:	https://yoursitehere.net	
0	Printers		C	https:	https://yoursitenere.net	
	System and performance		¥	https:	Add Cancel	
C	Reset settings		ß	https:///	asolutions.narmonyls.net:443	
	Phone and other devices					
Ŵ	Accessibility					
9	About Microsoft Edge					

- 7. Type or paste the URL for your site in the Site field and then click Add.
- 8. Close the browser tab when done.

Pop-up settings: Google Chrome

To update pop-up blocker settings

- 1. Open Google Chrome.
- 2. From the **Customize and Control Google Chrome** button (:) select **Settings**. The Settings page opens.



- 3. From the left-hand navigation select **Privacy and security**.
- 4. From the **Privacy and security** section select **Site Settings**.
- 5. Scroll down to select **Pop-ups and redirects**.

Settings			Q Search settings	
÷	You and Google		← Pop-ups and redirects	Q Search
Ê	Autofill			
۷	Safety check		Blocked (recommended)	
•	Privacy and security		Block	Add
۲	Appearance		No sites added	
Q	Search engine		NO SILES BUUEU	
	Default browser		Allow	Add
ப	On startup		No sites added	
Adva	nced	*		Add a site
				https://your_site.harmonyis.net/
Exten	isions	Z		
Abou	t Chrome			Cancel

- 6. In the Allow section, click Add. The Add a site dialog box opens.
- 7. Type the site name and click **Add**.



File download settings: attachments and merge document

Before you can download a file attachment or display a merge document, you may need to configure browser security configuration settings.

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.



File download settings: Microsoft Edge

To configure downloads

- 1. Open Microsoft Edge
- 2. From the Settings and More menu (....), select Settings.(🔯).
- 3. From the left-hand navigation bar, select **Downloads**. The Downloads options open.

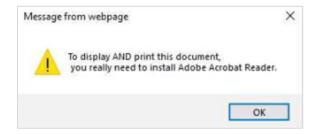
Settings	Downloads
Q ßearch settings	Location Change CAUsers/Kate.Nage%Downloads
Profiles Privacy, search, and services Appearance Sidebar Start, home, and new tabs	Ask me what to do with each download Always ask me if I want to save a file or open it without saving Open Office files in the browser
 Share, copy and paste Cookies and site permissions 	If this setting is on, Office files (presentations, spreadsheets, documents) will open automatically in Microsoft Edge instead of downloading to your device Show downloads menu when a download starts
 Default browser Downloads Family 	Turning off this setting can make it harder to know when a file starts downloading
A ¹ Languages	
 System and performance Reset settings 	
 Phone and other devices Accessibility About Microsoft Edge 	

- 4. Configure the download location and options as needed.
 - Location the folder in which your downloaded files will be saved
 - Ask me what to do with each download use this option to display options for opening or saving a file when I download
 - **Open Office files in browser** use this setting to automatically open Microsoft files in the browser window instead of downloading
 - Show downloads menu when a download starts select this option to see a notification when a download starts



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.

When you select Print from the File menu, the following informational message opens: "To display AND print this document, you need to install Adobe Acrobat Reader." If this message displays, click the "Print" icon.





If you need assistance with configuring a workstation, please contact WellSky Customer Support at https://wellsky.my.site.com/supporthub/login or (800) 318-7260.