

Technical Specifications Guide

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This document provides technical specifications for PointClickCare to enable existing and prospective clients to better understand the systems that support them, particularly at the client's location.

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1 Client Technical Specification

This section explains system specifications that should be adhered to when accessing PointClickCare EHR in a SaaS configuration. Some of these specifications are “fixed” and are dependent on the development choices that were made by PointClickCare. Others are “variable” and depend upon your intended usage of the modules.

2 What's New

Disabling support for TLS 1.0 and TLS 1.1

PointClickCare is disabling support for TLS 1.0 and TLS 1.1 to maintain the highest security standards and promote the safety of customer data. Transport Layer Security (TLS) is a protocol that provides privacy and data integrity between 2 communicating applications.

PointClickCare has extended the deadline of September 10, 2020. The latest release version of TLS is version 1.2. Soon, TLS 1.2 will be required to continue using PointClickCare applications. It is recommended to update your TLS version now.

Older web browsers may need configuration changes, and some are NOT compatible with TLS 1.2. Users with incompatible browsers or operating systems must upgrade to newer software.

Support for IPv6 Public IP Addresses and New requirements when using a firewall/proxy

While we continue the migration of our services to the cloud, we now support both IPv4 and IPv6 public IP addresses added to the IP allowed list within the PointClickCare application. In addition, if you are using a firewall or proxy, we recommend allowed listing our domain (*.pointclickcare.com) and the IP (13.107.246.10) as part of your own firewall/proxy configuration.

Internet Explorer 11 Support on Windows 10

PointClickCare continues to support IE 11 on Windows 10. Microsoft recommends using Microsoft Edge as your default browser. PointClickCare highly recommends upgrading your browser to one of its recommended browsers (see section 4.3.2).

Document Manager

New and enhanced features in Document Manager requires using modern browsers to have the best experience. At this time only the following browsers are supported for Document Manager – Microsoft Edge, Chrome, Firefox and Safari.

Companion app now available on Android

The Companion app is now available for devices with Android version 10+. Please go to the Google Play Store to download the latest version of the app.

3 Why We Have Products System Requirements

When configuring hardware and software to support PointClickCare, you should consider implementing vendor supported operating systems and browsers. These will ensure that you will benefit from the following:

Security

Using a vendor supported operating system and browser is the best way to protect you and your company from online threats. Outdated systems often stop providing upgrades that are necessary to keep them secure.

PointClickCare's browser requirements is aligned with the Microsoft Lifecycle Support policy for Internet Explorer. If you'd like more information about Microsoft's policy, please follow this link: <https://goo.gl/qar8x2>

Speed

Vendor supported operating systems and browsers reduce loading time, which will create increased efficiency for you.

Innovation

Not having to focus development effort on functionality in older systems gives us more time to innovate for the future, resulting in a better application for you.

4 Summary Specification

4.1 Basic system requirements for desktops and laptops

PointClickCare requires the following minimum specifications

- Processor – 2 GHz processor or faster
- RAM – 2 + Gb for 32-bit Windows® / 4 + Gb for 64-bit Windows®
- Video – Supports 1024x768 screen resolution or higher

Our recommended operating system and browser configuration for a Microsoft Windows environment is Windows 10 with Internet Explorer 11. We provide more details in the Section Supported Operating Systems and browsers combination for Desktops/Laptops.

4.2 Basic system requirements for tablets and phones

PointClickCare requires the following minimum specifications:

- Processor – 1.2 GHz processor or faster
- RAM – 1 + Gb
- Video – Supports 1024x600 or more for tablets, 480x800 or more for phones

Our recommended operating systems for tablets are iOS 12.0+ and Android 10.0 +. We provide more details in the Section Supported Operating Systems and browsers combination for Mobile devices/tablets.

4.3 Detailed Specification

PointClickCare is designed to work across multiple browsers provided that the following settings are configured. If you encounter any issues, please ensure that you are running the application on one of the supported platforms below.

4.3.1 Supported Device Matrix for our main products

We recommend running the PointClickCare products through their native apps whenever available. This will ensure that you have the best experience with our applications when using these devices.

	 Desktops	 Laptops	 Tablets	 Phones, iPods
PointClickCare	  	  	**	**
Point of Care	  	  		
Companion	n/a	n/a	 	 
eMAR	  	  	**	**
Care at Home	  	  	 	 
Secure Conversations	  	  	 	 
Practitioner Engagement	  	  	 	 
Skin & Wound	  	  		
Nutrition Management	 	  	**	**
CRM	  	  	 	 
Document Manager	  	  	 	 

** Provides a non-ideal experience due to the device form factor.

 Windows Platform Compatible.

 Mac OSX/iOS Compatible.

 Chrome OS Compatible.

 Android Compatible.

4.3.2 Supported Operating System and browser combinations for Desktops/Laptops

The operating system and browser running on a client’s local machine is also material to the operation of PointClickCare. Though the technologies used by PointClickCare should “run anywhere”, the behaviors of these technologies are not uniform across all operating systems and some earlier systems.

	RECOMMENDED			
	Windows 8.1	Windows 10	Chrome OS	Mac OSX v10+
PointClickCare**				
Point of Care				
eMAR				
Secure Conversations				
Practitioner	IE 11** Edge 16+ Edge Chromium 81+ Chrome 81+ Firefox 73+	IE 11** Edge 16+ Edge Chromium 81+ Chrome 81+ Firefox 73+	Chrome 81+	Safari 10+ Chrome 81+ Edge Chromium 81+ Firefox 73+
Skin & Wound				
Nutrition Management				
CRM				
Care at Home				
Document Manager	Edge 16+ Edge Chromium 81+ Chrome 81+ Firefox 73+	Edge 16+ Edge Chromium 81+ Chrome 81+ Firefox 73+	Chrome 81+	Safari 10+ Chrome 81+ Edge Chromium 81+ Firefox 73+

**IE 11 – Microsoft recommendation is to upgrade to Microsoft Edge as your default browser
See <https://docs.microsoft.com/en-us/lifecycle/faq/internet-explorer-microsoft-edge>

4.3.3 Supported Operating System and browser combinations for Mobile devices and tablets

The operating system and browser running on a client’s mobile device and tablet is also material to the operation of PointClickCare. We recommend that you use native mobile apps whenever available for iOS and Android.

 iOS 12.X

 Android 10.0

	Browser Safari	App	Browser Chrome	App
PointClickCare**	**	n/a	**	n/a
Point of Care	Tablet only	App available	Tablet only	n/a
eMAR	Tablet only	n/a	Tablet only	n/a
Companion	n/a	App available	n/a	App available
Care at Home	n/a	App available	Tablet only	App available
Secure Conversations	Embedded	App available	Embedded	App available
Practitioner Engagement	Embedded	App available	Embedded	App available
Skin & Wound	Embedded	App available	Embedded	n/a
Analytics	**	n/a	**	n/a
Nutrition Management	**	n/a	**	n/a
CRM	Embedded	App available	Embedded	App available
Document Manager	Embedded	n/a	Embedded	n/a

** The application will not provide the best experience when used with these operating systems on mobile devices/tablets

n/a – not currently available.

App available – These products are available as standalone apps.

Embedded – These products can be accessed in the main PointClickCare app through the browser.

Mobile use for PointClickCare - Document Manager for electronic signature

Please Note:

The Document Manager electronic signature functionality can be used on a touch screen tablet to facilitate capturing the signature. While you can access the application through a mobile device browser it does not provide the ideal experience.

We are working on enhancing this mobile signature experience.

For more information on our compatible devices and Operating Systems, please refer to the PointClickCare Products System Requirement document.

4.3.4 Unsupported Operating System and browser combinations

The following Operating Systems and browsers are currently unsupported by PointClickCare as they are already unsupported by the vendor.

Operating Systems

Windows XP (any browser)

Windows Vista (any browser) - unsupported by Microsoft as of April 11, 2017

Windows 7 – (IE 8,9,10) unsupported by Microsoft as of Jan 14th 2020

See <https://support.microsoft.com/en-ca/help/4057281/windows-7-support-ended-on-january-14-2020> for more details

Windows 8.0 (any browser) (please note: We do support Windows 8.1)

See <https://support.microsoft.com/en-ca/help/13853/windows-lifecycle-fact-sheet> for more details

Browsers

Internet Explorer 8, 9, 10

See <https://support.microsoft.com/en-ca/help/17454/lifecycle-support-policy-faq-internet-explorer> for more details.

While the application might run on these operating system and browser combinations, it puts your clients' PHI (Patient Health Information) at risk. We strongly recommend that you use a supported browser to access PointClickCare. We also reserve the right to identify these unsupported combinations and take appropriate actions to enhance security of PointClickCare.

5 Mobile Strategy

We highly recommend that your organization discuss developing, or reviewing, a mobile strategy that meets your organizational goals.

5.1.1 Mobile Device Management (MDM) to manage the mobile devices

- Enforce Device and App Security
 - Protect devices from unauthorized access by enforcing lock screen passcodes and setting up device-level encryption.
- More control over apps usage and apps update
 - Apps updates are centrally managed with the ability of remotely manage the devices.
- Access to Apps based on location
 - Help to enforce that PHI is only accessible within the building boundaries through features such as geofencing capabilities.
- Automated device enrollment
 - Help with facilitating the device preparation process and deployments
- Reporting
 - Provides real time visibility onto your organization's mobile environment

5.1.2 Discussion Points

- Will employees use their own devices (BYOD) or will you supply the devices to run the application?
- Consider branding the devices with a corporate logo to clearly identify a corporate device is in use.
- Consider a communication plan to residents/patients and their families that staff will be documenting using a mobile device while performing care.

6 Browser Specific Configurations

PointClickCare supports the above-mentioned browsers (Section 4.3.3) and has done the appropriate validation on them. Our technical support team is available to help troubleshoot any issues with our application that you may encounter when working with the supported browsers.

6.1 Internet Explorer Browser Configurations

PointClickCare recommends applying all Microsoft hotfixes.

To ensure you have the best experience with our application in Internet Explorer we also **require** the following settings in your browser.

6.1.1 Setting Trusted Sites and Configure Browsing History

From your browser, on the Menu bar (if you can't see the Menu bar, press ALT key on your keyboard) open Internet Options (Tools>Internet Options)

On the General Tab please make sure that the option "Delete browsing history on exit" is NOT selected.

On the Security Tab Select "Trusted Sites"

Then Select Sites

Add the following website https://*.pointclickcare.com

(If you are a Canadian Customer, you ALSO need to add https://*.pointclickcare.ca) Select Close to complete this operation.

6.1.2 Turning off pop-up blocker

On the Internet Options Window,
Go to the Privacy Tab
Uncheck "Turn on Pop-up Blocker"

6.1.3 Saving Encrypted Pages to Disk

On the Internet Options Window, Go to the Advanced Tab.
Scroll down until you find the option "Do not save encrypted pages to disk" This option should be Unchecked.
Click OK to save the new settings.

6.1.4 Disable SSL 3.0, TLS 1.0, TLS 1.1, and enable TLS 1.2.

Open Internet Explorer.
Click Alt-T and select Internet Options.
Select the Advanced tab.
In the "Security" section, locate and manually UNCHECK "Use TLS 1.0" and "Use TLS 1.1" and make sure that the "Use TLS 1.2" is checked
Click Ok

6.2 Google Chrome Browser Configurations

Google Chrome applies updates automatically. PointClickCare makes every effort to test and support the most recent version and the previous major version.

6.2.1 Turning off pop-up blocker

From your Chrome browser
At the top right, click More.
Click Settings.
At the bottom, click Show advanced settings.
Under "Privacy," click Content settings.
Under "Pop-ups," select the option: Do not allow any site to show pop-ups (recommended)
Select Manage Exceptions
Add - [https://\[*.\]pointclickcare.com:443](https://[*.]pointclickcare.com:443)
Done to complete the operation.

6.2.2 Disable TLS 1.0, TLS 1.1, and enable TLS 1.2.

Open Google Chrome
Click Alt F and select Settings
Scroll down and select Show advanced settings...
Scroll down to the Network section and click on Change proxy settings...
Select the Advanced tab
Scroll down to Security category, manually UNCHECK the option box for "Use TLS 1.0" and "Use TLS 1.1", ONLY CHECK "Use TLS 1.2"
Click OK
Close your browser and restart Google Chrome

6.3 Mozilla Firefox Browser Configurations

PointClickCare makes every effort to test and support the most recent version and the previous major version.

6.3.1 Turning off pop-ups blocker

- Click the menu button and choose Options.
- Select the Content panel.
- In the Content panel below Pop-ups:
- Click on Exceptions...
- In the Allowed Sites Window
- Add https://*.pointclickcare.com

6.3.2 Disable TLS 1.0, TLS 1.1, and enable TLS 1.2.

Open Firefox

In the address bar, type about:config and press Enter

In the Search field, enter tls. Find and double-click the entry for security.tls.version.min

Set the integer value to 3 to force protocol of TLS 1.2 ONLY.

Click OK

Close your browser and restart Mozilla Firefox

6.4 Apple® Safari Browser Configurations

PointClickCare makes every effort to test and support the most recent version and the previous major version.

6.4.1 Turning off pop-ups blocker

- From the Top left menu click Safari and select Preferences.
- On the Security Tab go to Web Content.
- Uncheck Block pop-up windows.

6.4.2 Disable TLS 1.0, TLS 1.1, and enable TLS 1.2.

There are no options for disabling SSL protocols. If you are using Safari version 7 or greater on these operating systems iOS 13.4 +, macOS 10.15.4 +, TLS 1.1 and TLS 1.2 are automatically disabled. We recommend updating your iOS or macOS to the most recent stable version to stay compliant.

6.5 Edge Browser Configurations (Edge HTML-Based)

6.5.1 Disable blocking third-party cookies

Go to Settings > Search "cookies" > cookies and site data > Block third-party cookies > disabled (grayed-out)

6.5.2 Disable TLS 1.0, TLS 1.1, and enable TLS 1.2 – for Edge HTML-Based

Open Internet Explorer.

Click Alt-T and select Internet Options.

Select the Advanced tab.

In the "Security" section, locate and manually UNCHECK "Use TLS 1.0" and "Use TLS 1.1" and make sure that the "Use TLS 1.2" is checked

Click Ok

6.5.3 Disable TLS 1.0, TLS 1.1, and enable TLS 1.2. - for Edge Chromium-Based

For the new Microsoft Edge (based on Chromium), TLS 1.0 and 1.1 are currently planned to be disabled by default no sooner than Microsoft Edge version 84. Source ([Blog.microsoft.com](https://blogs.microsoft.com))

7 Recommended Browser Add-ons

7.1 MeadCo ScriptX

This ActiveX component is required to print our legacy reports under Internet Explorer. Please use the link below to install the script on any computer within your facility that will be printing from PointClickCare with Internet Explorer. If you do not have administrative rights to Windows you will need to contact your IT professional to have them to do the installation.

You can download the latest MeadCo 32-bit installation file from the following link:

<http://scriptx.meadroid.com/download/user-upgrade-to-current-version.aspx>

Under the Manual Section select Download ScriptX.msi

Internet Explorer

MeadCo ActiveX Control version 7.2.0.0 or higher – ONLY for Internet Explorer Browsers to support report printing

(Not required for Nutrition Management Application)

7.2 Adobe PDF Reader

Our newer reports are all provided in PDF format and you will be required to have Adobe PDF Reader 10.1.4 or higher installed to be able to view the reports. You can select the appropriate version of Adobe Reader from your computer from <http://get.adobe.com/reader/otherversions/> if you do not have administrative rights to Windows you will need to contact your IT professional to have them to do the installation.

Internet Explorer/Edge/Chrome/Firefox/Safari

Adobe PDF Reader 10.1.4 or higher - to support viewing of reports produced in Adobe PDF format.

Please Note:

The eMAR module is designed to function in a tablet environment through the Safari browser on the iPad. While other portions of the PointClickCare EHR may also be accessible on mobile devices, they are currently not optimized for that type of user experience. We encourage to use the native apps when they are available on the mobile systems.

Old Physicians Orders and eMAR legacy screens were originally designed to run in Internet Explorer and are now deprecated. To benefit from future enhancements and cross browser compatibility we recommend that you follow the Orders Management upgrade plan. You can reach out to your Account Manager for more details.

JavaScript and Cookies must be enabled.

Some third-party Web browser plug-ins and extensions can interfere with the functionality of PointClickCare. We recommend uninstalling any unnecessary plug-ins. If you experience malfunctions or inconsistent behavior, disable all of the Web browser’s plug-ins and extensions and try again.

8 Other Considerations

8.1 Environments Containing Proxies and Firewalls

Required Updates to Firewalls to support PointClickCare Cloud Migration

Please Note:

You are required to allow the whitelist the following URL and IP on your proxy/firewall to support our Cloud migration strategy.

URL - *.pointclickcare.com

IP- 13.107.246.10

Ensures proxies and firewalls allow the port 443 from internal clients to external websites. You also have to enable Port 22 SFTP for file transfers.

US FTP Server Name - ftpus.pointclickcare.com

CDN FTP Server Name - ftpcdn.pointclickcare.com

Table 1. U.S. PointClickCare Public IP Addresses

	Chicago, USA Block 1	Chicago, USA Block 2	Chicago, USA Block 3	Azure, USA Block 1	Azure, USA Block 2	Azure, USA Block 3	Azure, USA Block 4	Azure, USA Block 5 (QA)
Public IP Block	64.74.102.16/28	64.74.109.128/25	38.103.114.112/29	40.65.238.112/28	52.242.231.176/28	52.232.211.192/28	52.158.215.96/28	40.70.170.0/28
IP Range	64.74.102.16 - 64.74.102.31	64.74.109.128 - 64.74.109.255	38.103.114.112 - 38.103.114.119	40.65.238.112 - 40.65.238.127	52.242.231.176 - 52.242.231.191	52.232.211.192 – 52.232.211.207	52.158.215.96 – 52.158.215.111	40.70.170.1 - 40.70.170.14
							AFD – 13.107.246.10	AFD – 13.107.246.10

Table 2. Canadian. PointClickCare Public IP Addresses

	Toronto, Canada Block 1	Toronto, Canada Block 2	Toronto, Canada Block 3	Toronto, Canada Block 4	Azure, Canada Block 1	Azure, Canada Block 2
Public IP Block	72.28.70.96/27	72.28.70.128/28	72.28.70.224/28	72.142.129.176/28	52.228.98.216/29	40.80.251.192/29
IP Range	72.28.70.96 - 72.28.70.127	72.28.70.128 - 72.28.70.143	72.28.70.224 - 72.28.70.239	72.142.129.176-72.142.129.190 and 72.142.129.132	52.228.98.217 - 52.228.98.222	40.80.251.193 - 40.80.251.198

8.2 Virtual Terminal Services

Virtual terminal services, including Citrix, Virtual Machine or Windows Remote Desktop Services are untested but PointClickCare has several customers who are using this architecture.

8.3 Internet Bandwidth Requirements and Port Settings

For PointClickCare EHR/User

- Upload – 8 Megabit/second (1 Megabyte/second)
- Download – 8 Megabit/second (1 Megabyte/second)
- Packet loss rate – Less than 1%
- Port – HTTPS – 443

For PointClickCare EHR with eMAR / User

- Upload – 12 Megabit/second (1.5 Megabyte/second)
- Download – 12 Megabit/second (1.5 Megabyte/second)
- Packet loss rate – Less than 1%
- Port – HTTPS – 443

9 Application Specific Configurations

9.1 All PointClickCare Mobile Apps

To ensure that you have the best experience with all the PointClickCare Mobile Applications

*.pointclickcare.com	app.pendo.io
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9.2 Secure Conversations

To ensure that you have the best experience with the Secure Conversations application please ensure that the domains below are whitelisted on your firewall for HTTPS (443)

*.pointclickcare.com	api.tigertext.me	sdk.tigertext.me	home.tigertext.com
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9.3 Skin and Wound

To ensure that you have the best experience with the Skin and Wounds application please ensure that the domains below are whitelisted on your firewall for HTTPS (443)

*.PointClickCare.com	*.swiftmedical.io	*.pusherapp.com
*.amazonaws.com	*.fontawesome.com	

9.4 Document Manager with E-signature

To ensure that you have the best experience with the Document Manager application please ensure that the domains above are whitelisted on your firewall for HTTPS (443)

US	*.pointclickcare.com	*.esignlive.com	
CAN	*.pointclickcare.ca	*.pointclickcare.com	*e-signlive.ca

PointClickCare Technologies Inc. is advancing senior care by enabling long-term and post-acute care (LTPAC) and senior living providers to achieve the business results that matter – enriching the quality of life for their residents, improving financial and operational health, and mitigating risk. Recognized by Forbes as one of the Top 100 Private Cloud Companies for 2016 and 2017, and acknowledged by KLAS Research as Best in KLAS Vendor for Long-term Care for four consecutive years, PointClickCare offers a portfolio of cloud-based software and services designed from the ground up to help providers manage the complex requirements of senior care. With a suite of fully-integrated applications powered by an interoperable, mobile friendly, and regulatory-compliant electronic health record and revenue cycle management platform, PointClickCare helps our customers connect and collaborate within their care network, achieve and demonstrate higher quality outcomes, optimize financial performance, and simplify their regulatory burden. Over 15,000 skilled nursing facilities, senior living communities and home health agencies use PointClickCare today, making it the North American healthcare IT market leader for the LTPAC industry. For more information on PointClickCare’s software solutions, please visit www.pointclickcare.com

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