



PointClickCare General System Technical Specifications

October 31, 2024

This document explains system specifications recommended when opening PointClickCare in a SaaS configuration. Some specifications depend on the development choices PointClickCare makes and cannot be changed. Some specifications are variable and depend on how your organization intends to use the modules.

PointClickCare[®]

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Security

When configuring hardware and software to support PointClickCare applications, it is recommended to implement vendor supported operating systems and browsers. Using a vendor supported operating system and browser is the best way to protect your organization from online threats. Outdated systems often stop providing the upgrades needed to keep them secure.

Multi-Factor Authentication (MFA)

Multi-Factor Authentication (MFA) is an electronic verification method in which a user is granted access to PointClickCare only after successfully presenting two or more pieces of evidence to an authentication mechanism. An Authenticator App must be downloaded on your mobile device prior to logging into PointClickCare.



NOTE

For any questions or concerns related to the Authenticator App on your mobile or desktop device, please reach out to your System Administrator. PointClickCare cannot troubleshoot Authenticator App related issues.

Multi-Factor Authentication is not available for Single Sign-on (SSO) users.

Multi-Factor Authentication (MFA) Prerequisites

- The individual responsible for configuring Multi-Factor Authentication should have the IT Systems Administrator standard role assigned in their security user profile.
- An Authenticator App should be downloaded on your mobile device or should be logged in to Desktop Authenticator App.

Basic System Requirements

PointClickCare requires the minimum system specifications provided in this section.

Desktops and Laptops

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

For Microsoft Windows environments, the recommended operating system and browser combination is either Windows 10 or Windows 11 with Microsoft Edge. For more information, see [Supported Operating System and Browser Combinations for Desktops and Laptops](#). [5]

Tablets and Phones

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





Recommended operating systems for tablets are iOS 12.0+ and Android 10.0+. For more information, see [Supported Operating System and Browser Combinations for Mobile Devices and Tablets \[5\]](#).



























Detailed Specifications













PointClickCare is designed to work across multiple browsers provided you configure the recommended settings on supported platforms.

Supported Devices for PointClickCare Main Applications

It is recommended to run PointClickCare applications through their native apps. For example, if you use iOS, use the POC iOS app instead of running the application through the browser. Running native PointClickCare apps with the device and operating system combinations shown below ensures you have the best experience.

	Windows Platform compatible
	Mac OSX/iOS compatible
	Chrome OS compatible
	Android compatible
~	Provides a non-ideal experience due to the device form factor. Screens are designed for desktops and laptops.

Application	Desktops	Laptops	Tablets	Phones
PointClickCare			~	~
Point of Care				
PointClickCare Companion	~	~		
eMAR			~	~
Home Health Care / Care at Home				
Secure Conversations				
Practitioner Engagement				
Skin and Wound				

Application	Desktops	Laptops	Tablets	Phones
Nutrition Management			~	~
Customer Relationship Management (CRM)				
Document Manager				
ChartPic	~	~		

Supported Operating Systems and Browser Combinations for Desktops and Laptops

Your operating system and browser affect PointClickCare system operations. For optimum PointClickCare system performance, use one of the configurations below.



NOTE

It is recommended to use a Windows 10 or Windows 11 configuration.

Microsoft discontinued the use of Internet Explorer. As of April 8, 2024, PointClickCare no longer supports Internet Explorer. **After April 9, you needed to change your browser to a supported operating system and browser combination to continue accessing PointClickCare.** For more information, see [Microsoft Lifecycle Policy](#)

Document Manager supports the latest and previous 2 browser versions.

Application	Windows 10/11	Chrome OS	Mac OS X 10+
PointClickCare	<ul style="list-style-type: none"> • Microsoft Edge 92+ • Chrome 92+ • Firefox 91+ 	<ul style="list-style-type: none"> • Chrome 92+ 	<ul style="list-style-type: none"> • Safari 13+ • Microsoft Edge 92+ • Chrome 92+ • Firefox 91+
Point of Care			
eMAR			
Secure Conversations			
Practitioner Engagement			
Skin and Wound			
Nutrition Management			
Customer Relationship Management (CRM)			
Home Health Care			
Document Manager**	<ul style="list-style-type: none"> • Microsoft Edge 92+ • Chrome 92+ • Firefox 91+ 	<ul style="list-style-type: none"> • Chrome 92+ 	<ul style="list-style-type: none"> • Microsoft Edge 92+ • Chrome 92+ • Firefox 91+ • Safari 13+

Supported Operating System and Browser Combinations for Mobile Devices and Tablets

The operating system and browser running on a mobile device and tablet also affect the operation of PointClickCare. It is recommend to use native mobile apps when available for iOS and Android.

- Available products are standalone apps.
- Embedded apps are accessed in the PointClickCare application in the browser.
- ~ Provides a non-ideal experience with the operating system on mobile devices and tablets.

	iOS 15+		Android 12+	
Application	Safari	App	Chrome	App
ChartPic		Available		Available

	iOS 11–17.6		Android 10–11	
Application	Safari	App	Chrome	App
Customer Relationship Management (CRM)	Embedded	Available	Embedded	Available

	iOS 12+		Android 10+	
Application	Safari	App	Chrome	App
PointClickCare	~		~	
Point of Care	Tablet only	Available	Tablet only	
eMAR	Tablet only		Tablet only	
PointClickCare Companion		Available		Available
Care at Home		Available	Tablet only	Available
Secure Conversations	Embedded	Available	Embedded	Available
Practitioner Engagement	Embedded	Available	Embedded	Available
Skin and Wound	Embedded	Available	Embedded	
Performance Insights	~		~	
Nutrition Management	~		~	
Document Manager	Embedded		Embedded	



NOTE

- PointClickCare blocks screen captures on Android devices. IOS devices cannot be blocked.
- You can use Document Manager e-Signature (e-Sign) on a touch screen tablet to capture the signature. You can open the application through a mobile device, however, it provides a non-ideal experience. PointClickCare is working on enhancing mobile e-sign. To use eSign with Safari, you must enable browser cookies. If cookies is not enabled, an error message appears. To enable cookies, clear the **Prevent cross-site tracking** security setting.
- eMAR is designed to function in a tablet environment through the Safari browser on the iPad. While other features of PointClickCare may also be accessible on mobile devices, they are currently not optimized for this type of experience. It is recommended to use the native apps, when available, on mobile systems.

Unsupported Operating System and Browser Combinations

Some operating systems and browsers are unsupported by the vendor and PointClickCare. For more information, see [Microsoft Lifecycle Information](#).

While PointClickCare applications may run on these operating system (OS) and browser combinations, they are a security risk for Patient Health Information (PHI). It is strongly recommended to use a supported browser to access PointClickCare. PointClickCare reserves the right to identify unsupported OS and browser combinations and take appropriate actions to enhance the security of PointClickCare applications.

Operating Systems

PointClickCare does not support:

- Windows XP for any browser.
- Windows Vista for any browser.
- Windows 7 for IE (any version)
- Windows 8.0 for any browser.
- Windows 8.1 for any browser.

Browsers

PointClickCare does not support Internet Explorer (IE) 8, 9, 10, and 11, including the MeadCo ScriptX add-on.

Mobile Strategy

It is strongly recommended your organization develops or reviews your mobile strategy to meet the goals of your organization. Your PointClickCare Customer Success Manager can provide input.

Mobile Device Management (MDM)

- Enforce Device and App Security. Protect devices from unauthorized access by enforcing lock screen passcodes and setting up device-level encryption.
- Manage app usage and updates centrally with remote ability to manage devices.
- Enforce PHI accessibility within building boundaries. Allow access to apps based on location using features such as geofencing capabilities.
- Facilitate device preparation and deployments using automated device enrollment.
- Monitor real-time visibility into the mobile environment of your organization by using reporting.

Additional Discussion Points

- Provide organization-owned devices to employees or employees use their own devices (BYOD) to run the apps.
- Brand corporately-owned devices with a corporate logo to clearly identify a corporate device is in use.
- Create a communication plan to inform residents and families that staff use mobile devices while providing care.

Browser Specific Configurations

PointClickCare validated and supports the browsers listed in [Supported Operating System and browser combinations for mobile devices and tablets \[5\]](#). Our technical support team is available to assist you with application issues when working with supported browsers.

Apple® Safari Browser Configurations

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

Step	Action
	<p>Turn off blocking third-party cookies</p> <ol style="list-style-type: none"> 1. Open the browser menu and select Preferences. 2. Select Privacy. 3. Next to Cookies and website data, clear Block all cookies.
	<p>Turn off pop up blockers</p> <ol style="list-style-type: none"> 1. Log into PointClickCare. 2. In the browser menu, select Safari, then select Preferences. 3. Select Websites. 4. Select Pop-up Windows. 5. In Allow pop-up windows on the websites below, next to the PointClickCare website, select Allow.
	<p>Turn off TLS 1.0 and TLS 1.1, and turn on TLS 1.2, if applicable</p> <p>Options for disabling SSL protocols are not available. If you use Safari version 7 or later on iOS 13.4+ or macOS 10.15.4+, TLS 1.1, and TLS 1.2 are automatically turned off. To stay compliant, it is recommended to update your iOS or macOS to the most recent stable version.</p>

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.

Step	Action
	<p>Turn off pop up blockers</p> <ol style="list-style-type: none"> 1. Open the browser menu. Press Alt+t, if needed. 2. Select Privacy & Security. 3. Click Site Settings. 4. Click Pop-ups and redirects. 5. Next to Allow, type: [*.]pointclickcare.com 6. Click Add. 7. Close Settings.
	<p>Turn off TLS 1.0 and TLS 1.1, and turn on TLS 1.2, if applicable</p> <ol style="list-style-type: none"> 1. Open the browser menu. Press Alt+t, if needed. 2. Select Show advanced settings. 3. In the Network section, click Change proxy settings. 4. Select Advanced. 5. In the Security category, clear Use TLS 1.0 and Use TLS 1.1, and select Use TLS 1.2. 6. Click OK. 7. Close the browser and restart Chrome.

Microsoft Edge Browser Configurations

Step	Action
	<p>Turn off blocking third-party cookies</p> <ol style="list-style-type: none"> 1. Open the browser menu and select Settings. 2. Select Site permissions and select Cookies and site data. 3. Turn on Allow Sites to save and read cookie data (recommended). 4. Turn off Block third-party cookies.
	<p>Turn off pop up blockers for PointClickCare</p> <ol style="list-style-type: none"> 1. Open the browser menu and select Settings. 2. Select Site permissions. 3. Expand Pop-ups and redirects. 4. Turn on Block (recommended). 5. In the Allow section, click Add and type: <code>[*.]pointclickcare.com</code>
	<p>Turn off TLS 1.0 and TLS 1.1, and turn on TLS 1.2, if applicable</p> <p>TLS version 1.2 or later is required. Microsoft Edge version 84 or later defaults to a minimum version of TLS 1.2. If you use Microsoft Edge version 83 or earlier, to maintain the highest security standards and promote the safety of your HIS, upgrade to the most recent Microsoft Edge version. For more information, see blog.microsoft.com.</p>

Mozilla Firefox Browser Configurations

PointClickCare tests and supports the most recent version and the previous version.

Step	Action
	<p>Turn off pop up blockers</p> <ol style="list-style-type: none"> 1. Open the browser menu and select Options. 2. Click Privacy & Security. 3. In the Permissions section, next to Block pop-up windows, click Exceptions... 4. In Address of website, type pointclickcare.com. 5. Click Allow. 6. Click Save Changes. 7. Close Options.
	<p>Turn off TLS 1.0 and TLS 1.1, and turn on TLS 1.2, if applicable</p> <ol style="list-style-type: none"> 1. Open the browser. 2. In the address bar, type config and press enter. 3. Search for tls. 4. Double click security.tls.version.min. 5. Set the integer value to 3 to force protocol of TLS 1.2 only. 6. Click OK. 7. Close the browser and restart Firefox.

Browser Add-ons

Some third-party Web browser plug-ins and extensions can interfere with the performance of PointClickCare. It is recommended to uninstall unnecessary plug-ins. If malfunctions or inconsistent behavior occur, disable all Web browser plug-ins and extensions, then try again.

Adobe PDF Reader

To see PDF output format for reports, you must install Adobe PDF Reader 10.1.4 or later. This applies to all supported browsers. You can select the appropriate version of Adobe Reader for your computer from [get Adobe](https://get.adobe.com).

Other Considerations

Environments Containing Proxies and Firewalls

To access PointClickCare on the Azure cloud, you must:

- Allowlist the following URL on your proxy or firewall: *.pointclickcare.com
This ensures proxies and firewalls allow the port 443 from internal clients to external websites.
- Turn on Port 22 SFTP for file transfers.
 - US FTP server name: ftpus.pointclickcare.com
 - CDN FTP server name: ftpcdn.pointclickcare.com

PointClickCare Public IP Addresses



NOTE

IP blocks are for the sole use by PointClickCare products and services.

PointClickCare reserves all the IP addresses in the block. IP addresses for the PointClickCare domain can change. It is recommended to trust the PointClickCare domain. If you allowlist IP addresses, include all the addresses in the block. If you do not allowlist all the addresses in the block, you might not have access to PointClickCare when an IP address changes.

USA Azure

IP Block	IP Range
Single IP address	45.223.197.1
20.96.223.32/28	20.96.223.32 - 20.96.223.47
40.65.238.112/28	40.65.238.112 - 40.65.238.127
52.158.215.96/28	52.158.215.96 - 52.158.215.111
52.228.228.128/28	52.228.228.128 - 52.228.228.143
52.232.211.192/28	52.232.211.192 - 52.232.211.207
52.242.231.176/28	52.242.231.176 - 52.242.231.191
52.252.76.128/28	52.252.76.128 - 52.252.76.143
52.184.253.80/28	52.184.253.80 - 52.184.253.95
20.190.212.176/28	20.190.212.176 - 20.190.212.191
20.109.241.112/28	20.109.212.112 - 20.109.212.127
20.85.61.40/30	20.85.61.40 - 20.85.61.43
20.88.120.240/28	20.88.120.240 - 20.88.120.255
20.112.218.128/28	20.112.218.128 - 20.112.218.143
20.112.255.80/28	20.112.255.80 - 20.112.255.95
135.224.234.160/28	135.224.234.160 - 135.224.234.175

Canadian Azure

IP Block	IP Range
Single IP address	45.223.197.1
40.80.243.112/28	40.80.243.112 - 40.80.243.127

IP Block	IP Range
52.228.119.112/28	52.228.119.112 - 52.228.119.127
20.116.139.128/28	20.116.139.128- 20.116.139.143
20.200.95.144/28	20.200.95.144 - 20.200.95.159
52.235.2.0/28	52.235.2.0 - 52.235.2.15
135.224.234.160/28	135.224.234.160 - 135.224.234.175

Virtual Terminal Services

Virtual terminal services, including Citrix, Virtual Machine, and Windows Remote Desktop Services, are untested. However, several PointClickCare customers use this architecture.

Internet Bandwidth Requirements and Port Settings

PointClickCare per user:

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

PointClickCare with eMAR per 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

Application Specific Configurations

All PointClickCare Applications

To provide the best experience with all PointClickCare applications, add the following domains to the allowlist in your firewall for HTTPS(443):

- *.pointclickcare.com
- *.pendo.io

Secure Conversations

To provide the best experience with the application, add the following domains to the allowlist in your firewall for WSS (443) and HTTPS (443):

- *.pointclickcare.com
- wss://tsock.us1.twilio.com
- https://media.us1.twilio.com
- https://mcs.us1.twilio.com

Unfortunately, at this moment it is not possible to use static IP addresses. This is due to the nature of the load balancing setup. In case an allowlist is required, it is still possible to enable a larger range of Amazon Web Service IP addresses.

Skin and Wound

To provide the best experience with the application, add the following domains to the allowlist in your firewall for HTTPS (443):

- *.pointclickcare.com
- *.swiftmedical.io
- *.pusherapp.com
- *.amazonaws.com
- *.fontawesome.com

Document Manager with e-Signature

To provide the best experience with the application, add the following domains to the allowlist in 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). 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 software solutions PointClickCare offers, please visit www.pointclickcare.com.