PointClickCare General System Technical Specifications

February 29, 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.

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What's New

Internet Explorer (IE) 11 Deprecation

Internet Explorer was retired by Microsoft. On April 8, PointClickCare will end support for Internet Explorer and the MeadCo ScriptX add-on.

Before April 8, you must change your browser to continue accessing PointClickCare.

If you print reports using MeadCo ScriptX, it is recommended to test by printing the reports in the supported browser your organization plans to use. If you have concerns with report output, please submit a case to Customer Support.

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 Outdated systems often stop providing upgrades needed to keep them secure. Browser requirements for PointClickCare products are aligned with the Microsoft Lifecycle support policy for Internet Explorer. For more information, see Microsoft Lifecycle Policy.

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 a Microsoft Windows environment, the recommended operating system and browser configuration is Windows 10 with Internet Explorer 11. 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.

Icon	Description
▦	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, iPods
PointClickCare	▦ ◉	▦ ◉	~	~
Point of Care	▦ ◉	▦ ◉		
PointClickCare Companion			🤖	🤖
eMAR	▦ ◉	▦ ◉	~	~
Home Health Care / Care at Home	▦ ◉	▦ ◉	🤖	🤖
Secure Conversations	▦ ◉	▦ ◉	🤖	🤖
Practitioner Engagement	▦ ◉	▦ ◉	🤖	🤖
Skin & Wound	▦ ◉	▦ ◉		
Nutrition Management	▦ ◉	▦ ◉	~	~
Customer Relationship Management (CRM)	▦ ◉	▦ ◉	🤖	🤖

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Application	Desktops	Laptops	Tablets	Phones, iPods
Document Manager				

Supported Operating Systems and Browser Combinations for Desktops and Laptops

Your operating system and browser affect PointClickCare system operations. For optimum Point-ClickCare system performance, use one of the configurations below. Versions shown are as of October 21, 2021.

> **NOTE**
> It is recommended to use a Windows 10 configuration.
>
> Microsoft discontinued the use of Internet Explorer. Starting April 8, 2024, PointClickCare will no longer support Internet Explorer. **Before April 9, you must change your browser to a supported operating system and browser combination to continue access to PointClickCare.** For more information, see Microsoft Lifecycle Policy
>
> Document Manager supports the latest and previous 2 browser versions.

Application	Windows 8.1	Windows 10	Chrome OS	Mac OS X 10+
PointClickCare Point of Care eMAR Secure Conversations Practitioner Engagement Skin & Wound Nutrition Management Customer Relationship Management (CRM) Home Health Care	• Edge 16+ • Edge Chromium 92+ • Chrome 92+ • Firefox 91+	• Edge 16+ • Edge Chromium 92+ • Chrome 92+ • Firefox 91+	• Chrome 92+	• Safari 13+ • Edge Chromium 92+ • Chrome 92+ • Firefox 91+
Document Manager**	• Edge Chromium 92+ • Chrome 92+ • Firefox 91+	• Edge Chromium 92+ • Chrome 92+ • Firefox 91+	• Chrome 92+	• Edge Chromium 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.

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	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 & Wound	Embedded	Available	Embedded	
Performance Insights	~		~	
Nutrition Management	~		~	
Customer Relationship Management (CRM)	Embedded	Available	Embedded	Available
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.
  The eSign workflow in Document Manager does not support IE Mode in Microsoft Edge. If you use IE Mode, ensure it is set to **Don't allow**. This includes devices owned by others outside your organization.
  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 8, 9, and 10.
- Windows 8.0 for any browser.

> **NOTE**
> PointClickCare supports Windows 8.1.

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
	Turn off blocking third-party cookies
1.	Open the browser menu and select **Preferences**.
2.	Select **Privacy**.
3.	Next to Cookies and website data, clear **Block all cookies**.
	Turn off pop up blockers
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**.
	Turn off TLS 1.0 and TLS 1.1, and turn on TLS 1.2, **if applicable**
	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.

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
	Turn off pop up blockers
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.
	Turn off TLS 1.0 and TLS 1.1, and turn on TLS 1.2, **if applicable**
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 Chromium-Based Browser Configurations

Step	Action
	Turn off blocking third-party cookies
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**.
	Turn off pop up blockers for PointClickCare
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: **[*.]pointclickcare.com**

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Step	Action
	Turn off TLS 1.0 and TLS 1.1, and turn on TLS 1.2, if applicable
	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.

Microsoft Edge HTML-Based Browser Configurations

Step	Action
	Turn off blocking third-party cookies
	1. Open the browser menu and select **Settings**.
	2. Select **View Advanced Settings**.
	3. Under **Cookies**, expand **Don't block cookies**.
	4. Select **Don't block cookies**.
	5. Click anywhere on the screen to exit settings.
	Turn off pop up blockers
	1. Open the browser menu and select **Settings**.
	2. Select **Site permissions**.
	3. Expand **Pop-ups and redirects**.
	4. In the Allow section, click **Add** and type:
	[*.]pointclickcare.com
	5. Click **Add**.
	6. Close Settings.
	Turn off TLS 1.0 and TLS 1.1, and turn on TLS 1.2, if applicable
	1. Open the browser.
	2. Click **Alt-T** and select **Internet Options**.
	3. Click **Advanced**.
	4. In the Security section, clear **Use TLS 1.0** and **Use TLS 1.1**, and select **Use TLS 1.2**.
	5. Click **OK**.

Mozilla Firefox Browser Configurations

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

Step	Action
	Turn off pop up blockers
	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**.
	Turn off TLS 1.0 and TLS 1.1, and turn on TLS 1.2, if applicable
	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.

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 PointClick-Care 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
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

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IP Block	IP Range
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

Canadian Azure

IP Block	IP Range
40.80.243.112/28	40.80.243.112 - 40.80.243.127
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

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

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- 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 & 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 (LTPACPointClickCarePointClickCare 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.point-clickcare.com.