Spring 2025 Release Edition

athenaOne Technical Requirements

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1 To access athenaOne

athenaOne is a cloud-based application. As such, athenaOne can be accessed through several commercially available web browsers. Our goal is to provide customers with the best HIPAA-compliant experience over the modern web. **Please note this matrix only reflects athenaOne, not any other services.** As of the publication date of this document, here is our browser support matrix:

	Chrome (64-bit)	Microsoft Edge (64-bit)	Safari
Windows PCs & Tablets Windows 10 &11	Supported	Supported	Not Supported
Mac macOS	Supported	Supported	Supported
iPhones iOS Limited Support provided via the athenaOne Mobile App	Not Supported	Not Supported	Limited support provided via the athenaOne Mobile App.
iPads iPadOS Limited Support provided via the athenaOne Mobile App	Not Supported	Not Supported	Limited
Android Phones & Tablets	Not Supported	Not Supported	Not Supported
Chromebooks ChromeOS	Limited	Limited	Not Supported

Supported. Supported solutions are tested against all new and existing athenaOne workflows for all new versions of those browsers. Bugs identified with these browsers will be triaged in a timely manner.

Not Supported. athenaOne will block unsupported browsers, but may not block all such browsers, particularly in the cases where a user may intentionally alter the user-agent. A lack of blocking should not be construed as support.

Limited. Some athena workflows may not work as expected. In a triage situation athena may ask to have the problem replicated on a supported platform.

NOTE: The "limited" support descriptions here apply to the athenaOne application only, and not other mobile applications athenahealth may offer such as Epocrates and the athenaOne App.

Additional Browser Support Details

- Full support is provided for the last 6 major stable release versions of Chrome or Edge browsers, and the last 6 minor stable release versions of the latest major version of Safari.
- 32-bit browsers are not supported for use with athenaOne due to memory utilization limitations, potential performance issues, and compatibility constraints with modern web content.
- Support for Windows in Surface/Tablet or Metro Modes is considered Limited.

- NOTE: The athena device integration module for integrating physical devices like card readers and select medical devices is not currently supported beyond Windows PC. Windows Parallels are not supported. Additional information regarding athenaOne Device Manager (ADM) can be found on the Success Community: https://success.athenahealth.com/s/article/000093185

  For a detailed list of browser settings required and a statement regarding the use of browser extensions, please see the **Browser Appendix**.

2 Hardware requirements

For the best user experience, our application requires the following hardware specifications:

Windows PC

- 2.0+ GHz quad core CPU (ex: Core i5) or better
- 16 GB+ RAM strongly recommended; 8 GB RAM minimum
- 10 GB free hard drive space; SSD strongly recommended
- A monitor capable of at least 1920x1080 or higher recommended
- Windows 10 or 11 with latest updates
- **Note:** At this time, athenaOne Device Manager (ADM) and all athenaOne supported software only have confirmed compatibility with AMD and Intel x86 based architecture. Performance cannot be guaranteed with ARM-based Windows processors

Mac

- Recommended: 2.0+ GHz quad-core CPU (ex: Core i5); 2020 MacBook or newer, with Apple M-series processors
- Minimum: recent 2.0+ GHz dual core CPU (ex: Core i3); 2015 MacBook Pro or equivalent
- 8GB RAM+ recommended; 4 GB RAM minimum
- 10 GB free hard-drive space; SSD recommended
- A monitor capable of at least 1920x1080 resolution and 22"+ recommended
- macOS 12 *Monterey* or newer (current version is macOS 14 *Sonoma*)
- **Note:** athenaOne Device Manager (ADM) is not supported on Mac

Windows Tablets

- 2.0+ GHz quad-core CPU (ex: Core i5) or better
- 16 GB RAM+ strongly recommended; 8 GB RAM Minimum
- 10 GB free hard drive space; SSD strongly recommended
- A monitor capable of at least 1920x1080 or higher recommended
- Tablet mode is not supported
- Use an external keyboard and mouse

- Touchscreen capability is supported for use with your finger. The use of a stylus is not supported.

Virtualization

There are some risks and limitations to utilizing virtualization with athenaOne, including:

- Insufficient workstation resourcing/networking bottlenecks
- Device connectivity/passthrough complexity
- athenaOne Device Manager (ADM) functionality and stability
- Support and issue troubleshooting complexity

Should a performance or other issue occur in athenaOne for a user in a virtual environment that is not replicable on a thick client, we will be unable to offer support beyond identification of the issue as related to the virtual environment. You should connect with the vendor of your virtualization solution for support in these instances.

You can find more about athenahealth's virtualization guidance on the Success Community: https://success.athenahealth.com/s/article/000009950.

3 Network recommendations

Connections to athenaOne consist of high-volume, trusted network transactions that perform best with low latency and short network routing. athenahealth strongly recommends prioritizing athenaOne-related traffic within your network to allocate consistent bandwidth during peak usage for reliable communication with minimal delays or interruption.

- 1Mbps up and down per user
  - o This is specific to athenaOne traffic only.
- 120ms round-trip time
  - o The total time for your data to travel to our servers and back.
- Direct internet access for athenaOne
  - o Keep it simple; athenaOne runs best without complex internal network configurations.
  - o Only U.S.-based IP addresses are permitted to access athenaOne.
    - If utilizing a VPN it must have a U.S.-based IP address.
- Backup Internet Service Provider (ISP)
  - o Keeps you connected if your primary ISP goes down.

For complete athenaOne functionality, allow the following wildcard domains and IP ranges through TCP ports 443 and through any web proxies, firewalls or related infrastructure:

athenahealth

- athenaOne:
  - *.athenahealth.com
  - *.athena.io
  - *.printing.athena.io
  - secure.athenahealthpayment.com
  - *.api.smartystreets.com
  - browser-intake-datadoghq.com
- athenaTelehealth:
  - *.chime.aws
  - *.amazonaws.com
  - *.amplitude.com
  - *.launchdarkly.com
  - *.visualstudio.com
  - *.googleapis.com
  - *.gstatic.com
  - *.zoom.us
    - TCP ports 8801 and 8802
- Enhanced Diagnosis:
  - *.imohealth.com
  - *e-imo.com
- Epocrates:
  - *.epocrates.com
  - *.atext.epocrates.com
- eLearning:
  - *.kenexa.com
  - *.csod.com
  - *.akamai.com
- Ingenico Credit Card Devices:
  - Network administrators are strongly urged to use DNS-based filtering for their firewall policies due to the potential for IP addresses to change. However, certain setups are not compatible with DNS filtering. For such networks, athenahealth recommends allowlisting communication through the following port groupings:

Ports	7000, 6423, 7500, 443, 450*
Domain Names *(Recommended)*	fuseboxtrant.elavon.net termmgt.elavon.com termupdate.elavon.net

Elavon Developer Portal & IP Range Sections to Include	https://developer.elavon.com/products/fusebox/v1/elavon-ips Relevant IP ranges can be found under the following headings: **IP addresses to Allow** – Elavon/US Bank-owned addresses **Fusebox Switch** **Ingenico Estate Manager Simplify**

*Port 450 only needs to be included in the port groupings if utilizing Ingenico iPP320 model devices.

- o Information related to supplementary antivirus configurations can be found on the Success Community. Access to the Success Community is made available only to athenahealth customers.

4 Faxing

Outbound (sent out from athenaOne):

Outbound faxes are managed via athenaOne and do not require additional phone lines or fax servers.

Inbound (sent into athenaOne):

athenahealth will process (categorize, extract data from and link to patients) all inbound documents sent via fax from external third parties to athenaFax toll-free numbers. athenahealth will not process internal non-barcoded faxes (faxes sent into athenaOne from the customer). We determine internal vs. external faxes based on Caller ID and Remote ID. For this reason, all documents faxed internally to athenaFax 800 numbers must be sent with a Caller ID and Remote ID configured for that fax source. If working with an e-fax vendor or PBX solution, the originating fax number and Remote ID (also referred to as a TSID or CSID) must be maintained during transmission. You can choose to forward your local fax numbers to your assigned toll-free athenaFax numbers, or publish the toll-free fax numbers and have business partners fax directly to them for document processing.

Recommendations

- Publish toll-free numbers instead of forwarding due to reduced technical complexity and cost benefits
- If using a forward, the ANI (originating fax number) is required. We recommend remote call forwarding (RCF) or setting up the forward at the telecom-company level, as opposed to local call forwarding (LCF) with your machine due to technical complexity
- IP-based solutions such as VoIP and FoIP by their nature have a higher potential for transmission failure rate. Because of this, while they can be used, we don't recommend that you use them.
- To minimize busy signals, instruct your telecom provider to setup the forward with a minimum of three paths per FTE provider using the fax line.

Fax Machine Minimum Specification Requirements

- Minimum memory of 8.0 MB
- Super G3-capable
- Dual scan capability (ability to queue outbound fax jobs while receiving fax transmissions)

- Error Correction Mode (ECM) enabled
- Transmission retry setting enabled
- Configured to print transmission report after each fax
- Fax resolution configured for minimum 200x200 DPI
- Fax Batching mode disabled
- Disable any enhanced G4 settings (relevant to newer fax machines)

Faxing Over IP

If you plan to forward your fax lines and utilize a Fax over IP (FoIP) solution, this will work with athenaFax, but please note the following:

- Use the G.711 protocol when using IP-based solutions such as SIP
- Longer documents are more prone to failure
- athenaFax supports any baud rate (speed of transmission), but faster is better
- As with analog fax lines, we recommend forwarding at the telecom provider level, and that the originating fax number and Remote ID are passed through

5 Devices

athenahealth offers free, seamless athenaOne integrations with a selection of medical and non-medical devices that are integral to your organization's success, and we provide an ecosystem of additional paid integration options through partnerships with leading device manufacturers and aggregators.

Our device catalog, https://www.athenahealth.com/sites/default/files/media_docs/Device-Integration-Menu.pdf, provides a comprehensive list of devices that integrate with athenaOne, either directly through athenaOne Device Manager ("ADM", included with athenaOne Base), in collaboration with our Marketplace partners, or using HL7 interfaces with select third-party vendors.

NOTE: athenaOne Device Manager (ADM) is supported only on the Windows Operating System (OS). The devices in the catalog that are integrated through ADM are compatible with athenaOne only computers and laptops running the Windows OS.

Browser Appendix

Chrome and Edge, both supported for use with athenaOne, boast extensive extension marketplaces, housing thousands of add-on extensions catering to diverse user needs. Some browser extensions may also negatively impact the stability and performance of your browser environment as well as have a direct and negative impact on athenaOne performance. The use of browser extensions may also create an opportunity for cyber vandals to obtain information from athenaOne and other sources including protected health information (PHI), payment information, or passwords.

Before deploying an extension across your organization, athena strongly advises that you test your browser configuration performance against a small population of users to ensure that athenaOne performance is not negatively impacted. If you contact athena requesting an investigation into athenaOne performance, your catalog of installed browser extensions will be reviewed, and you may receive a request to temporarily uninstall one or more extensions as part of the diagnostic process.

Settings	Supported Value
Allow pop-ups	On
Auto-fill forms	Off
Save passwords	Off

Group Policy Settings	Supported Value
Auto-fill forms	Off
Save passwords	Off
Allow pop-ups for the following sites: https://[*.]athenahealth.com https://[*.]athena.io https://[*.]secure.athenahealthpayment.com https://[*.]csod.com https://[*.]webex.com https://[*.]kenexa.com https://[*.]walkme.com	On

NOTE: Group Policy settings set by your organization will supersede settings initiated by the athenaOne *Configure Your Browser* page.