

Configure your Computer for athenaNet



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Before you configure your computer

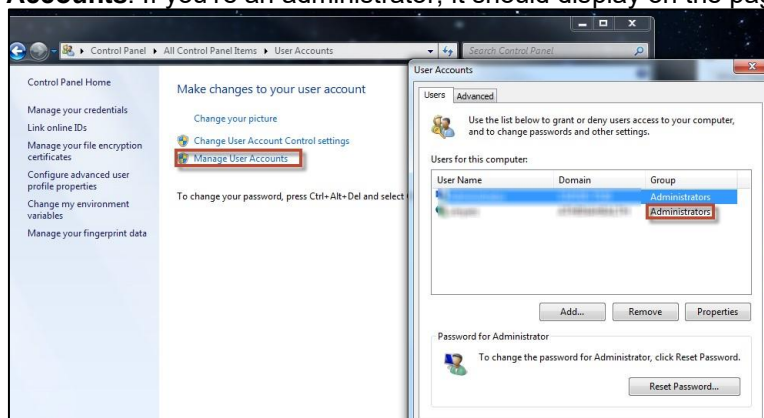
The process of configuring your computer for athenaNet should take just a few minutes. If you have trouble making any of the necessary changes, contact your IT department for assistance.

Windows users need administrative rights

To get started, you need to verify that you have administrative rights (Windows only). If you do not have administrative rights, work with your IT department to ensure that your computer is configured appropriately.

To verify this:

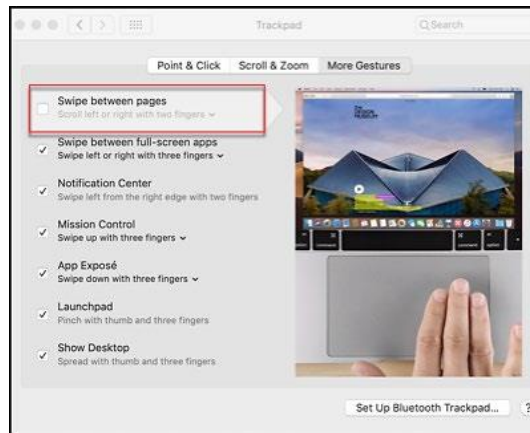
1. Click **Start**.
2. Click **control panel**.
3. Click **User accounts**.
4. Click **Manage User Accounts**. If you're an administrator, it should display on the page pictured below.



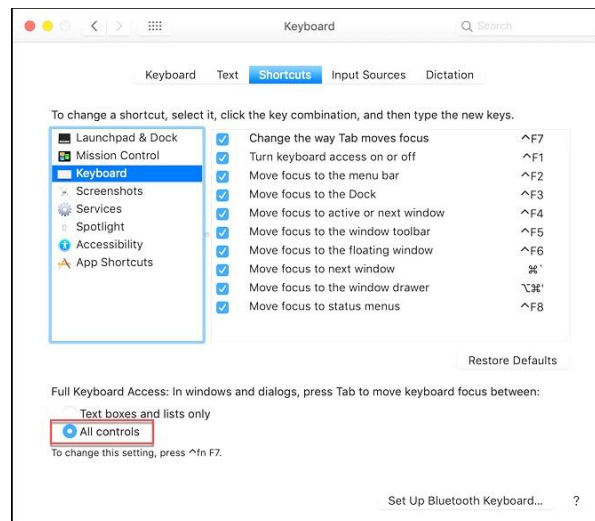
Safari version 13 on macOS

Configuring your Mac

1. We recommend disabling **Swipe between pages** on your Mac.
 - a. Click the **Apple** menu.
 - b. Select **System Preferences**.
 - c. Select **Trackpad**.
 - d. Uncheck the box next to **Swipe between pages**.



2. Enable **Full Keyboard Access**.
 - a. Click the **Apple** menu.
 - b. Go to **System Preferences**.
 - c. Select **Keyboard**.
 - d. Choose the **Shortcuts** tab.
 - e. Toggle **Full Keyboard Access** to **All controls**.



Required settings for athenaNet in Safari

Below is a summary of all athenaNet support settings with both a description of the setting and the supported value that should be set in Safari. You should set these settings manually following the instructions in the [Configure Safari](#) section.

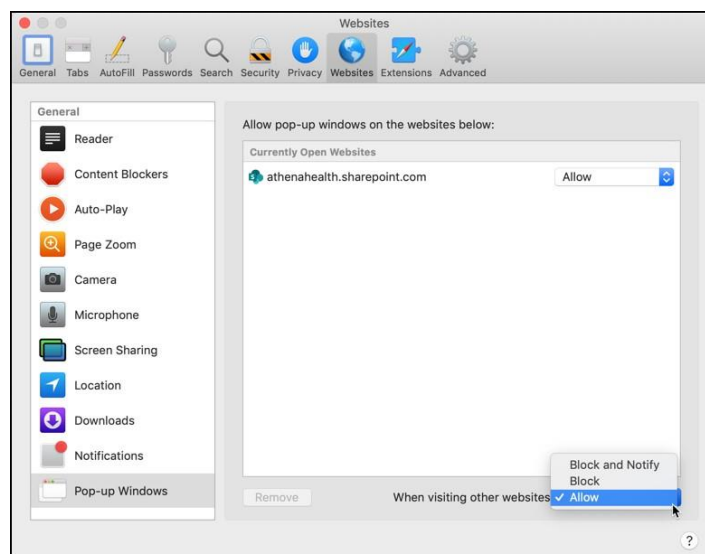
Settings	Reason	Supported Value
Allow pop-ups	Allow pop-ups to display	On
Auto-fill forms	Automatically fills form fields with previously entered data	Off
Save passwords	Allows your browser to save passwords	Off
Default print margins	Sets the default page margins for printing	0.25"

Configuring Safari

1. Verify that you are using Safari 13.0.
 - a. Open your Safari browser.
 - b. Click **Safari**.
 - c. Click **About Safari**.



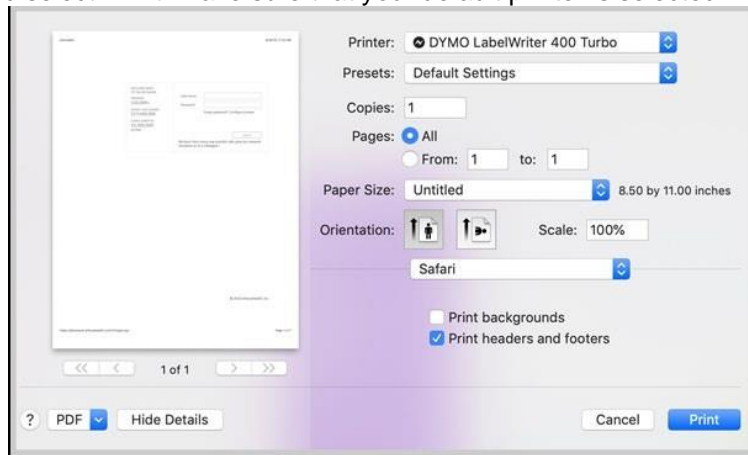
2. Allow pop-up windows.
 - a. Click **Safari**.
 - b. Select **Preferences**.
 - c. Select the **Websites** tab at the top of the window.
 - d. Select **Pop-up windows** on the left side.
 - e. Select **Allow** from the **When visiting other websites:** drop-down menu at the bottom.



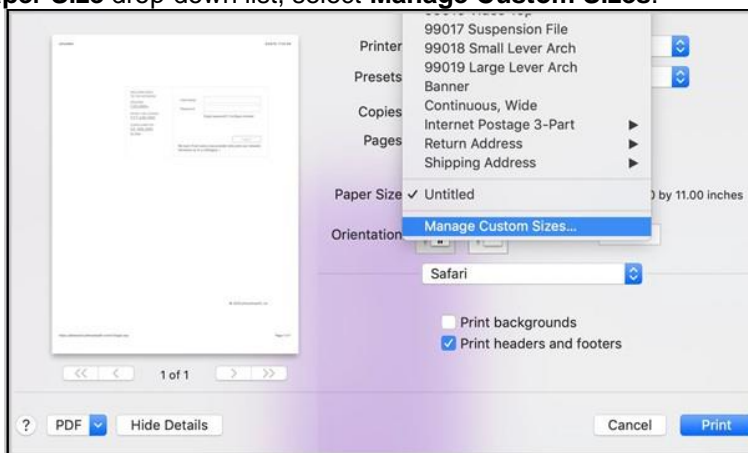
3. Disable the autofill feature before using athenaNet. This feature has the potential to autofill information where not intended.
 - a. Click **Safari** in the program menu and select **Preferences** from the drop-down menu.
 - b. Select the **Autofill** tab at the top of the window.
 - c. Uncheck all four boxes next to the autofill options to deselect them. This turns off the autocomplete features.



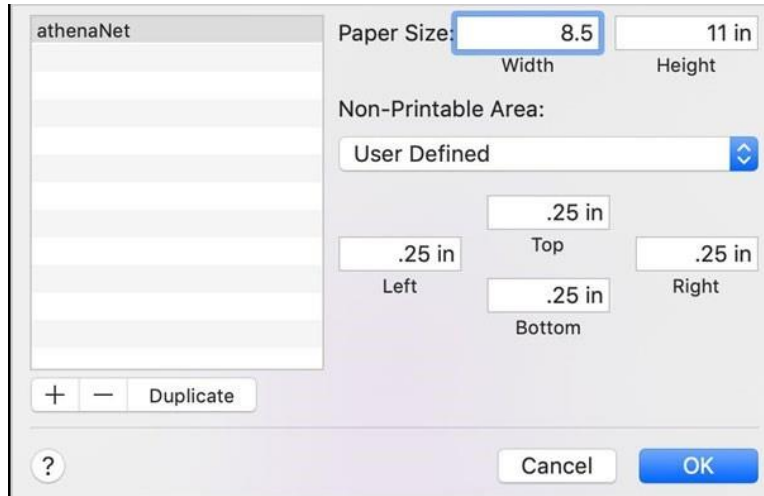
4. Set your print margins.
 - a. Click **File** and select **Print**. Make sure that your default printer is selected.



- b. From the **Paper Size** drop-down list, select **Manage Custom Sizes**.



- c. Click the **+** sign (bottom left) to create a new paper size.
 - d. For the **Non-Printable Area**, set all margins to .25. You can set a name for your custom paper size as well.

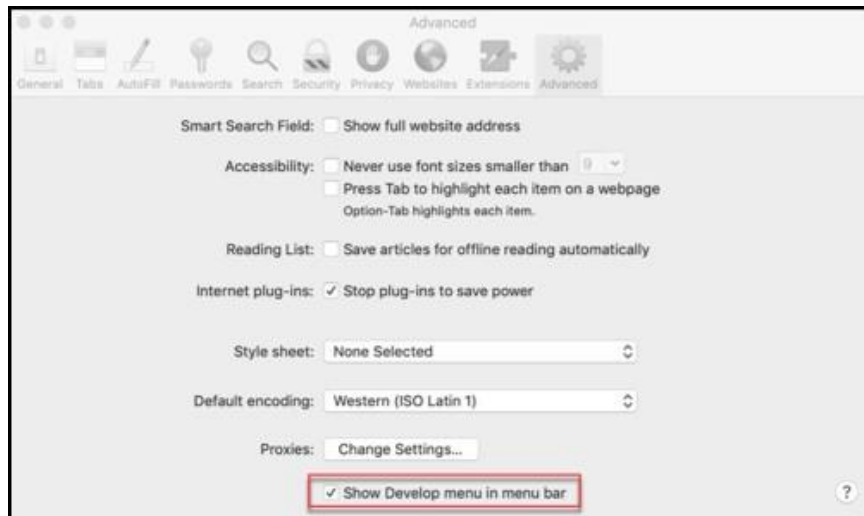


e. Click **OK**.

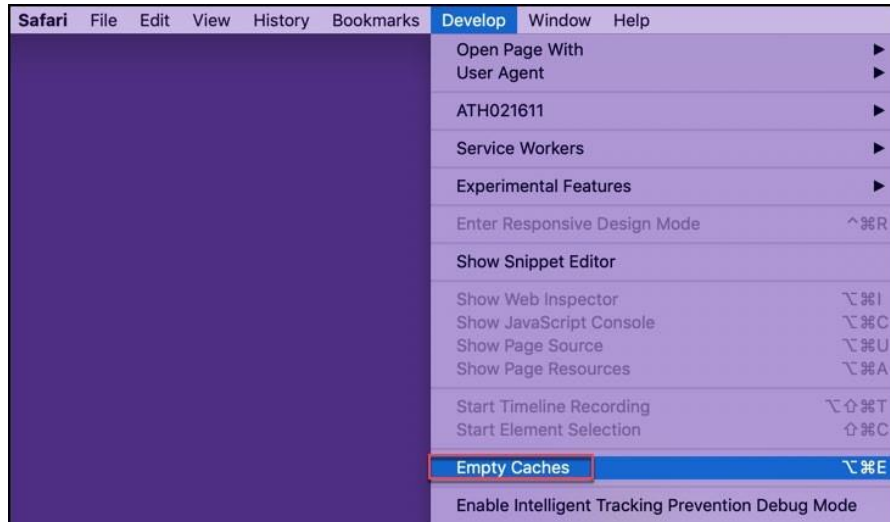
Note: If you're unable to create a custom size, contact your IT department for help.

Clearing your cache in Safari

1. Open Safari.
2. Enable the Develop menu. If you already see it, skip to step 6. Otherwise, click **Safari**.
3. Click **Preferences**.
4. Click the **Advanced** tab.
5. Check the **Show Develop menu in menu bar** box.



6. Click the **Develop** menu.
7. Click **Empty Caches**.



Safari (iPad/iPhone) on iOS13

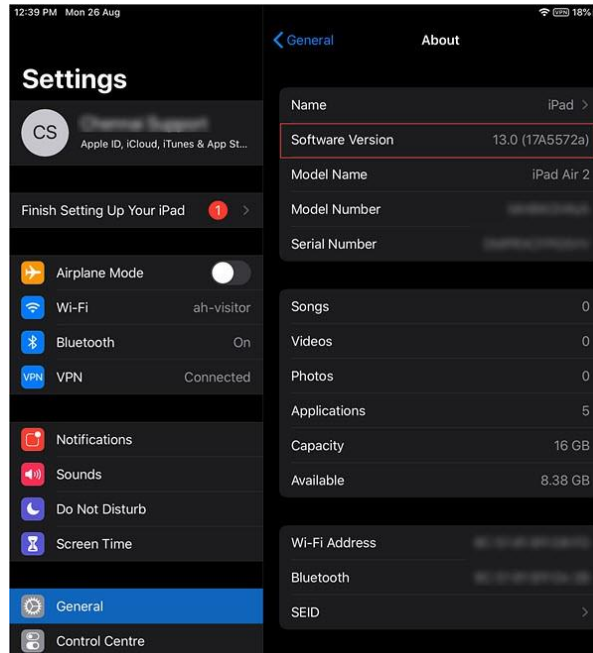
Full athenaNet is accessible on the iPad and iPhone via a link on the login page. Click the link to go to the standard athenaNet login page.

We recommend using the iPad to access mobile Clinicals for out-of-office workflows. To use mobile Clinicals, just log in from the page pictured below. To switch between the two, you will need to log out and log back in using the appropriate login page.

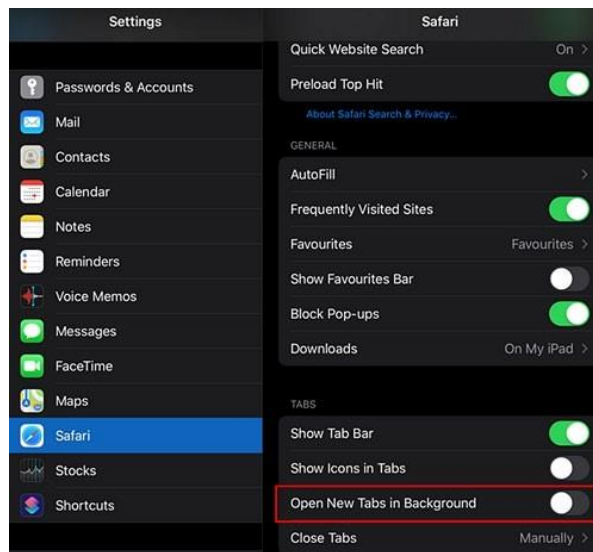
Note: The screen captures in this section were taken using an iPad.



1. Verify the version you are using.
 - a. Tap **Settings**.
 - b. Tap **General**.
 - c. Tap **Software update**. We recommend using the latest version of iOS13.



2. Disable the **Open New Tabs in Background** setting.
 - a. Tap **Settings**.
 - b. Tap **Safari**.
 - c. Under the **TABS** section, turn **Open New Tabs in Background** Off.

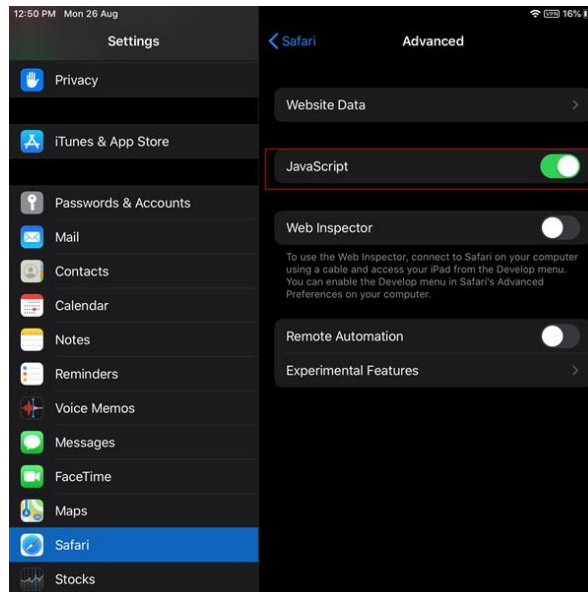


Note: iPhone users tap **Open Links** and then check **in Background**.

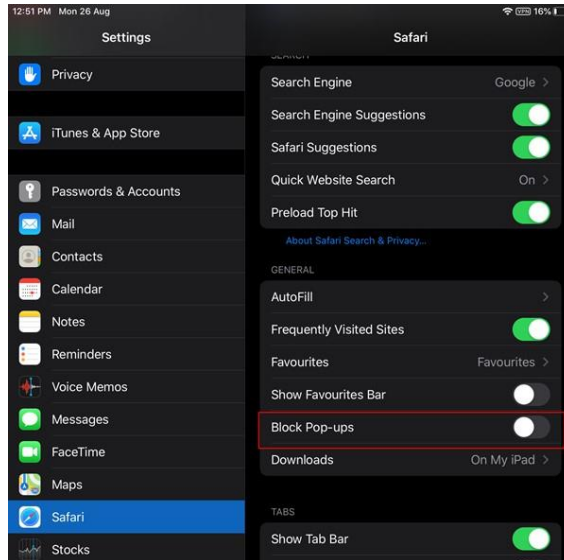
3. Block cookies.
 - a. Tap **Settings**.
 - b. Tap **Safari**.
 - c. Under the **PRIVACY & SECURITY** section, set **Block All Cookies** to Off.



4. Enable JavaScript.
 - a. Tap **Settings**.
 - b. Tap **Safari**.
 - c. Tap **Advanced**.
 - d. Set **JavaScript** to On.





5. Disable pop-up blocking.
 - a. Tap **Settings**.
 - b. Tap **Safari**.
 - c. Set **Block Pop-ups** to Off.



6. For older iPads, we recommend using locking rotation. This function is optional and may not be available.
 - a. Tap **Settings**.
 - b. Tap **General**.
 - c. **Use Side Switch** should be set to **Lock Rotation** (this allows you to use the switch on the side of the iPad next to the volume buttons to lock rotation of the screen).
7. athenahealth strongly recommends that you close all applications other than Safari when using athenaNet on your iPad or iPhone.
 - a. Double-click the round home button on your device. This will show all the applications that are running.
 - b. Swipe upwards on each application to close it. Leave Safari open.

Chrome

1. Verify that you are using the latest version of Chrome.
 - a. Open your Chrome browser.
 - b. Click the Chrome menu button  on the browser toolbar.
 - c. Click on **Help**.
 - d. Click **About Google Chrome**. Chrome will determine if an update is available and perform the update if necessary.
2. Verify that you are not logged into Chrome with your Google Account.
 - a. Open your Chrome browser.
 - b. Click the Chrome menu button  on the browser tool bar.
 - c. **Sign in to Chrome** button will appear if you are not logged into Chrome. You can now properly configure Chrome for use with athenaNet. If not, continue to step 4.
 - d. **Disconnect your Google Account** button will appear if you are currently logged in with your Google account. Click this button to sign out of Chrome. A second window will appear.
 - e. Click **Disconnect account**.
 - f. You should now see the **Sign in to Chrome** button. You can now properly configure Chrome's settings for use with athenaNet.

Required settings for athenaNet in Chrome

Below is a summary of all athenaNet support settings with both a description of the setting and the supported value that should be set in Chrome. If you are using a PC, you should set these settings automatically by downloading athenaNet

Device Manager and running the configure browser functionality available on the login screen or the Configure Browser admin page. More information is available in the [Automatically Configure Chrome](#) section. Otherwise, you can set these settings manually following the instructions in the [Manually Configure Chrome](#) section.

Settings	Reason	Supported Value
Auto-fill forms	Automatically fills form fields with previously entered data	Off
Save passwords	Allows your browser to save passwords	Off
Allow pop-ups for the following sites: <ul style="list-style-type: none"> https://[*].athenahealth.com https://secure.athenahealthpayment.com https://[*].csod.com https://[*].webex.com 	Allow pop-ups	On
Default print margins	Sets the default page margins for printing	0.25"

About athenaNet Device Manager

athenaNet Device Manager (ADM) is an application that runs on your computer and manages the modules that athenaNet functionality needs to integrate with your computer.

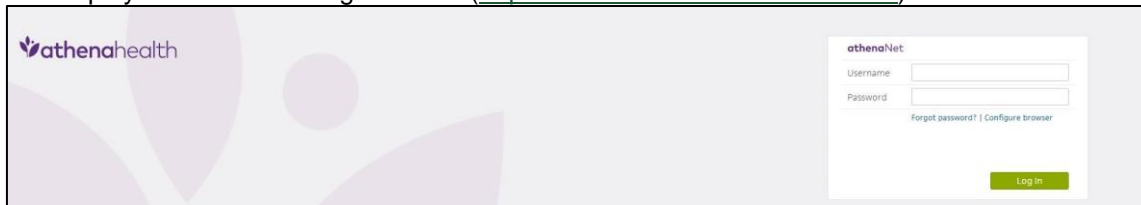
When ADM is downloaded and running, ADM allows you to automatically configure the browser’s settings for use with athenaNet and to clear the browser’s cache.

Note: ADM only works with Chrome and Edge on the PC.

- Download ADM from the athenaNet login screen.

Note: Depending upon your practice’s settings, you may need to work with your IT department to download ADM.

- Display the athenaNet login screen (<https://athenanet.athenahealth.com>).



- Click the **Configure browser** link. A new tab will open.
- In the athenaNet Device Manager section, click the **download installer** link next to the **Version** field in the athenaNet Device Manager section.



- Double-click the file that appears in your downloads bar.



- Complete the installation wizard.

- Once you do so, ADM is installed. When ADM is properly installed and running on your computer, you should see the following in the athenaNet Device Manager section:



Note: If you do not see this status or are having additional issues, see the [Using ADM](#) documentation for troubleshooting steps.

Automatically configure Chrome using ADM

- Display the athenaNet login screen.



- Click the **Configure browser** link. A new tab will open.
- Confirm you see the following in the athenaNet Device Manager section.



Note: If you see a **download installer** link, see the [About athenaNet Device Manager](#) section for more information. If you do not see this link and are instead having other issues, see the [Using ADM](#) documentation for troubleshooting steps.

- Click the Update Settings button.

Browser Settings

The following browser settings do not adhere to the supported configuration for athenaNet. To fix your configuration, click **Update Settings**.

Setting	Description	Current Value	Supported Value
Required			
Auto-fill forms	Automatically fills form fields with previously entered data.	On	Off
Default print margins	Sets the default page margins for printing.	Other value	0.25"
Save passwords	Allows your browser to save passwords	On	Off


[Update Settings](#)

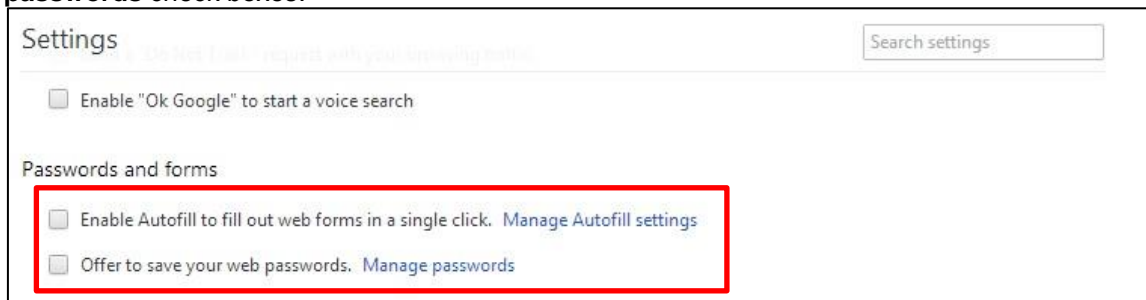
- Click **OK**.


6. Your browser is now properly configured for athenaNet. If you want to confirm that your settings have been properly set, click the **Configure browser** link on the athenaNet login screen.
7. You should see a green success message in the Browser Setting section.

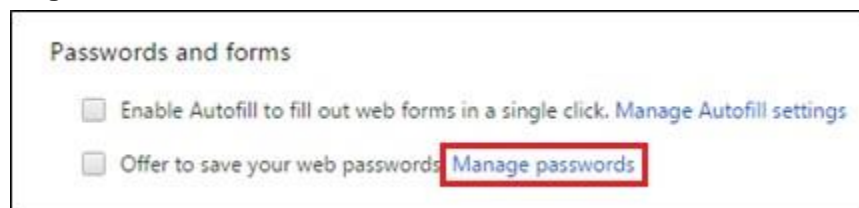



Manually configure Chrome

1. Disable autofill and save password functionality.
 - a. Click the Chrome menu button  on the browser toolbar.
 - b. Select **Settings**.
 - c. Click **Show advanced settings** and find the **Passwords and forms** section.
 - d. Deselect the **Enable Autofill to fill out web forms in a single click** and the **Offer to save your web passwords** check boxes.

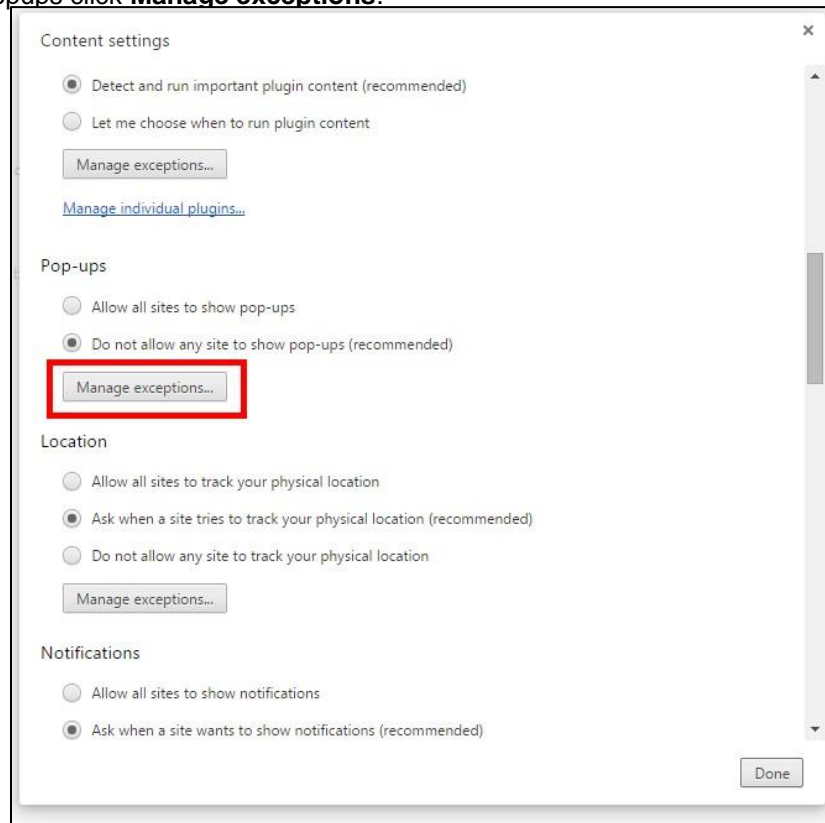


2. Remove saved athenaNet passwords.
 - a. Click the Chrome menu button  on the browser toolbar.
 - b. Select **Settings**.
 - c. Click **Show advanced settings**.
 - d. Click **Manage Passwords** under **Passwords and forms**.



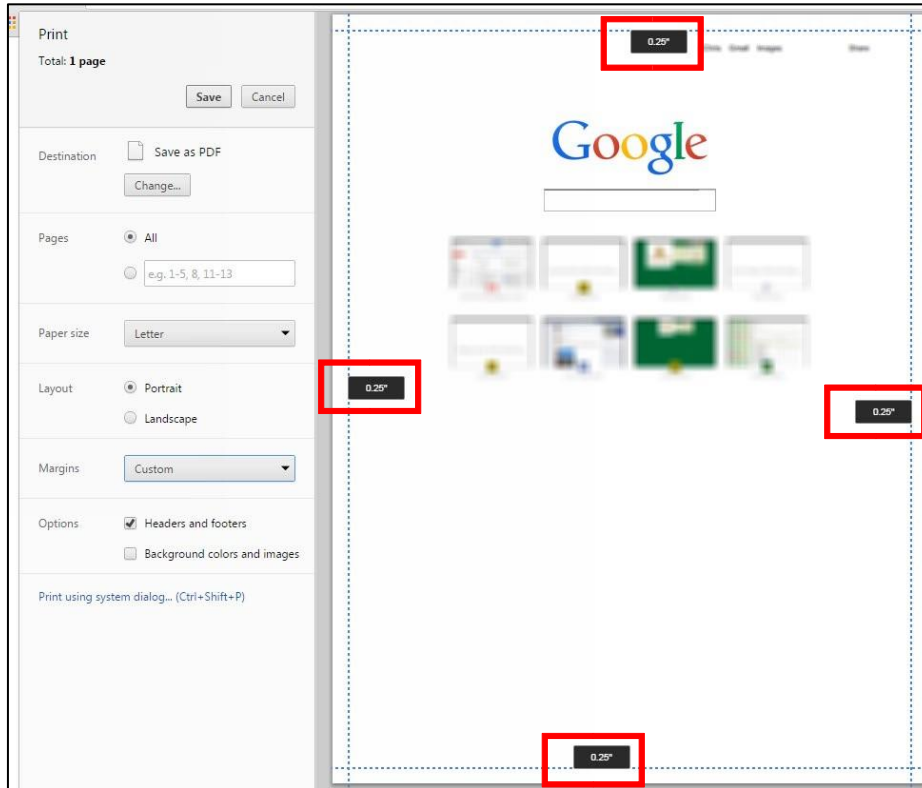
- e. Under **Saved passwords**, hover over the site whose password you'd like to remove.
 - f. Click the **X** that appears on the right.
 - g. Click **Done**.
3. Allow pop-ups. Many features in athenaNet open in pop-up windows, so it is important to disable pop-up blockers in Chrome. To do so:
 - a. Click the Chrome menu button  on the browser toolbar.
 - b. Select **Settings**.
 - c. Click **Show advanced settings**.

- d. Click **Content settings** under **privacy**.
- e. Under popups click **Manage exceptions**.



- f. 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
- g. Click **Done**.
- h. Click **Done** again.

4. Set your print margins in Chrome.
 - a. Open your chrome browser.
 - b. Hit **Ctrl+P**.
 - c. In the **Margins** dropdown select **Custom**.
 - d. Chrome defaults to margins of .4".
Use the margin lines in the print preview to set all margins to .25".



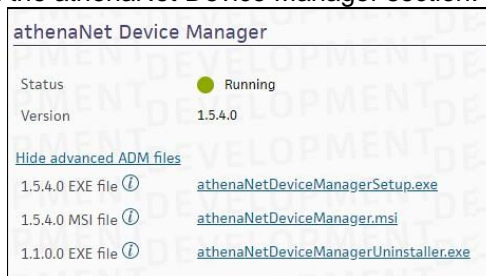
Note: Chrome sets print margins by printer. If you use multiple printers, you should set the print margins for every printer that you use.

Automatically clear your cache in Chrome using ADM

1. Display the athenaNet login screen.

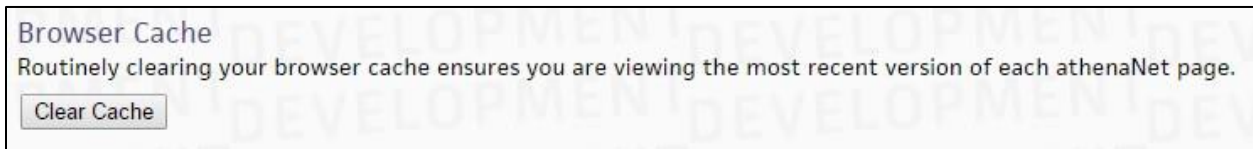


2. Click the **Configure Browser** link. A new tab will open.
3. Confirm you see the following in the athenaNet Device Manager section:




Note: If you see a **download installer** link, see the [athenaNet Device Manager](#) section for more information. If you do not see this link and are instead having other issues, see the [Using athenaNet Device Manager](#) for troubleshooting steps.

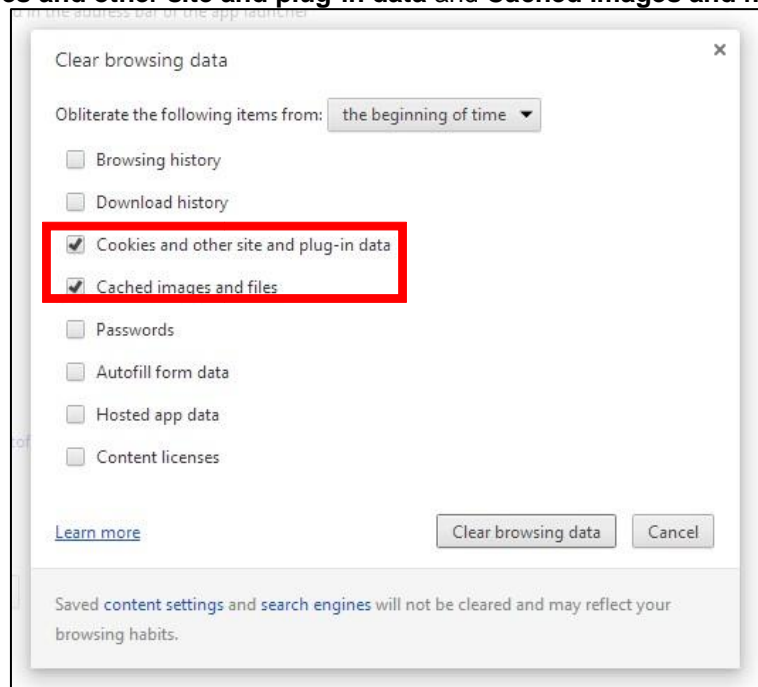
4. Click **Clear Cache**.



5. Click **OK**.

Manually clear your cache in Chrome

1. Open your Chrome browser.
2. Click the Chrome menu button  on the browser toolbar.
3. Click **Settings**.
4. Click **Show advanced settings**.
5. Under **Privacy**, click **Clear browsing data**.
6. In the **Obliterate the following items from:** drop-down list, specify **the beginning of time**.
7. Make sure that **Cookies and other site and plug-in data** and **Cached images and files** are both checked.



8. Click **Clear browsing data**.

Edge

Note: Please follow the same steps as Chrome for Edge.