

Alberta Netcare IT Optimization Requirements

As of April 1, 2013 there is a new connection methodology in place for the connection between your EMR and Alberta Netcare. Citrix is now in place, which means that Alberta Netcare can allow an unlimited number of licenses and users. The "Service Unavailable Issues" that users may have faced in the past will no longer be an issue. Each EMR vendor has its own setup and if you have questions about your link to Alberta Netcare you should contact your vendor.

The table below lists the information technology requirements to ensure that the Alberta Netcare Portal works as efficiently as possible for you.

Component	Minimum	Recommended	Additional
<i>Desktop (PC) Configurations</i>			
For Access to Alberta Netcare Portal within AHS: for basic administrative users (i.e. users of Provincial Person Directory)	<ul style="list-style-type: none"> Pentium 3/1.0 GHZ processor 512MB RAM 150MB of free disk space 	<ul style="list-style-type: none"> Pentium 4/1.5 GHZ processor or higher is recommended 512MB RAM 200MB of free disk space 	Minimum Requirements for Viewing IMPAX images: <ul style="list-style-type: none"> Pentium 4 2.8 GHZ CPU recommended 1GB RAM recommended 1GB of free hard drive space
For clinical users (using full functionality of the Provincial Viewer):	<ul style="list-style-type: none"> Pentium 3/1.33 GHZ processor 512MB RAM 150MB of free disk space 	<ul style="list-style-type: none"> Pentium 4/1.5 GHZ processor or higher is recommended 1024MB RAM 200MB of free disk space 	
For Remote Access to Alberta Netcare Portal via Citrix ICA Client	<ul style="list-style-type: none"> Pentium 3/1.0 GHZ processor 512MB RAM 200MB of free disk space 	<ul style="list-style-type: none"> Pentium 4/1.5 GHZ processor or higher is recommended 1024MB RAM 200MB of free disk space 	
Network	A network card (for access over LAN/WAN) and broadband for remote access. TCP/IP protocol support using an Ethernet 10Mbps or 10/100/1000 Mbps		
Citrix Client	<ul style="list-style-type: none"> The minimum requirement for the Citrix Client for sites connecting to Netcare via the PLB within their EMR is Citrix Receiver 3.3 The minimum requirement for the Citrix Client for sites connecting to Netcare in a standalone setting is Citrix On-Line Plug-In 12.x 		
Printing Functionality within eReferral	Adobe version 10.x or newer		
Operating System	Windows XP Pro SP2	Windows XP Pro SP3	Also supported: Windows Vista Business, Windows 7, Windows Server 2003

Applications accessed through Concerto™ may have specific hardware requirements that are independent of Concerto. The application vendor should be consulted to configure/install the required hardware.

Note: As new browsers or desktop Operating Systems are introduced by vendors, they will be unsupported by Alberta Netcare Portal until proper testing is undertaken and the OS and browsers (and associated plug-ins) are formally endorsed through standardized testing. Once testing has been completed and the OS and Browsers have been certified as acceptable, they will be added to this document which defines the supported desktop configurations.

Currently some common software versions have not been certified for use with Alberta Netcare Portal. These include but are not limited to:

- Windows 2000
- Windows Server
- 2008 Adobe Reader 9
- iPhone, iPod, iPad