

MED e-care System Requirements

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System Configuration

This document states the hardware and software requirements needed to ensure the proper functioning of MED e-care's e-Care IV software system. The e-Care IV application is a web-based application and can be launched from a web browser on a user workstation.

Recommended Browsers

MED e-care recognises the diverse operating systems, devices, and internet browsers our customers are using. While we want our customers to have flexibility in their choice of browser and device combination, we are unable to guarantee the same level of experience as many new browser versions are deployed on aggressive schedules.

As such, the MED e-care Solution supports the latest versions of **Google Chrome** and **Microsoft Edge**

Alternative Browsers

The application is a web application and can be accessed from different browsers, but some features are unavailable when using the browsers below:

- Firefox
- Safari

If you would like to use one of the browsers above, please contact our Support team for an update on our current level of support for that browser and any feature limitations.

If a limitation is discovered within any browser, please report it to MED e-care Support so that our development team can review the issue.

Workstation Specification

Users will access the ONLINE web Application through an Internet browser on their tablet, laptop or desktop device.

Operating System Requirements for ONLINE eMAR

Minimum	Recommended
Windows 11 Home	Windows 11 Pro
Android 8*	Latest Android Build 9 or 10
Chrome OS*	Latest version of Chrome OS

*The MED e-care Backup Report and Offline for eMAR are only available for Windows computers

Hardware Requirements for ONLINE eMAR

PC/Laptop Minimum Requirements	
Processor (CPU)*	x64* 2 Cores @ 1.33 GHz or greater
Memory	4 GB
Hard Disk	10 GB available space
Internet	Wired or wireless internet access

Tablet Minimum Requirements	
CPU *	1.33 GHz
RAM	4GB
Disk Space*	10 GB

*Disk Space requirement is for devices hosting our Offline Application only

Printing

It is advised that all devices have the ability to print wirelessly so that in the event of an emergency a MAR Report, Transfer and Referral or Care Plan can be printed.

At a minimum, one device per facility should have the ability to print and all authorised users should be aware of and have access to the location of both this computer and printer.

Required Software

Adobe Acrobat

To access MED e-care's reports, all devices must be able to run Adobe Acrobat Reader.

We recommend Adobe Acrobat Reader 9 (or higher).

TeamViewer

MED e-care's Support Agents currently use TeamViewer to provide support to our various clients. If you would like to benefit from remote support offered, we advise that the latest version of TeamViewer is installed on all workstations. Below is a list of available options for TeamViewer:

1. **TeamViewer Quick Support** - This requires no installation as it's a one-time use support tool. It can be pinned to the taskbar for that computer for future use. ONLY MED e-care support teams can provide assistance using this version of TeamViewer. Before connection, a pop-up requesting permission for remote connection is displayed for the user to allow remote access. This version of TeamViewer can be downloaded from within the MED e-care Application by clicking on Remote Access.

2. **Standard TeamViewer** - Requires installation. Members of staff will provide MED e-care support with their unique TeamViewer ID and Password for each session. Passwords can be set to reset after each use. Anyone with the TeamViewer ID and Password can access the computer. This version of TeamViewer can be downloaded here https://www.teamviewer.com/en/

3. **Unattended TeamViewer** - Requires installation. Members of staff may provide MED e-care support with their unique TeamViewer ID and Password. However, in this mode the support team can connect to the devices with a unique password only available to the team with little assistance from the staff. This version of TeamViewer can be downloaded here https://www.teamviewer.com/en/. Once downloaded, you will need to tick that you would like to allow Unattended Access.

Internet Connectivity

8+ Mbps Down / 5+ Mbps Up or higher

Note that the available bandwidth for each device is impacted by the number of devices connected to the network, the number of access points and the network hardware on the device.

Security

IP Address

Facilities that implement the MED e-care application have the option to lock the access to their system to a specific IP address or list of IP addresses.

In order to use this feature, the facility must provide MED e-care with their Static IP Address(es)

If you are unsure whether or not you have a Static IP Address, please contact your Internet Service Provider.

Once you have your Static IP Address, contact MED e-care support to assist with the IP Restriction Configuration.

IP Restriction by Host Name

This feature is particularly useful for facilities that are using an internet service which does not provide them with a static IP address. Click the link below for instructions on how to set this up.

https://support.mede-care.com/hc/en-us/articles/4402896434459-IP-Restriction-by-Host-Name

Device Encryption

To prevent access to stored personal information on your devices in case of loss or theft, MED e-care recommends that you encrypt all devices. Please refer to the original equipment manufacturer's instructions to enable device encryption on your device.

Offline eMAR Application

The offline application can be used on **Windows** devices for locations with unreliable internet access. At least one point of reliable internet access is required to enable to device update that data on the system before and after each use.

Required Software

Hardware Requirements	
Processor (CPU)*	**x64*** 2 Cores @ 1.33 GHz or greater
Memory	4 GB
Hard Disk	10 GB available space
Internet	Wired or wireless internet access to the MED E-CARE Online Application

**ARM-based CPUs such as those on the Microsoft Surface Pro X are not supported. The MEC Offline application requires a processor that supports 64-bit processing (x64). 32-bit (x86) processors are not supported.*

Software Requirements	
Operating System	Windows 11 Professional (or Enterprise) Edition, Version 25H2 or later
Frameworks	.NET Framework 4.8.1
Other Software	Device must support the following applications: • IIS 10 and above • SQL Server 2019 Express and later

Browser Compatibility for eMAR – Offline

Same as the online eMAR application, the recommended browser for eMAR offline is **Google Chrome and Microsoft Edge.**

You may use Microsoft Edge as long as you add the MED e-care URL and **localhost to:**

- Compatibility Lists
- Allowed Pop Ups
- Trusted Sites
- Allowed Cookies
- Proxy Whitelist – where applicable
- Firewall– where applicable

***If setting up configurations at a global level for all devices, liaise with the MED e-care Support Team to verify the configurations after setup.**

Devices with the Offline Application installed must be encrypted

Backup Report for the eMAR Application

MED e-care provides a Back Up Utility for its eMAR application in an emergency, such as when the internet connection suddenly goes down, or the MED e-care application becomes unexpectedly unavailable. The utility automatically downloads a copy of the latest MAR for each day to allow staff to print for use until normal service is restored.

The device which will host the backup utility will:

- Have an always ON internet connection
- Have a backup power supply to allow enough time to print the MARs from the Backup Report in case of a power outage (See UPS details below)
- Always be switched ON to allow the utility to download the latest version
- Be kept in a safe location to prevent unauthorised access
- Be encrypted according to the OEMs to further prevent unauthorised access

URLs

Please ensure the following URLs are accessible from your chosen devices:

The MED e-care site	https://go.mede-care.ca/EcareIV/Login.aspx if site is set up on GO server https://app.mede-care.ca/ecareiv/login.aspx if site is set up on APP server

Our Support site	https://support.mede-care.com/hc/en-us

Continuity Planning

We recommend that consideration be given to purchasing a UPS (Uninterruptable Power Supply) unit that can supply power to the device with the Backup Report installed (see above) and to a printer within the home.

This will enable home staff to access the Backup Report and print off copies of the MAR in the event of power outage.

We also recommend access to a Wi-Fi dongle or similar device to allow users access to the internet in the event of broadband/WiFi failure.

Barcode Readers

Barcode readers attached to devices can be used for the MED e-care's eMAR application subject to individual manufacturer's configuration.

Please note that barcodes are not supplied by all pharmacy providers. Information contained within the barcode may differ from pharmacy to pharmacy.

Please contact the MED e-care Implementation team to discuss commonly used barcode readers.