

SmartCare Hardware, Software, and Network Requirements



LIVE WELL
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This document outlines SmartCare hardware, software, and network requirements for customer workstations. If you have any questions, please email QIMatters.hhsa@sdcountry.ca.gov.

	Recommendation	Additional Detail
Operating System(s) Supported	<ul style="list-style-type: none"> Windows 10 or later Apple IOS 11+ 	N/A
Browsers Supported	<ul style="list-style-type: none"> Google Chrome Microsoft Edge (Windows only) 	Google Chrome is the primary recommended browser, however per CalMHSA, Microsoft Edge has been tested with SmartCare and works. Note: SmartCare is NOT supported by Safari or Firefox.
Hardware Requirements	<ul style="list-style-type: none"> 2.0+ GHz multi-core processor 8GB of free RAM 10GB of free disk space Broadband (10MBps+) Internet Connection 	N/A
Insurance Card Scanning Hardware	<ul style="list-style-type: none"> Ambir ImageScan Pro 490i Duplex ID Card and Document Scanner 	N/A
Signature Pad Hardware and Software	<ul style="list-style-type: none"> SmartCare supports Topaz-branded USB signature pads directly connected to the workstation T-LBK460-HSB-R is the recommended model. Topaz SIGWEB drivers (available from Topaz). 	Topaz signature pads are recommended by SmartCare because they provide the best user experience, however, SmartCare reports that iPads can be used to capture client signatures if used with Google Chrome.
Network Requirements	<ul style="list-style-type: none"> The minimum requirements from the LAN (local network) side would be based on the NIC's (network interface card) speed with a MINIMUM of 100Mbps. The minimum requirements for the internet pipeline are 3Mbps minimum X 100 users therefore a pipeline of 300Mbps would suffice. 	N/A