



**CGM webPRACTICE
Hosted
Hardware and Software
Full Requirements
January 09, 2025**

CGMwebPRACTICE™
Fully Web-Based Practice Management Suite



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FULL SYSTEM REQUIREMENTS

CGM webPRACTICE customer configurations must meet the full system requirements as outlined in this document.

CLIENT COMPUTER SPECIFICATIONS

CGM webPRACTICE requires the following hardware and software for each client computer (Desktop, Laptop, and Tablet).

Processor	Intel® Core™ 2 Duo; 2.66 GHz; 3 MB; 1066 MHz FSB or faster
Memory	8GB RAM
Storage	80 GB formatted NTFS (SATA) – 40 GB Free after OS installation <i>Recommended: 120 GB formatted NTFS (SATA)</i>
Operating System	<ul style="list-style-type: none"> • Windows® 10 Pro or Enterprise • Windows® 11 Pro • Mac OS <p>Notes:</p> <ol style="list-style-type: none"> 1. <i>If running multiple CGM US applications, see the requirements for the other CGM US applications for compatibility acceptance.</i> 2. <i>For detailed specifications for Mac computers, see the Mac Computer Specifications section of this document.</i>
Internet Browser	Google Chrome Microsoft® Edge®
Video	Minimum resolution of 1024 x 768, 32-bit color
Network Adapter	1000 MBPS Gigabit Ethernet

Client Computer Specifications (cont.)

Remote Support	When CGM US support must gain access to a client computer to provide assistance, a one-time, secure connection is established with that computer—the client user initiates the session, and, after the session is finished and closed, access to that computer is no longer available.
Antivirus Software	Business version anti-virus solution recommended
Additional Software and Hardware	<ul style="list-style-type: none"> • Adobe® Reader® current version • Microsoft® .NET Framework 4.7.2 or higher in addition to .NET Framework 3.5 with current Service Packs • Microsoft® Excel or LibreOffice recommended • Anti-spyware recommended • Monitor, keyboard, and mouse

Note: According to the terms of your support agreement, you must allow CGM US remote access to your system to provide technical support. When remote assistance is required, a one-time, secure connection is established with the appropriate client computer—the client user initiates the session and, once the session is finished and closed, access to that computer is no longer available. Only authorized CGM US personnel may access your system; no CGM US personnel will open, modify, or view Patient Health Information (PHI) documents or data not directly pertaining to the repair, troubleshooting, or maintenance of your CGM webPRACTICE application.

Peripheral Specifications

Printers

Interface	USB/Network
CGM Recommended	Laser printer that is connected through the network and managed by the server

Peripheral Specifications (cont.)

Desktop Scanners

For daily scanning tasks, a desktop scanner is required.

Feed Type	Multi-sheet / single sided
Interface	USB/Network
Driver	TWAIN Compliant - Note: compliant is different from compatible.
CGM Recommended	<ul style="list-style-type: none"> Fujitsu FI-7160 or FI-7260 (or comparable model) Xerox® DocuMate™ 510 (or comparable model) Panasonic KV-S1026C (or comparable model) <p>Multi-function scanners and all-in-one fax/scanner/copier machines are not recommended.</p> <ul style="list-style-type: none"> EcoScan i4d or i6d Card Scanners (Insurance Cards, Drivers Licenses) <p>For CGM webSCAN and CGM Direct Scanning: A Twain <u>compliant</u> scanner must be installed on each workstation that will be using CGM webSCAN. Note: compliant is different from compatible. Recommended for CGM webSCAN: Inuvio EcoScan® i4d or i6d Card Scanners. The scanner must scan dual-sided and have auto-scan functionality that will automatically scan cards when inserted into scanner.</p>

Internet Connection

CGM webPRACTICE products require a full-time, broadband Internet connection. The bandwidth speeds are the minimum recommendation for optimal experience with CGM webPRACTICE. If there is additional Internet traffic in the office, higher bandwidth may be required. For assistance in determining how much bandwidth your office may need to accommodate your scanning and image retrieval, please contact our Professional Services team at (855)-270-6700 Monday through Friday, 8 AM to 5 PM, Eastern Time.

Concurrent Users	Minimum Down
6 – 15	50 Mbps
16 – 50	75 Mbps
51 >	150 Mbps
The latency test average should not be > 70 ms.	

Notes: CGM US recognizes that you may want to use wireless network technology at your practice. Although this can provide an effective means of LAN communication, CGM US is unable to guarantee the reliability of this type of network infrastructure in conjunction with CGM webPRACTICE.



MULTI-FACTOR AUTHENTICATION (MFA) SPECIFICATIONS

CGM webPRACTICE requires the following for each individual user that will log on to CGM webPRACTICE.

Multi-Factor Authentication (MFA)	Mobile device for each User with one of the following MFA apps installed: <ul style="list-style-type: none">• Microsoft Authenticator• Google Authenticator If you are unable to deploy a mobile device application, you can contact your Sales team to discuss using a Hardware token provided by CGM.
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MAC COMPUTER SPECIFICATIONS

CGM webPRACTICE requires the following hardware and software for each client computer (Desktop or MacBook).

Processor	Intel® Core™ 2 Duo; Core i3, Core i5, Core i7, Core i9, Intel Core M, or Xeon processor
Memory	8 GB RAM <i>Recommended: 12 GB RAM (for best performance)</i>
Storage	<ul style="list-style-type: none">• SSD drive is recommended for better performance• 600 MB on the boot volume (Macintosh HD) for Parallels Desktop application installation (<i>only if using CGM webSCAN</i>)• 100 GB additional disk space for virtual machines (<i>only if using CGM webSCAN</i>)
Operating System	Current version Guest Operating System (<i>only if using CGM webSCAN</i>) <ul style="list-style-type: none">• Windows® 10 Pro or Enterprise (Parallels required)• Windows® 11 Pro (Parallels required) Note: <i>If running multiple CGM US applications, see the requirements for the other CGM US applications for compatibility acceptance.</i>
Internet Browser	Google Chrome Microsoft® Edge®

Mac Computer Specifications (cont.)

Remote Support	When CGM US support must gain access to a client computer to provide assistance, a one-time, secure connection is established with that computer—the client user initiates the session, and, after the session is finished and closed, access to that computer is no longer available.
Antivirus Software	Business version anti-virus solution recommended
Additional Software and Hardware	<ul style="list-style-type: none">• Adobe® Reader® - current version• .NET Framework 4.7.2 or higher in addition to .NET Framework 3.5 with current Service Packs (<i>Only if using CGM webSCAN</i>)• Microsoft® Excel or LibreOffice recommended• Anti-spyware recommended

CGM WEBTOOLS TECHNICAL REQUIREMENTS

When using any of the CGM webTOOLS products, the following specifications are required. The most current version of the Technical Requirements for each CGM webTOOL can also be found in *CGM webPRACTICE Help* in the *Technical Documents* folder located within the *Knowledge Tree* folder.

Only the technical requirements that are in addition to the CGM webPRACTICE System Requirements for each client computer (Desktop, Laptop, and Tablet) are listed below.

	Details
CGM webMOBILE	<p>Web Browser Requirements for Mobile Devices</p> <p>Internet HTML: Standard language Version 3.2 or newer.</p> <p>Other: JavaScript Cascading Style Sheet (CSS) to view webMOBILE as designed. (CSS2.0 compliant recommended.)</p> <p>Mobile Devices – Supported OS</p> <p>Windows Phone 7 or newer using Internet Explorer v7 or newer. Apple iPhone v3 or newer using Safari Android using Google Chrome Blackberry 7250 (v4.1+)</p> <p>Note: The appearance of webMOBILE on Blackberry devices is more basic due to the limitations of the Blackberry browser.</p> <p>**Touchscreen devices are recommended for optimal performance.</p>
CGM webPAY	<p>Internet Browser</p> <p>Cannot use Internet Explorer or Microsoft® Edge® in IE mode with CGM webPAY.</p> <p>Network Requirements:</p> <p>https://transportal.emedixus.com must be accessible from the CGM webPRACTICE server and workstations.</p>
CGM webSCAN	<p>Scanner: A Twain <u>compliant</u> scanner must be installed on each workstation that will be using CGM webSCAN. Note: compliant is different from compatible.</p> <p>Additional Software: .NET Framework 4.7.2 or higher in addition to .NET Framework 3.5 with current Service Packs</p> <p>Recommended: Inuvio EcoScan® i4d or i6d Card Scanners. The scanner must scan dual-sided and have auto-scan functionality that will automatically scan cards when inserted into scanner.</p>

CGM WEBTOOLS TECHNICAL REQUIREMENTS (cont.)

	Details
CGM Direct Scanning	Scanner: A Twain <u>compliant</u> scanner must be installed on each workstation that will be using CGM webSCAN. Note: compliant is different from compatible.
CGM PinPoint	Internet Browser To connect to CGM PinPoint from within CGM webPRACTICE or to CGM PinPoint directly: Google® Chrome® - latest version Microsoft® Edge® - latest version



SYSTEM REQUIREMENTS COMPLIANCE

By signing below, Customer agrees to maintain the above-mentioned software and hardware at its business in order to interact efficiently with the CompuGroup Medical US application CGM webPRACTICE.

CUSTOMER

Signature: _____

Printed Name: _____

Title: _____

Dated: _____