



CompuGroup™
Medical

CGM CLINICAL™ 8.3

System Requirements: Hardware and Software

CGM CLINICAL

Practice Management and EHR

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Full System Requirements

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

Client Workstation/Laptop Specifications

To access the hosted application CGM CLINICAL, the following hardware and software are required for each client computer.

Processor	Intel® Core™ I5-7300U Processor 3.5 GHz; 3MB or faster
Memory	8 GB RAM (or higher)
Storage	120 GB formatted NTFS (SATA)
Operating System	Microsoft® Windows 11® Professional Microsoft® Windows® 10® Professional
	<p>Notes</p> <p>While Microsoft® Windows 11® Home and Microsoft® Windows 10® Home are supported, the recommended operating systems are the Professional versions. Mac OS® and hardware platform are not supported; however, a Cameyo connection can be used with Mac OS® and hardware platforms to access CGM CLINICAL. Please contact your Account Manager or Technical Services for additional information.</p>
Internet Browser	Microsoft Edge, Google Chrome
Video	Minimum resolution: 1024 X 768 16-bit color, 128 MB Video Card Recommended resolution: 1920 x 1080
Remote Support	Bomgar™ remote assistance tool (installed with CGM’s assistance, at no cost to customer) CGM uses Bomgar™ to gain access to a client computer to provide remote support. A one-time, secure connection is established with that computer—the customer initiates the session and once the session is finished and closed, access to that computer is no longer available to CGM.
Antivirus Software	Eset NOD32, Symantec™ Antivirus™ (or a comparable business antivirus solution)
	<p>Note</p> <p>Whitelist the following directories: C:\Program Files (x86)\Alteer C:\Program Files (x86)\Visionary Healthware C:\Program Files (x86)\CGM Auto Upgrade Client C:\DestinationDownload\</p>
Additional Software and Hardware	<ul style="list-style-type: none"> • Adobe® Reader® v11.0.14 or later (included with CGM CLINICAL installation) • Microsoft® Silverlight® v5.0 or higher (included with CGM CLINICAL installation) • Microsoft® .NET Framework 4.6 Extended (included with CGM CLINICAL installation) • Monitor, keyboard, and mouse

Notes

1) e-Faxing is the standard method of faxing.

2) According to the terms of your support agreement, you must allow CGM remote access to your system so that we can provide technical support. CGM Customer Service requires that Bomgar™ (or another CGM) remote assistance tool be used for CGM CLINICAL troubleshooting and maintenance. The tool will be installed with CGM’s assistance and at no cost to you. When remote assistance is required, a one-time, secure connection is established with the appropriate client computer, that is—the customer initiates the session, and once the session is finished and closed, access to that computer is no longer available to CGM. Only authorized CGM personnel may access your system; CGM personnel will not open, modify, or view Patient Health Information (PHI) documents or data not directly pertaining to the repair, troubleshooting, or maintenance of your CGM CLINICAL application.

To view the build number for version 8.3

- Point to the name of your practice that appears on the bottom left side of the application window. The build number appears in a ToolTip.
- If you are running an older version, do the following:
 1. In **Windows Explorer**, in **Program Files**, navigate to the **Alteer** folder.
 2. Open the **Bin** folder and open the **AlteerBuild.ver** file.

Peripheral Specifications

Printers

Interface	USB/Network
Driver	Postscript
CGM Recommended	Any laser printer that is connected through the network

Label Printers

Interface	USB/Network
Driver	Custom
CGM Recommended	DYMO LabelWriter 5XL

Desktop Scanners

For daily scanning tasks, a desktop scanner is required.

Feed Type	Multi-sheet / single-sided
Resolution	200dpi
Interface	USB/Network
Driver	TWAIN Compliant
CGM Recommended	<ul style="list-style-type: none"> • Fujitsu FI-7160 (or comparable model) • Xerox® DocuMate™ 510 (or comparable model) (Multi-function scanners and all-in-one fax/scanner/copier machines are not recommended)

High-Speed Scanners

For conversion of large amounts of paper, including patient charts, a high-speed, high-volume scanner is required. CGM recommends any TWAIN-compliant, high-speed, high-volume scanner from the following manufacturers.

CGM Recommended	Any TWAIN-compliant, high-speed, high-volume scanner manufactured by: <ul style="list-style-type: none"> • Canon • Fujitsu • Ricoh
Resolution	200dpi

webSCAN™ Scanners

To use the CGM webSCAN™ service to read information from scanned ID cards or image files of ID cards, a TWAIN-compliant scanner is required. The following scanners are recommended.

CGM Recommended	Duplex (Dual-Sided) scanners manufactured by INUVIO: <ul style="list-style-type: none"> • EcoScan® i6d (ECSCi6d) - Small Card and Receipt Scanner – Duplex (Dual-Sided) • EcoScan® i4d (ECSCi4d) - Medium Card, Receipt and Document Scanner (A4)
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Notes

- 1) To find out if your practice requires a high-speed, high-volume scanner—and to verify compatibility—, please consult with your Project Manager.
- 2) Because these types of scanners can be costly, if a high-speed, high-volume scanner is required for your practice, you may want to consider procuring a temporary lease arrangement.
- 3) In addition to the scanners specifically recommended for the CGM webScan™ service, you may also use the scanners recommended in the Desktop Scanners and High-Speed Scanners sections.

Cameras

CGM Recommended	Logitech® QuickCam®
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Internet Connection

Bandwidth

The following bandwidths are *minimum* requirements.

Upload Bandwidth	10.0 Mbps or greater
Download Bandwidth	100.0 Mbps or greater

Geo-blocking IP Addresses

CGM has a security policy and ruleset in place to geo-block all IP addresses outside of the USA and Canada. For users outside of these regions, the following options are available to access CGM CLINICAL.

Customers Traveling Outside of the USA or Canada

Use a VPN solution (e.g., GhostVPN or NordVPN) to connect to CGM CLINICAL over a US IP address.

Customers with an Office or Residing Outside of the USA or Canada

A work VPN is required. The customer's IT department can provide CGM the static IP address to whitelist. The IP address must not have a "Poor" reputation as indicated under REPUTATION DETAILS > SENDER IP REPUTATION on the Cisco Talos website accessed at <https://talosintelligence.com/>.

Notes

- 1) From a business-continuity perspective, CGM recommends having a secondary Internet connection from a separate Internet service provider of a second type.
- 2) CGM recognizes that you may want to use wireless network technology at your practice. Although this can provide an effective means of LAN communication, CGM is unable to guarantee the reliability of this type of network infrastructure in conjunction with CGM CLINICAL.

Mobile Device for EPCS (Electronically Prescribing Controlled Substances)

For providers enrolled to prescribe controlled substances electronically (EPCS), a mobile phone or tablet that can receive texts and has a web browser and a camera is required to complete identity proofing and send prescriptions. The device must meet the requirements established by ID.me—the third-party vendor providing the ID Proofing and Two-Factor Authentication (2FA/TFA) to ensure the identity of the prescribing provider.

As of the publication date of this document, ID.me supports Android™ and iOS (Apple) running the latest two versions of Operating System (OS) for smartphones and tablets:

- iOS 11 or above
- Android OS 8 (Oreo) or above

Notes

The [ID.me Authenticator app](#) may work in older unsupported operating systems, but those systems cannot receive app enhancements, bug fixes, or security patches. For the latest information, please reference the articles on the ID.me web site—for example, [What are the technical requirements to verify my identity?](#)

ID.me also supports the companion ID.me Authenticator App to be used on smart watches; however, smart watch users must be on the most current version of the OS to ensure appropriate functionality, and Apple Watch® users must have a Series 4 (or greater) watch. Reference the article [Using the ID.me Authenticator App with Smartwatches](#).

Multi-factor Authentication

Users of CGM CLINICAL are required to perform multi-factor authentication (MFA) before accessing the CLINICAL application using one of the following available methods.

Authenticator application <i>(Recommended)</i>	Install the Microsoft Authenticator or Google Authenticator app on your mobile device. Consult the help for your mobile device or contact your IT department if you need assistance installing and configuring an authenticator app on your device.
	Note Other commercially available authenticator apps may be compatible.
Hardware token	A CGM provided hardware token can be purchased by contacting your sales team member.

Refer to the [MFA instructions](#) to learn how to set up and utilize MFA credentials for CGM CLINICAL.

System Requirements Compliance

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

Signatures:

CUSTOMER

Signature:

Printed Name:

Title:

Dated:

CGM CLINICAL/CompuGroup Medical

Signature:

Matt Smidt

Printed Name:

Matt Smidt

Title:

Vice President - Support

Dated:

April 11, 2024

