



CompuGroup™
Medical

CGM CLINICAL™

Hardware and Software System Requirements

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Version R1.0

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	(Minimum requirement) Intel® Core™ I5-9300H (2.4 GHz) or I5-9400H (2.5 GHz)
Memory	16 GB RAM (or higher)
Storage	NTFS formatted 512 GB SATA SSD
Operating System	Microsoft® Windows 11® Professional 64-bit
Notes While Microsoft® Windows 11® Home is supported, the recommended operating systems are the Professional versions. Mac OS® and hardware platform are not supported; however, a CGM RDS 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.	
Internet Browser	Microsoft Edge, Google Chrome
Resolution	1920 x 1080 with 100% scale (Recommended)
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)
Note 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\	
Additional Software and Hardware	- Adobe® Reader® v19.10.20064 (AcroRdrDC1901020069_en_US) or later (included with CGM CLINICAL installation) - Microsoft® .NET Framework 4.7.2. The .NET Framework is a new feature included in the OS and must be enabled on the machine.

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 an InfoTip.
- If you are running an older version of CLINICAL, do the following:
 - 1) In **Windows Explorer**, in **Program Files**, navigate to the **Alteer** folder.
 - 2) Open the **Bin** folder and then 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	• 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, 200 dpi, high-speed, high-volume scanner manufactured by: • Canon • Fujitsu • Ricoh
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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: • 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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Microphone

Required for recording within CGM AMBI.

CGM Recommended	Internal or external omnidirectional
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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 with internet access, a modern web browser, and a camera are required to complete identity proofing and send prescriptions. Device requirements vary by platform.

Legacy prescribing platform (ID.me) (CLINICAL build: 8.3.22293, 8.3.22310, and 8.3.30042)

ID.me supports mobile devices (smartphones or tablets) running the current and previous versions of iOS and Android operating systems. The device must have internet access, a modern web browser, and a working selfie camera.

- For the latest ID.me technical requirements, visit the [ID.me Help Center](#).

CGM PRESCRIBE platform (DrFirst) (CLINICAL build: 8.3.30124, 8.3.30222, and later)

A smartphone or tablet with internet access, a camera, and the ability to receive SMS text messages are required. A mobile authentication application that generates time-based security codes for two-factor authentication is also required. The Symantec VIP Access app (iOS or Android) is recommended.

- DrFirst may support Symantec VIP Access on smartwatches; however, use of a mobile phone, tablet, or computer is recommended for OTP generation.
- For DrFirst questions, visit the [DrFirst Help Center](#).

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 (Recommended)	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.

Questions

Please contact our technical support team at the number below if you have any questions about the system requirements.

Technical Support: +1 (855) 270-6700 - opt. 2, then opt. 1

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:
