What are the system requirements for Novari ATC?

Antonia Mo - 2023-08-11 - Troubleshooting

Technology Requirements

Novari ATC is a web-based application and as such users are not restricted to a single workstation but instead can connect from any machine provided it has an internet connection. It is highly recommended that users have access to a high-speed internet connection with a speed of 6 Mb/s or better.

 A user must use one of the supported browsers listed below:

Google Chrome - latest browser

Microsoft Edge - latest browser

Mobile browsers are not officially supported at this time.

To see what browser you are currently using, go to the following link: https://www.whatismybrowser.com/

Novari ATC does NOT support browsers that are operating in compatibility mode.

ALL BROWSER UPDATES SHOULD BE TESTED IN THE TEST ENVIRONMENT BEFORE APPLYING THEM TO THE PRODUCTION ENVIRONMENT.

Desktop Resolution

Novari Health recommends the screen resolution be greater than or equal to 1024x768. If the native resolution is greater than the minimum resolution of 1024x768, do not reduce the resolution.

Scanning

The scanning plugin (Dynamic Web TWAIN) that Novari ATC relies on requires scanners to be TWAIN compliant. You may need to consult your IT department regarding the scanner in question to ensure this is the case. You must also have Dynamic Web TWAIN installed on your computer. If it is not installed, you will be prompted either upon signing into the application or the first time you try to scan a document for a case.

NOTE: Scanning on Apple MAC operating system is not supported by Dynamic Web Twain.

Other Requirements

The latest version of Adobe Reader is required for document management.

Users must also ensure that anti-malware software is installed on any Windows PC device used to access Novari ATC (e.g. Malwarebytes, Bitdefender, AVG Antivirus, etc.).