ClinicalConnect: Technical Specification Sheet

All devices, including mobile devices, must be encrypted if used to access ClinicalConnect, and have all appropriate security and operating system patches applied.

Desktop Version	Mobile Version
Supported Operating Systems	
• Microsoft Windows 10 or later recommended. • Latest version of Apple's Mac operating system. • Recommended screen resolution of 1080p or higher	• Apple devices with iOS15 or later, and Android devices running latest two versions of Android operating system. ○ Apple devices with iOS13.3 or later may have to disable the option to "Request Desktop Website On" for "All Websites" in the Safari browser settings to view the mobile version. • BlackBerry OS and Windows 10 Mobile are not supported.
Supported Browsers for ClinicalConnect	
• Latest version of Google Chrome, Microsoft Edge and Mozilla Firefox • Latest version of Mac's Safari	• Mobile version of ClinicalConnect is available using native browsers built into smartphones and tablets, as well as Google Chrome.
	Wi-Fi Protocol and Network Speeds
	• The performance of ClinicalConnect on mobile devices is dependent on the mobile network speed that the device connects to; best cellular performance is on 5G, 4G or LTE networks. • **Wireless speeds:** Recommend Wi-Fi 2/Wi-Fi 3 (802.11a/802.11g) or faster for best performance.
	Viewing Help (?) Resources in ClinicalConnect
	• Some Android mobile devices may not play In-Portal Help Resources (videos).
Viewing Diagnostic Images with Zero Footprint Viewers (ZFP) in ClinicalConnect	
For optimal performance, a minimum bandwidth of 30 Mbps is recommended for all viewers. • GE Centricity™ image viewer is used to view diagnostic images from acute care hospitals in South West Ontario (Ontario Health West Region). If using Mozilla Firefox (internet browser), use version 43 or lower. • Agfa XERO® image viewer is used to view diagnostic images from select acute care hospitals and Independent Health Facilities outside South West Ontario (OH West Region), via Ontario Health's **Diagnostic Imaging Common Service**. If the type of device used does not support full fidelity images, a warning will be displayed and must be acknowledged.	
Viewing PDF Documents in ClinicalConnect	
• Current version of Adobe Reader is recommended if your browser doesn't have built-in PDF viewing capabilities.	
Setting Preferences	
ClinicalConnect users can set their own preferences, globally or module-specific, to best suit their workflow. Setting certain preferences, such as Days Back, to query large volumes of data can affect system performance/speed. Visit https://info.clinicalconnect.ca/CC/healthcare/preference-setup-wizard about how to set your preferences.	