advantage CLOUD℠

Advantage Cloud℠ Configuration Guide

compulink

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ADVANTAGE CLOUD^{TM}

Say goodbye to complexity with Compulink's comprehensive and State-of-the-Art hosted solution. Built on Microsoft's leading enterprise Cloud OS technology and hosted on the most reliable infrastructure available today. With **Advantage Cloud^{TM}** service, you get instant access to all the same great features you've come to expect from Advantage software, without the need to set up or maintain your own network, software or hardware. Convenient, cost-effective and secure, our Cloud service allows you to be up and running quickly and realize a positive impact on your business in a fraction of the time.

BENEFITS OF ADVANTAGE CLOUD^{TM}

- Hosted at an state-of-the-art data centers
- Simple access, maximum security and HIPAA compliant
- Ability to access patient data anytime and anywhere via the Internet
- Lower IT and administrative costs
- Minimum Hardware requirements
- No need for complex data backup plans and maintenance
- Mobile device access

PRE-REQUISITES

The following information is the minimum hardware and software requirements for a remote workstation to access Advantage software over the public Internet lines.

A Certified Network Professional, if not provided by Compulink, must be readily available prior to and during your Compulink training if network problems are present or detected during initial access implementation. Installation and operability must include the following:

- All workstations must function without errors at acceptable performance levels when minimum requirements are met
- Recommended and minimum network hardware resources are available (e.g., workstations, network appliances, including routers and switches, scanners, printers, etc.)
- Operational Internet Protocol (TCP/IP) configured
- All client workstations connecting to the remote application must have the latest Windows service packs, updates and patches from Microsoft including the latest Remote Desktop Client
- High speed Internet access (64-100 Kbps per user)

HARDWARE MINIMUM REQUIREMENTS

THE BELOW CHART IS ONLY MINIMUM SYSTEM REQUIREMENTS, Enhancements to these requirements may boost performance depending on the number of open local and Internet applications and network bandwidth.

Category	Minimum Specifications	Recommended Specifications
Processor	Intel Dual Core or higher (processor speed will vary based on availability and office needs)	Intel® Core™ i3 Processor or higher (processor speed will vary based on availability and office needs)
Storage	No files are stored locally	No files are stored locally
Memory	4000 MB of SDRAM (RAM requirements may vary based on the number of tasks and applications)	8000 MB of SDRAM (RAM requirements may vary based on the operating system, number of tasks and applications)
Operating System	Microsoft Windows 8.x and Windows 10 Home or Pro	Microsoft Windows 8.x or Windows 10 Pro
Display	WSXGA Adapter or 1600 x 1024 or higher with minimum 16 bit Colors	WSXGA Adapter or 1600 x 1024 or higher with minimum 16 bit Colors
Network	Broadband speed 64-100 kbps per user	Broadband speed of 90-100 kbps per user
NOTE: Microsoft has discontinued support for **Windows 7** as of January 14, 2020. **Windows Home** versions do not always include all the Pro drivers necessary and may exhibit connectivity issues with Advantage Cloud™.		

SUPPORTED OPERATING SYSTEMS AND REQUIREMENTS

UPDATES AND PATCHES
In addition to malware protection software, Windows Updates are the easiest, most reliable and cost efficient way to help protect your computer from the latest Internet threats.
Installing the most current Windows Service Packs, Critical Updates and Patches is highly recommended.
To check for available or missing Windows Updates, visit the following Microsoft Web site:

http://windowsupdate.microsoft.com.

All current and supported Microsoft operating systems have the ability to check for missing updates by viewing, downloading and installing the available Windows Service Packs, Critical Updates and Patches free of charge (High speed Internet service may be required)

VOICE DICTATION
Compulink recommends 3M's M*Modal voice dictation/speech-to-text tool due to its accuracy and compatibility with Advantage Cloud™. Even though other voice dictation tools may work, Compulink recommends fully testing such tools prior to purchase.

MAC AND MOBILE ACCESS – IOS AND ANDROID

Advantage Cloud clients will be able to access the cloud with MAC OS, iOS and Android by downloading the **Microsoft Remote Desktop** Application from the App store for iOS or Android store.

NOTE: Advantage software runs only on Windows operating systems. **Microsoft Remote Desktop** app will allow our clients to access Compulink Advantage Cloud via a Remote Desktop session hosted on Microsoft Enterprise Cloud OS. Visit our Cloud support site for instructions for installing and configuring Microsoft Remote Desktop. Small portable devices used by mobile users are generally ideal for viewing information.

Compulink does not recommend using small mobile devices as desktop replacement for data entry and power-users. Proprietary solutions such as voice recognition, scanning, camera for patient picture and printing are not supported on mobile devices with operating systems other than Microsoft Windows.

ADVANTAGE CLOUD™ LICENSING MODEL

Each active user or device accessing Compulink Cloud requires a unique license. A unique licensed user can install and access the software from multiple locations, providing only one connection is active at any given time. **Example:** Purchase of 20 licenses will provide credentials for 20 individual and concurrent sessions. Any session beyond the number of purchased licenses, will require the purchase of an additional and unique license.

CLOUD PRINTING

Compulink Advantage software utilizes proprietary printing solutions and local printers that are properly setup in the Windows or Mac environment. Once printer drivers have been installed and the printer has been configured, a Test Page should be printed from within the printer properties for that printer to confirm the printer's functionality prior to printing from Advantage software.
Some all-in-one (multi-function) printers/scanners are not compatible with Advantage software and remote connectivity. Compulink software has been tested successfully with the business and workgroup printer lines. It is recommended that basic printer driver language, such as PCL5 drivers are used. Complex drivers, such as Postscript and PCL6 drivers, may cause printing issues with Advantage software.

Note: Not all printers are compatible with Terminal Services and RDP protocol. Please consult the printer manufacturer's documentation or your network administrator.
For labels printing, Advantage software has been tested and proven compatible with Dymo LabelWriter printers. Tablet printing, utilizing iOS or Android OS and mobile phone, is not supported with Advantage Cloud™.

CLOUD SCANNING (TWAIN DEVICES)

Compulink software utilizes proprietary solutions and TWAIN compliant peripherals to capture and transfer images/data to the various sections of the patient's demographic and EMR screen. In most cases, the peripherals with "Data Source" file or ".ds" extension located in "C:\Windows\TWAIN_32" folder should allow Advantage software to acquire the image/data from the TWAIN source.
Due to the wide variety of peripherals and their associated drivers available on the market, it is impossible to guarantee which devices/peripherals will successfully work with Advantage software. Compulink recommends the use of peripherals that are tested and researched by our IT lab. Visit Recommended Peripherals for details.

Note: Image capture and scanning is not supported on mobile devices.

INVENTORY MANAGEMENT

Advantage Cloud™ supports patient bar-coding and inventory management.
Just plug in your compatible USB barcode scanner and data will be transmitted to Advantage software using the keyboard interface.

SECURITY AND ANTI-VIRUS SOLUTION

Proactive Protection against Viruses and Malware
Compulink has deployed state-of-the-art Endpoint Protection and Managed Threat Response technology on the Advantage Cloud™. It includes proactive technologies which automatically analyze application behaviors and network communications to detect, block and report suspicious activities. Deploying this technology provides real-time and 24/7/365 security protection for Advantage users.

ENFORCED PASSWORD CHANGE POLICY

The Health Insurance Portability and Accountability Act (HIPAA) requires the use of passwords or an equivalent method of securing accounts to prevent unauthorized individuals from gaining access to ePHI. Advantage Cloud™ password policy is based on the latest recommendations from NIST. Various studies indicate enforcing a password change policy causes users to select weaker passwords, hence NIST no longer recommends implementing a password change policy. If your organization prefers a password policy that includes a password change option, please contact your Compulink Cloud support representative. Enforced password change policy for 30, 60 or 90 days can be accommodated.

PROTECTING YOUR DATA BY LOCKING IDLE SESSIONS

Advantage Cloud™ remote sessions may be locked if the connection is left idle for a period of time. Locked sessions can keep the PHI (Protected Health Information) private and protect against unauthorized access. In addition, Compulink recommends that clients use password protected screen savers on their local computer.

WIRELESS LOCAL AREA NETWORKS

Compulink Advantage software users may utilize wireless technology to access Advantage Cloud™.
Wireless connections are generally not as stable as wired connections without significant investment in wireless technology devices and deployment.
RELIABILITY: Like any radio frequency transmission, wireless networking signals are subject to a wide variety of interference and may cause intermittent disconnections. If a user is disconnected due to a drop in Wi-Fi connection, no data is lost. Users must simply reconnect and continue where they left off.
SPEED: The speed of a wireless network depends on several factors. Wireless standards, typically advertised at 10-300 Mbps, will transmit data at a fraction of a wired network (typically at minimum of 100 Mbps and up to several Gigabits per second). There are also performance issues caused by TCP and its built-in congestion avoidance.
Implementing a Wireless Local Area Network should be limited ONLY to environments where wired connectivity is not an option.
SECURITY: The "open air" nature of wireless radio signals poses challenges for securing wireless computer networks. Wireless radio signals broadcast through the air and are naturally easier to intercept. Wireless signals pass through exterior walls and into nearby streets or parking lots. Strong encryption on wireless security is absolutely necessary to protect patient data. Advantage Cloud™ is hosted at our secure and HIPAA compliant data center and the connections used are encrypted. Please consult your network administrator if you do not utilize a secure and encrypted wireless connection. Hackers can get access to your sensitive information, such as your credentials for Advantage Cloud™, and put your patient data at risk. Unknown Wi-Fi hotspots are also a security risk. Hackers may set up fake/free hotspots at hotels, coffee shops, and other public locations to capture information.

DATA INFORMATION AND PROTECTION

Managed Backup – State-of-the-art technologies in block level and Snapshot backup has been implemented at our data centers. Data is backed up nightly and secured locally and remotely for compliancy, redundancy and disaster recovery.

HIPAA Compliant – Our deployed encryption, security and storage management ensures your PHI (Protected Health Information) is secure from disaster and unauthorized access.

NOTE: Advantage Cloud™ application servers utilize the latest SAP SQL Database Management technology for complete data integrity and protection.

BACKUP AND MAINTENANCE SCHEDULE

Due to mandatory Network and data center maintenance, security and administration, the Advantage Cloud™ connection may not be available during the maintenance windows indicated below:

Weekly Maintenance Schedule
Every Sunday - 10:00 PM to 3:00 AM PT
Monthly Maintenance Schedule
Every 2nd Sunday of each Month - 7:00 PM to 3:00 AM PT

Cloud Status - After client's implementation process has been completed, clients can check the status of the Advantage Cloud™ and its availability by following this link or their Windows programs menu:
https://secure.compulink.net

CLIENT'S ACKNOWLEDGEMENT

Compulink provides these instructions as a guide to help ensure a hassle-free installation and operation. The support staff is available to assist with any questions and/or issues not covered in this guide.

I have read and understand the Installation, Configuration and Performance Guide for Compulink Advantage Cloud™ (7 pages, including the cover). These instructions have been followed to the best of my knowledge and ability. I hereby release Compulink from any configurations implemented by this office other than what is stated here or recommended by Compulink:

Date: _____ / _____ / _____

Compulink Account Number: _____

Client's Signature: _____

Print Your Name _____