For an optimal user experience with the HealthStream platform we recommend the following equipment and settings. All previous versions of this document should be disregarded. HealthStream maintains the right to update these specifications as needed. All updates are communicated to customers in advance of their implementation.

Administrator Application	
Web Browser	MS Internet Explorer 11+ and MS Edge (Windows).
Student Application	

Operating Systems	Computers
	    Windows 7+ (Microsoft)
	    Mac OS X.10+ (Apple)
	Mobile Devices
	    iOS 7+ (Apple)
	    Android 4+ (Google)

Web Browsers	Apple Safari 8+ (Mac) Google Chrome, current version (PC/Mac) Mozilla Firefox, current version (PC/Mac) Microsoft Edge, current version (PC) Microsoft Internet Explorer 11+, see *Internet Explorer-Specific Settings* below.
Mobile Browsers	Apple Safari for iOS 7+ Google Chrome for Android 4+
Internet Explorer-Specific Settings	Compatibility View: Not supported. IE Browser Mode and Document Mode must be set to Standard Mode. Zoom: Set to 100% / Actual Size. Security Tab: The default level for the Security tab set to Medium-High (IE11+). Privacy Tab: Ensure that Privacy is set to Medium.
Browser Plug-ins	
Core Regulatory and HeartCode Courses	For these course libraries, Adobe Flash (latest version) for desktop and laptop computers is required. Flash is not supported on mobile devices.
Other Courses	Plug-ins vary by library. The user will be prompted when content is opened if an additional plug-in is needed. (KnowledgeQ, Home Health & Hospice Regulatory, and Post-Acute Regulatory libraries require no browser plug-ins.)
Reports & Manuals	Adobe Acrobat Reader (current version) or Apple Preview (included in Mac OS).

Hardware Requirements and Additional Settings	
Encryption	Minimum of TLS 1.2 required. (SSL and lower versions of TLS are not supported.)
Bandwidth	256 KB/s (32KB/s) per concurrent user.
Processor and RAM	1GHz processor, 512MB RAM.
Audio	Headphones, earbuds or speakers recommended for content that offers audio.
Cookies	Must be permitted to allow user session management.
JavaScript	Must be enabled.
Pop-Up Blockers	Pop-up blocking must be disabled. Pop-ups are used to serve online course pages and course annotations. If a network policy requires pop-up blockers, specific exclusions must be made for the domains and IP Addresses listed herein.
Network & Firewall Considerations	
Web Filters	Access to all HealthStream URLs and IPs should be granted in any web-filtering product and in the organization's firewall where appropriate.
Content Considerations	Certain content offerings may require additional client software, hardware, firewall or proxy server modifications. Additional details will be documented with the content's specified requirements.
Caching	Any caching of HealthStream pages at the network level must be disabled, including caching at the proxy or other network appliance.
URL Truncation	If the firewall supports a URL Truncation feature, this feature must be disabled.
Thin Clients	Some HealthStream customers successfully use our products in thin client environments such as Citrix. However, HealthStream neither test its products in those environments nor provides technical support of thin client environments. HealthStream recommends customers test the use of any products being considered for purchase in a thin client environment to ensure compatibility.
FTP Scanning	HealthStream routinely scans all customer uploaded content on our public facing FTP/SFTP sites for viruses. If a virus is detected, HealthStream will quarantine the files and notify the owner.

Proxy Server and Firewall Settings

If your institution has a firewall or proxy server, users will need to access the URL, IP, and port addresses listed below.

Description	URL/Note	IP/Port
HealthStream IP Block	healthstream.com	64.37.254.192/26
Email from HealthStream	*@healthstream.com	spf.protection.outlook.com, spf.zixsmbhosted.com, _spf.salesforce.com, 67.90.152.194, 67.90.152.246, 67.90.152.247, 64.37.254.240, 13.111.0.239
HealthStream Corporate Site	www.healthstream.com	64.37.254.210, 192.92.102.10 / TCP ports 80 and 443
HealthStream Online Store	store.healthstream.com	64.37.254.208, 192.92.102.19 / TCP ports 80 and 443
Platform Login: HLC, HCC, SimCenter™, Community, Store, & Connect	https://login.healthstream.com	64.37.254.203, 64.37.254.232, 192.92.102.20 / TCP ports 443
Platform Reports	report.healthstream.com	64.37.254.207, 192.92.102.21 / TCP port 80 and 443
Customer Community	community.healthstream.com communities.healthstream.com	64.37.254.215, 192.92.102.15 / TCP ports 80 and 443
Authoring Center	authordev.healthstream.com authorweb.healthstream.com	64.364.37.254.212, 64.37.254.214, 192.92.102.12, 192.92.102.14 / TCP ports 21, 22, 80 and 443
File Transfer	uploads.healthstream.com	192.92.102.22 / TCP ports 21, 22, 80 and 443
SFTP Site	https://eft.healthstream.com	TCP ports 22 or 443
SimCenter™	www.mysimcenter.com	64.37.254.239, 192.92.102.17 / TCP ports 80 and 443
SimCenter™ Products that use our APIs	api.mysimcenter.com	64.37.254.229, 192.92.102.16 / TCP port 443
HealthStream Products that use our APIs	api.healthstream.com	64.37.254.229, 192.92.102.16 / TCP port 443
System Maintenance Redirect	Your organization's HLC web address during maintenance.	64.37.254.211, 192.92.102.11 / TCP ports 80 and 443