



Hardware/Software Requirements

Minimum PC Hardware/Software Requirements

- Windows 8 Home or higher OS
- I5 Processor with 2.3 GHz max boost speed or higher (AMD equivalent Ryzen 5 or higher)
- **(Snapdragon Processors and Chrome books are NOT compatible with our software)**
- 8 GB RAM
- 256 GB Hard Drive (External Hard Drives are NOT acceptable as your Hard Drive)
- Ethernet Port or Adapter
- Webcam

At no time can your usage of RAM reach over 75%. You must maintain at least 25% of RAM for processing at all times.

Minimum Mac Hardware/Software Requirements

- Mojave 10.14 **(Big Sur and Monterey are NOT compatible with our software)**
(Do not purchase a new Mac at this time, as we are not able to install it with our software. This includes all Macs with M1 chips)
- I5 Processor with 2.3 GHz max boost speed or higher (AMD equivalent Ryzen 5 or higher)
- 8GB RAM
- 256 GB Hard Drive (External Hard Drives are NOT acceptable as your Hard Drive)
- Ethernet Port or Adapter
- Webcam

Internet Requirements

Internet Requirements

- Min Download Speed: 10 Mbps
- Min Upload Speed: 2.0 Mbps
- Max Ping Test: 50 MS

(For test results, plug your computer into the modem with the Ethernet cord and go to speedtest.net)

Cable, DSL, and Fiber-Optic can be used for internet providers. We do require a minimum of a 2.0 upload speed, so if your current provider cannot provide this, you will need to research a new internet provider. You are not required to work off an Ethernet Connection, but this is recommended for best practice and will often resolve speed issues.

Currently, Satellite and Hot Spot (cell tower) providers are not sufficient for your permanent internet connection. The latency for both of these providers creates issues that interfere with your ability to establish stable connections. If you are traveling and would like to work while you are away, these may be sufficient for temporary use, but be aware that they are fickle. Therefore, you may not be able to establish connections, so please have a back-up plan in place.

**You can set your computer aside for eAssist use if you would like, though it is not required. However, it is recommended that you have a user solely dedicated to eAssist on your computer.*

We perform Hamachi and Logmein audits monthly. If you have a computer in the network that has not been active for more than 30 days, you will receive a notification that your computer shows inactive in our network. If you are still actively using this computer, please sign in and log into one of your offices to reconnect it to our network. If this is not done, the computer will be removed from all eAssist systems (AV, Hamachi, and Logmein).

Upon joining eAssist, we will provide an antivirus for you to ensure HIPAA compliance. It is important to make sure that it isn't uninstalled or disabled at any time in order to protect you from any liabilities. Do not add any 3rd party antivirus software to your computer. If at any time your computer becomes non-compliant, you will have 30 days to update or replace your computer or your connections may be removed.



Recommendations for an eAssist Machine

Laptop

2020 HP 15.6" HD Touchscreen HP 2018



Elitebook 840 G1 14"



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Recommendations for an eAssist Machine

Desktop Computer

HP 8300 Elite Small Form Factor (without monitor)



Dell Optiplex 7010 (without monitor)



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