* HealthStream recommends the following as the minimum settings to yield the appropriate user experience of the HealthStream Learning Center™ and the HealthStream Competency Center.™
* Student and administrator hardware should meet the recommended requirements.
* Appropriate plug-ins should be installed on each computer that will be accessing the HealthStream Learning Center™ or the HealthStream Competency Center.™
* Firewall, Proxy and Port configurations should match the documentation below.
* Changes from the previous version of this document are highlighted in yellow.

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| **Minimum Computer Requirements** | |
| **Bandwidth** | 240 Kb/s (30 KB/s) Per concurrent user |
| **Connection** | Broadband/T1/Cable/DSL |
| **Operating System** | Windows XP Service Pack 3 and above |
| **Processor Speed** | 500+ MHz Pentium |
| **RAM** | 256+ MB RAM |
| **Web Browser** | Internet Explorer 7.0 or above. As of April 1, 2012, our minimum browser will be Internet Explorer 8.0. |
| **Plug-Ins** | Flash 7.5.1 or above for HealthStream Core Regulatory Library. Recommend the most recent version. |
| **Pixel Resolution** | 1024 x 768 pixels |
| **Speakers/Headphones** | Recommended |
| **Mouse/Keyboard** | Required |
| **Soundcard** | Recommended |

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| **Proxy Servers / Firewalls** If your facility has a firewall or proxy server, students will need to access the URL, IP, and port addresses listed below. | | |
| **Required For** | **URLs and E-mail Addresses** | **IP / Port** |
| Ability to log into the HLC, HEX, Connect, Community, Catalog and SimCenter platforms | login.healthstream.com | 64.37.254.232 |
| HLC/HEX/Connect | www.healthstream.com | 64.37.254.210 |
| Reporting – HLC/HEX/Connect | report.healthstream.com | 64.37.254.207 |
| EMS | [www.eminet.com](http://www.eminet.com) emi.healthstream.com | 64.37.254.209 |
| Authoring Center | authordev.healthstream.com  authorweb.healthstream.com | 64.37.254.212  64.37.254.214 |
| SFTP Site | ftp://sshserv.healthstream.com | 67.90.152.218 |
| HLC/HEX, EMS | TCP Ports | 80 and 443 |
| Authoring Center | TCP Ports | 80, 443, 21 and 22 |
| AACN Content (optional) | Mentoru.com | 64.186.240.146 |
| Correspondence via email from HealthStream | \*@healthstream.com | 64.37.254.240 |
| Access to HealthStream course catalog | Catalog.healthstream.com | 64.37.254.208 |
| HealthStream on-line customer community | community.healthstream.com | 64.37.254.215 |
| Access to HealthStream products that make use of our API’s | api.healthstream.com | 64.37.254.229 |
| SimCenter | www.mysimcenter.com | 64.37.254.239 |
| Access to SimCenter products that make use of our API’s | api.mysimcenter.com | 64.37.254.229 |
| Redirect of the HLC to show the system is unavailable for maintenance | Your organization’s HLC web address during a maintenance period. | 64.37.354.211 |

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| **Plug-ins** | |
| **Core Regulatory and HeartCode Course** | Adobe Flash (latest version) available for free at www.adobe.com/downloads |
| **Other Courses** | Plug-ins vary by library, but the HLC will notify you at the launch of the course if you need an additional plug-in. |
| **Reporting and HealthStream Learning Center™ Manuals** | Adobe Acrobat Reader (latest version) available for free at www.adobe.com/downloads |
| **Additional Settings** | |
| **Proxy Servers** | If your facility has a firewall or proxy server, students will need access to the URL, IP, and Port addresses listed above. |
| **Pop-Up Blockers** | Pop-up blocking software must be disabled, as it will block course pages and affect the annotations feature of the HealthStream Learning Center.™. If, due to policy, pop-up blockers are required, specific exclusions must be made for the domains and IP Addresses listed herein. |
| **Cookies** | Session cookies must be allowed for session management. |
| **Internet Explorer**  **Security Tab** | The default level for the Security tab set to Medium-High(IE7) |
| **Internet Explorer**  **Privacy Tab** | If using Internet Explorer, ensure that the Privacy slide bar is set to Medium. |
| **Premium Content** | Some content on the HealthStream Learning Center may require additional firewall and proxy server modifications. |
| **Additional Items** | |
| HealthStream maintains the right to update these requirements as needed, typically on an annual basis. All updates will be communicated to customers in advance of their implementation, typically with a minimum of three months lead time. | |
| Any caching of HealthStream pages at the network level must be disabled, including caching at the proxy or other network appliance. | |
| Increasing the size of your browser’s cache up to about 50MB can result in performance gains. | |
| Access to all HealthStream’s URLs and IPs should be granted in any web-filtering product and in the organization’s firewall where appropriate. | |
| If the Firewall supports a URL Truncation feature (typical in the Cisco Pix Firewall), this feature must be disabled. URL Filtering via WebSense integrated with Cisco must provide for explicit exception for above IP addresses. | |
| Customer bandwidth utilization approaching 80% can cause latency issues, resulting in poor user experience such as slow response time and courses not completing properly. | |
| Some HealthStream customers successfully use our products in thin client environments such as Citrix, however HealthStream does not test its products in those environments nor does it provide 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. | |
| Browser settings may be verified using the HealthStream BrowserCheck tool at http://www.healthstream.com/BrowserCheck | |
| HealthStream routinely scans all public facing FTP sites for viruses. If a virus is detected, HealthStream will quarantine the files and notify the owner. | |