

HealthStream recommends the following as the minimum settings for the appropriate user experience in the HealthStream platform, including the HealthStream Learning Center™ and the HealthStream Competency Center™.

Minimum Client Requirements

Administrator Application	
Web Browser	Internet Explorer 8+ and Edge 1+. Effective April 1, 2016: Internet Explorer 9+ and Edge 1+
Student Application	
Operating Systems	Computers: Windows 7+ (PCs) Mac OS X.10+ (Apple) Mobile Devices: iOS 7+ (Apple) Google Android 4+
Computer Browsers	Apple Safari 7+ (Mac) Google Chrome, latest version (PC/Mac) Firefox, latest version (PC/Mac) MS Edge, latest version (PC) MS Internet Explorer 8+; Effective April 1, 2016: Internet Explorer 9+ See <i>Internet Explorer-Specific Settings below</i> .
Mobile Browsers	Apple Safari for iOS 7+ Google Chrome for Android 4+
Internet Explorer-Specific Settings: Compatibility, Privacy and Security	For all supported versions of Internet Explorer: Compatibility View: This is not supported. IE Browser Mode and Document Mode must be set to Standard Mode. Security Tab: The default level for the Security tab set to Medium-High (IE9+). Privacy Tab: Ensure that Privacy is set to Medium.

Browser Plug-ins	
Core Regulatory and HeartCode Courses	Adobe Flash (latest version) for desktop and laptop computers. 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.
Reports and Manuals	Adobe Acrobat Reader (latest version).

Hardware Requirements and Additional Settings

Bandwidth	256 KB/s (32KB/s) per concurrent user.
Processor and RAM	500MHz processor, 512MB RAM.
Audio	Headphones, earbuds or speakers recommended for content that offers audio.
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.
Cookies	Cookies must be permitted in order to allow user session management.
JavaScript	JavaScript must be enabled.
Encryption	Encryption should be a minimum of TLS 1.2 or SSL 3.0.

Additional Items

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.
Revisions: 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.
Caching: Any caching of HealthStream pages at the network level must be disabled, including caching at the proxy or other network appliance.
Web Filters: Access to all HealthStream's URLs and IPs should be granted in any web-filtering product and in the organization's firewall where appropriate.
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 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.
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
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
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, Sim Center, Community, Store, & Connect	https://login.healthstream.com	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	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	sshserv.healthstream.com	67.90.152.218 / TCP port 22
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	<i>Your organization's HLC web address during maintenance.</i>	64.37.254.211, 192.92.102.11 / TCP ports 80 and 443