



National interRAI System

Minimum Device/Browser Requirements

For v128.0034 and greater

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1. Browsers and devices supported

The application is optimised to support the following minimum screen resolutions:

- 1024x768 (4:3 screen format)
 - 1366 x 768 (wide screen format)
1. Microsoft internet Explorer IE 9,10,11 and Edge are now supported on Windows 7, 8.1 and Windows 10 laptops and tablets down to 10 inch display size are supported (reference tested on Windows 7 professional, Windows 8.1 and Windows 10 laptops. For home care users please note that check in check out is supported on Windows 7/8.1/W10 and Windows tablets but not RT)

Please see section 3 and 2 regarding Edge and viewing pdfs.

2. Android 10" tablets are supported using most recent operating system and Chrome browser version
(reference tested on Google nexus 10 device)
 - (a) Use of analytics/data warehouse not supported on Chrome/Android devices
3. Apple iPad tablets running latest operating system and latest Safari Browser version
(reference tested on Apple iPad Air and Apple iPad devices)
 - (b) Use of analytics/data warehouse not supported on Safari/iOs/Mac devices

Please ensure that all latest patches/updates are installed for versions of operating systems/browsers you are using

Please note that although different combinations of browsers and devices/operating systems may work, the combinations that have official support are the browser and its associated 'home' operating system; Internet Explorer and Windows, Safari and iOs, Chrome and Android.

Please note that the multi-browser/device support means browsers must NOT be set to use compatibility/quirks mode. If a browser is set to compatibility/quirks mode you will not even be able to log in. To change this setting in Internet Explorer, go to the Tools menu and select the View Compatibility Settings and make sure that compatibility mode is not set for the interRAI sites that you use. Please contact your IT support for advice on these settings or the help desk.

2. Edge browser and saved form entries

The Edge browser will show previous entries for assessment form numeric/text fields in a drop down list on assessment forms. If users wish to disable this do the following

- b) Go to settings (top right corner with the ...)
- c) Then select settings
- d) Then select view advanced settings
- e) Then there is a little slider button for "Save Form Entries" slide it to off

3. Use of 10" Class Touch Screen Devices eg iPads etc

For those organisations that are thinking of using smaller size touch screen devices and personal computing devices such as iPads we strongly encourage you to take the time to understand your workflow and the best way to use these sorts of devices related to your workflow. Pilot them if you can as part of your decision making. For example, any screen in the application that has lots of grids in it, eg the care plan module, can be tricky to use on small touch screen devices as compared to completing an assessment form on a device with larger screens. Therefore you may find these devices easier to use in some situations rather than others. We do not recommend care planning on smaller devices as the screen size is small and can be tricky to use for novice users.

If using these devices, you may need to be able to create and provide screen shots to us if there is a problem that we need to assist with. Each device has a specific way of creating and managing screen shots, you will need to refer to the manufacturers' website/user guides on how to do these.

If the device supports use of client side certificates, each device will have a different way of managing these. You will need to refer to manufacturers' website/user guides to install these.

4. Viewing pdfs when using the Microsoft Edge Browser

Please ensure you have the following media feature pack installed

<https://support.microsoft.com/en-us/kb/3099229> if you are using a Windows 10 device with the edge Browser. If not you will see the following error when trying to open pdfs with the Edge Browser



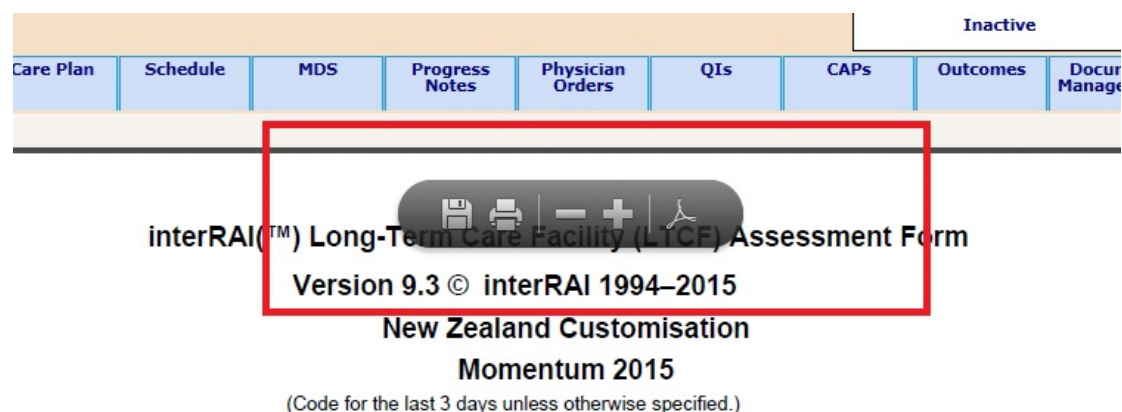
Something is missing

To view a PDF, you need some media functionality that you don't currently have. You can install the Media Feature Pack to view this PDF.

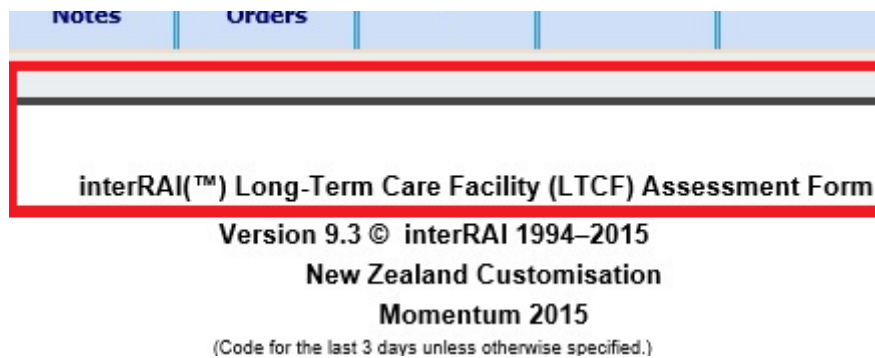
- [Go back to the last page](#)

5. Using pdfs when using the Microsoft Edge Browser

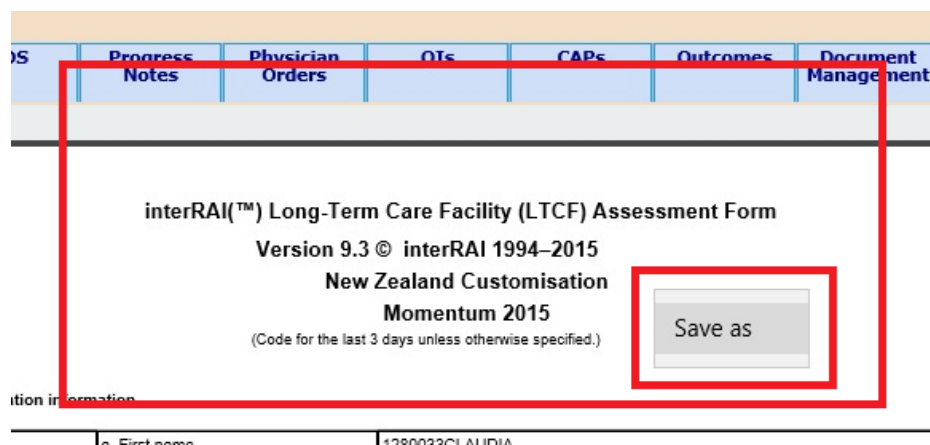
As at the time of writing these notes, the Edge Browser does not present the user with the normal sorts of functions/controls that you might be used to seeing with other browsers. For example, the Edge browser does not allow users to magnify or decrease the resolution of the pdf that you are viewing. In other browsers you will see similar icons as per the screen shot below if you mouse over the top area of the pdf, these allow you to print, save and magnify the pdf



When using Edge, these icons do not present when you mouse over the top of the pdf, as per the screen shot below.



If you want to save or physically print the pdf from Edge, right click anywhere in the pdf and you will see a 'save' prompt appear. Click on this and then save the pdf.



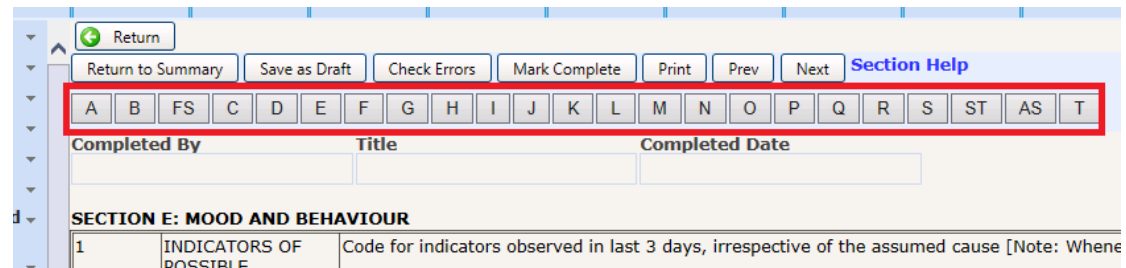
6. Mobile check in check out

For customers that use mobile check in check out (this only applies to home care customers) please contact your host support desk for further technical details.

7. Known Items associated with Safari Browser/ipads that will be addressed in future releases

a) iPad - Scrolling on iPad devices

Due to a problem associated with the Safari browser¹ for iPads, the 'quick navigation' buttons within the assessments, shown in the screen shot below, have needed to be removed in order to allow optimum scrolling and function/use of assessment error message links.



To assist with scrolling between assessment sections, assessors should either:

- 1) Use the next/previous buttons or
- 2) Click on 'return to summary' and select sections as required

Users may also find scrolling in longer assessment sections quite slow, eg section G, especially if after saving the section there is an error message related to one of the assessment answers. Some sections may even 'lock' for periods. If a section appears to lock users can do one or more of the following to unlock it:

- 1) Click on save as draft
- 2) Change the orientation of the screen eg turn from portrait to landscape
- 3) Click on save as draft and click on the next button then navigate back to the section in question using the previous button

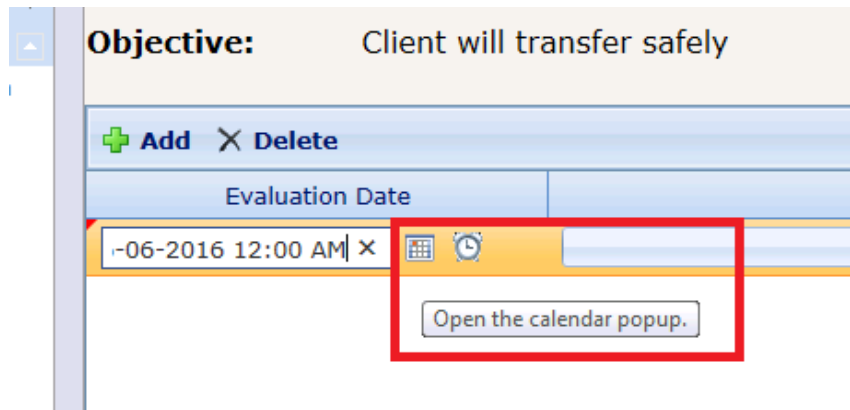
In general slower scrolling appears to work better.

The items noted above will need to be resolved by updates to the Safari Browser and/or iPad operating system. Once resolved in the Safari browser/iPad operating system, the quick section navigation will be able to be made available again at the subsequent release of the national interRAI software system.

¹ The Safari Browser doesn't handle iframes very well, an iframe is a common technique to build applications where web pages are embedded inside other web pages. The assessment is a set of web pages embedded in the mds tab which is a web page itself

b) iPad - date picker in objectives evaluation screen in care plan

The date picker in the care plan objective calendar 'pop up' does not open. To add an evaluation date assessors will need to manually type in the date.



At this point, it is unclear if this is related to the Safari Browser or related to the combination of this particular brand of web page controls². The resolution will require either an upgrade of the Safari browser or an upgrade to this particular brand of web page controls.

² Web page controls are things like calendar pop-ups, drop down list functions which are produced by 3rd party suppliers and used by software designers in their products