

# CareVoyant Device Requirements

## Desktop/Laptop Specifications

<b>Device</b>	<ul style="list-style-type: none"><li>Windows 10 desktops and laptops, Macintosh and Chromebook desktops and laptops with physical keyboards are supported</li><li>iPad/Windows touchscreen tablets/Android tablets are not currently supported</li></ul>
<b>Supported Operating Systems</b>	<ul style="list-style-type: none"><li>Microsoft Windows 10 (all editions) are supported</li><li>Windows 7, Windows 8 and Windows 8.1 are not supported</li><li>Macintosh Desktops and Laptops require macOS 10.14 or greater</li><li>Chromebook and Macintosh devices require the Microsoft Remote Desktop App to be downloaded and installed from Google Play Store or Apple Store.</li></ul>
<b>Connection</b>	<ul style="list-style-type: none"><li>Hardwired/Wifi internet or 5G/4G internet required; 3G connections are not supported</li><li>Stable and consistent 100 kbps per user required</li><li>Internet speeds can be checked via <a href="https://fast.com/">https://fast.com/</a></li></ul>
<b>Screen Resolution</b>	<ul style="list-style-type: none"><li>Minimum 1024x768; Recommended 1152x864 or higher Maximum 1900x1080</li><li>Resolutions greater than 1900x1080 not supported due to Microsoft runtime restrictions</li></ul>

## CV Web & CV Mobile Device Requirements

### Device Requirements for CV Web

<b>Device Brand</b>	<p>The following device types are supported, provided they meet minimum screen size, memory, storage and connectivity specifications outlined in this section:</p> <ul style="list-style-type: none"><li>Windows 10 desktops/laptops</li><li>Chromebooks</li><li>Android tablets/laptops</li><li>Apple desktops/laptops/tablets</li></ul>
<b>Mobile Connection</b>	<ul style="list-style-type: none"><li>Reliable and consistent Wifi, 5G, or 4G connection. 3G is not supported</li></ul>
<b>Operating System</b>	<ul style="list-style-type: none"><li>Microsoft Windows 10 is recommended</li><li>Macintosh Desktops and Laptops, and Chromebooks are supported</li><li>Apple and Android tablets are supported if they meet the minimum screen size, storage and memory guidelines below</li></ul>
<b>Web Browser</b>	<ul style="list-style-type: none"><li>Google Chrome is <b>required</b>. At this time, no other browsers are supported by CareVoyant for CVWeb.</li></ul>

### Device Requirements for CV Mobile

<b>Device Brand</b>	<ul style="list-style-type: none"><li>Android-based mobile phones/tablets or Apple iOS based phones/tablets</li></ul>
<b>Mobile Connection</b>	<ul style="list-style-type: none"><li>Reliable and consistent Wifi/5G/4G</li></ul>
<b>Operating System</b>	<ul style="list-style-type: none"><li>Android 8.0 or higher / Apple iOS 11 or higher</li></ul>
<b>Resolution</b>	<ul style="list-style-type: none"><li>MINIMUM screen size of 4.7 inches and resolution of 360x640</li></ul>
<b>Web Browser</b>	<ul style="list-style-type: none"><li>Google Chrome and Safari are both supported. No other mobile browsers are not supported at this time for CV Mobile Web</li></ul>

## Useful Links

<b>Speed Test</b>	<a href="https://fast.com/">https://fast.com/</a>
<b>Support Guides</b>	Windows: <a href="https://support.microsoft.com/en-us">https://support.microsoft.com/en-us</a> Mac: <a href="https://support.apple.com/">https://support.apple.com/</a>
<b>Browser Info</b>	<a href="https://www.whatsmybrowser.org/">https://www.whatsmybrowser.org/</a>