

Relic AI - Software & Hardware Requirements

This document explains system specifications recommended for using Relic AI SAAS Solution. These specifications are subject to change with future enhancements.

Hardware Requirements

Relic AI requires the minimum system specifications provided in this section.

Desktops & Laptops

1. Processor – 2 GHz processor or faster
2. RAM – 2+ Gb for 32-bit Windows® / 4+ Gb for 64-bit Windows®
3. Video – Support 1920x1080 screen resolution or higher

Tablets & Phones

1. Processor – 1.2 GHz processor or faster
2. RAM – 1+ Gb
3. Video – Supports 1024x600 or more for tablets, 480x800 or more for phones

Software Requirements

Application	For Windows 10 or above	For Mac OS 10.15 or above
Facility Portal	Chrome 120+ (Preferred) Edge 118+ Firefox 110+	Safari 14+ Chrome 120+ Firefox 110+
Patient Portal	Chrome 120+ (Preferred) Edge 118+ Firefox 110+	Safari 14+ Chrome 120+ Firefox 110+

Document Translation Requirements

Document Translation is available only on Desktops and Laptops.

Translated documents are available in Adobe PDF formats. For viewing the translated documents, Adobe PDF Reader can be download from <https://get.adobe.com/reader/> and installed on your Desktop or Laptop as per computer requirement.



Internet Bandwidth Requirements

Relic AI is a cloud hosted solution and requires internet connectivity. Per user internet bandwidth requirements are given below:

1. Upload – 8 Megabit/second (1 Megabyte/second)
2. Download – 8 Megabit/second (1 Megabyte/second)
3. Packet loss rate – Less than 1%
4. Port – HTTPS – 443

Firewall Requirements

Relic AI Applications are hosted on the cloud and connectivity to below mentioned domains is required through your firewall:

1. *.relicare.com
2. *.myrelic.care
3. *.microsoft.com
4. *.azure.com
5. *.medplum.com