



 myoncare

Technical Requirements

Version 1.12





Software & Hardware compatibility

Google Chrome is recommended to provide the best user experience and full functionality of the PaaS platform. Apple Safari and Mozilla Firefox are alternative browsers. **Microsoft Internet Explorer and Edge are not supported.**

A stable internet connection is required. Healthcare professionals need to ensure to always use the latest browser versions available at the time of purchase.

The use of myoncare Careplan Manager has been verified using officially released versions of smartphone operating systems, browsers, or desktop software. Testing software versions are not supported.

- **Operating System:** Ubuntu 20.0 (or higher), MacOS 10.11 (or higher) or Windows 10 (or higher), iOS 13.0 (or higher), Android 12.0 (or higher)
- **Server:** 16 GB RAM required, 160 GB of extendable storage (or more) recommended. 4 CPU required (for on-premises).
- **Application (Screen, Tablet):** A screen size of 10.5" or higher is required for adequate scaling.
- **Network and server connections** must be stable and their speed at least 10Mbps. Restart is required if connection is unstable or is lagging. Latency must not exceed 200ms. Access to the server might require a dedicated port to be reserved for integrating myoncare Careplan Manager. WiFi / indoor mobile data connection is required for use among in-house patients.
- **Interfaces:** myoncare Careplan Manager offers the possibility of an interface with various related software applications such as hospital information systems. For a reliable statement regarding a possible interface as well as the corresponding data flow diagrams and requirements for your IT network, please contact sales@myoncare.com.
- **Compatibility to other (medical) devices:** myoncare Careplan Manager does not claim to be compatible to any other (non-)medical devices or any of their accessories available on any worldwide market other than myoncare Mobile. The compatibility of myoncare Careplan Manager is always ensured by parallel development, verification, and validation.



Domain and ports

To ensure the intended functionality of the myoncare Careplan Manager in a local installation in the presence of a firewall or a reverse proxy, please make sure that the server with the myoncare Careplan Manager installation can request REST API calls and receive responses from the following domains:

1. https://*.myoncare.care
2. https://FIREBASE_URL.com
3. <https://hub.docker.com>

Supported languages

Note: Depending on the selected language a different date format is applied in the myoncare Careplan Manager. The following date formats are being used:



- DE: DD-MM-YYYY
- EN: MM-DD-YYYY
- IT: DD-MM-YYYY
- PT: DD-MM-YYYY
- FR: DD-MM-YYYY
- AR: DD-MM-YYYY



IT Security and safety measures

- Token-based authentication and SSL encryption for accessing functions and data transmissions, i.e., the communication between doctors and patients through myoncare is protected by tokens and secure scripts, which will only allow transfer of data with the right authentication.
- Transmission of data is initialized by an encrypted transaction database (Firebase, as a NoSQL database, triggers the notification, which needs to be decrypted via the token authentication). Thus, patient responses are all end-to-end encrypted by dedicated tokens.
- Transmission of data is encrypted within the internal communication between myoncare services.
- The healthcare professional shall change the log-in data (password) after the first login.
- Logfiles can be found in the installation directory. For cloud-based installations, please contact service@myoncare.com. Only the site-admin has the right to see the logfiles. The responsibility for the analysis of the logfiles lies with the support team of ONCARE GmbH.
- Update strategy: As soon as a new version of the myoncare Careplan Manager is available, the support team of ONCARE GmbH will contact you to update your system.
- Each bug-fix version (update, which results for trouble-shooting reasons) will be installed for every customer by the ONCARE GmbH. Please be informed that bug-fix versions for versions earlier than myoncare Careplan Manager 1.11 are not supported. The ONCARE GmbH does not support backwards compatibility of versions before myoncare Careplan Manager 1.11 for either Careplan Manager nor Mobile. To guarantee the best possible user experience, it is mandatory to update the system on the newest available version of myoncare Careplan Manager.
- Without a stable internet connection, the myoncare Careplan Manager is not available.
- Please contact the site-admin in case the error message "Something went wrong" occurs or in case of problems with the product.
- ONCARE GmbH takes care of the data back-up for cloud-based installations. In the case of a local installation, each customer is responsible for back-up the data regularly.



- In case of multiple failed log-in attempts of myoncae Careplan Manager users trying to log-in to the myoncare Careplan Manager, the account of this person will be deactivated due to security reasons. Deactivated user accounts can be easily reactivated through the Site Admin within the administration section of the myoncare Careplan Manager. To Activate / Deactivate a myoncare Careplan Manager user, the toggle button of the respective user shall be triggered. Until the account has been reactivated the user is not able to log-in to his account and therefore cannot monitor patients through myoncare Careplan Manager. We highly recommend communicating the responsibility of the Site Admin to the users of myoncare Careplan Manager within your organization.
- A security feature ensures that a myoncare Careplan Manager user account cannot be logged in multiple times at the same point of time. In case a user tries to log-in through a separate browser / tab or similar while an elder session is still ongoing, the elder session will end immediately. If the elder session contains unsaved changes (e.g. Caretasks, Care Pathways, Chats or similar), these changes will not be saved and cannot be retrieved. To avoid the loss of unsaved changes, please ensure that there is always just one active session. Furthermore, if you notice suspicious logouts of your active session, please change your password to protect your user account from being used by third parties.
- **Locally maintained installations:**
 - Ensure stable internet connection of at least 10 Mbps for all devices using myoncare Careplan Manager as well as the server on which myoncare Careplan Manager is installed.
 - Necessity of a firewall: It is mandatory to use an appropriate firewall and to allow communication of myoncare Careplan Manager clients with the associated database.
 - Proxy settings shall allow communication of myoncare Careplan Manager clients with the associated database.
 - The file path / storage location of the installation shall not be changed without prior consultation with ONCARE support.
 - The hard drives on which myoncare Careplan Manager is installed shall not be partitioned.
 - Do not delete any files from the myoncare Careplan Manager installation folder.



- Enable adequate storage volume without moving data elsewhere.
 - Ports required for communication with the Hospital Information System (HIS) shall not be blocked.
 - Make sure appointments and Caretask components are initialized adequately within the HIS as well as myoncare Careplan Manager.
 - Make sure HL7 connection remains functional if you modify network parameters within hospital IT.
 - WiFi / indoor mobile data connection is required for use among in-house patients.
 - Define the access rights to the log files in the installation directory.
 - Please refer to the section "Domains and ports" above.
- To keep track of all actions which were carried out with myoncare, a historical view for each patient and each Caretask is presented in the myoncare Careplan Manager. This history view can be reviewed within the respective user view in the administration section.
 - In case the system appears to not function properly / shows signs of security breaches or data inconsistencies, we highly recommend reporting the issues to ONCARE GmbH.



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Bei Fragen: service@myoncare.com