Eolas Medical App IT Approvals

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# Background

The Eolas Medical app helps departments and healthcare organisations organise their “pre-clinical” information in one place, i.e. their clinical guidelines, checklists for procedures, education content, frequently asked questions, contacts and more all in one place. It has been shown to streamline induction, teaching and onboarding processes and a number of sites have shown it to increase efficiency by 4x when finding information seamlessly at the point of care.

The platform is available as a mobile app to download and a web browser based application.

# Requirements

Eolas offers access to its platform via a web interface as well as via custom mobile applications for iOS and Android.

**Differences between the mobile and web based services**

While any user will be able to use most of the Eolas features, most “admin” capabilities (adding new content to the platform for example) are available via the web application only.

## Network Requirements

We require that the following domain(s) are accessible / have DNS access through the network.

* eolasmedical.com
* app.eolasmedical.com

Additionally, we require access to our general domains:

* eolas.click
* launchdarkly.com

In order to support our applications, we require specific URLs to be accessible, including

* https://\*.s3.eu-west-1.amazonaws.com,
* <https://cognito-idp.eu-west-1.amazonaws.com>
* <https://cognito-identity.eu-west-1.amazonaws.com/>

Finally, we rely on user support domains, including:

* Mixpanel.com
* Termly.io
* Sentry.io

While our main applications should partially work without these domains, they are necessary for providing the best possible customer experience and ensuring that our applications are functioning properly.

If you have any questions or concerns about our DNS requirements, please don't hesitate to contact us. We are committed to ensuring that our applications are running smoothly and providing the best possible experience for our users.

## Web Requirements

The web app has been developed using React and JavaScript, and requires a modern web browser to run. It is recommended that users access the web app using one of the following web browsers: Chrome, Firefox, Safari, or Edge.

To ensure optimal performance, the hospital's IT infrastructure must meet the following requirements:

* + The web browser should be up-to-date with the latest version. Outdated browsers may result in poor performance and security issues.
	+ The web app must be accessed through a stable internet connection with a minimum speed of 2Mbps. This will ensure that the web app loads quickly and without interruption.
	+ The hospital's firewall and DNS filtering devices must be configured to allow traffic to and from the web app's URL and backend server's IP address. The following ports should be opened to ensure that the web app functions properly:
		- Port 80 (HTTP)
		- Port 443 (HTTPS)

The web app requires network access as detailed in the previous *Network Requirements* section.

In addition, the following system requirements are recommended for optimal performance:

* + A minimum of 4GB RAM is recommended.
	+ A dual-core processor or better is recommended.
	+ The computer or device being used to access the web app should have the latest operating system updates installed.

We recommend testing the web app in the organisation’s environment to ensure that it works as expected and that any necessary adjustments can be made to accommodate the infrastructure. In addition, it is important to ensure that the web app is compatible with the existing IT systems and does not cause any conflicts or issues.

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## Mobile Requirements

The mobile app has been developed using React Native and requires a modern mobile device to run. All our apps should be installed via the App Store on iOS or the Play Store on Android.

Minimum requirements:

* iOS: Devices running iOS 13 or later.
* Android: Devices running Android 6.0 (Marshmallow) or later, with a minimum of 2GB RAM.

The mobile device should be connected to a stable internet connection with a minimum speed of 2Mbps. Network access requirements are detailed in the previous *Network Requirements* section.

In addition, the following requirements are recommended for optimal performance:

* The mobile device should have the latest operating system updates installed.
* A minimum of 2GB of free storage space.

We recommend testing the web app in the organisation's environment to ensure that it works as expected and that any necessary adjustments can be made to accommodate the infrastructure. In addition, it is important to ensure that the web app is compatible with the existing IT systems and does not cause any conflicts or issues.

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# User Support

## How to Contact

At Eolas Medical, we are dedicated to providing the best support to our users. Our support team is available to assist via email with response times during 7am-7pm GMT within 60 minutes and up to a few hours wait time outside of those times.

Contact: support@eolasmedical.com

We also offer video calls on request offering direct support via email for both technical and non-technical questions.