

PatientKeeper Certified Browsers and Windows OS

Last Updated May 2020

Browser Support by PatientKeeper Software Version

While PatientKeeper supports the use of numerous browsers, Chrome is recommended for optimized performance and stability. For our 9.0+ versions, this applies to both Classic and Dashboards mode.

Browser Version	Browser Release Date	Supported PK Versions	Comments
Internet Explorer 11	10/17/13	v8.1.7.23+ <i>(limited)</i> v8.1.7.58+ <i>(limited)</i> v8.1.12+ <i>(full)</i>	<ul style="list-style-type: none"> • Clinicals and Charge Capture are supported in IE11 Standard Mode starting in PK v8.1.7.23 • Advanced Clinicals is supported in IE11 Enterprise Mode starting in PK v8.1.7.58. • Advanced Clinicals, including Order Set Builder, is supported in IE11 Standard Mode starting in PK v8.1.12
Microsoft Edge	7/29/15	v8.2+	
Microsoft Edge – Chromium	1/15/20		
Apple Safari (excluding v7.1)	ongoing	v8.1+	<ul style="list-style-type: none"> • Supports physician workflow only; excludes Admin tools. • 3rd party integrations requiring Active X controls not supported.
Google Chrome	ongoing	v8.1+	<ul style="list-style-type: none"> • 3rd party integrations requiring Active X controls not supported.

Notes:

As of 8.1.7, the PK Portal is disabled from launching if the following browsers are detected: IE6, IE7, and IE8 in IE7 compatibility mode. As of 8.1.12, the PK Portal is disabled from launching if the following browsers are detected: IE6, IE7, IE8, IE9, IE10 and IE11 in Enterprise Mode.

Windows Desktop OS Support

PatientKeeper follows Microsoft's Extended Support timelines.

Windows Version	MS Support Status
Windows 10	Mainstream support to end Oct. 2020; Extended support until Oct. 2025
Windows 8.1	Mainstream support ended Jan. 2018; Extended support until Jan. 2023
Windows 7	End of Life Jan. 14, 2020

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