

PatientKeeper Certified Browsers and Windows OS

Last Updated October 2020

Browser Support by PatientKeeper Software Version

While PatientKeeper supports the use of numerous browser, 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>)	<ul style="list-style-type: none"> Clinicals and Charge Capture are supported in IE11 Standard Mode starting in PK v8.1.7.23
		v8.1.12+ (<i>full</i>)	<ul style="list-style-type: none"> 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 9.2, the Multi-Tab and Multi-Browser behavior has changed as follows:

Workflow	8.4	9.2
One IE browser instance (Single Tab) running PK per workstation	YES	YES
One Chrome browser instance (Single Tab) running PK per workstation	YES	YES
One IE browser instance (Single Tab) & One Chrome browser instance (Single Tab) running PK on same workstation	YES	YES
Multi-IE Browsers: Two IE browser instances (Single Tab) running PK within the same workstation	YES	NO
Multi-Chrome Browsers: Two Chrome browser instances (Single Tab) running PK within the same workstation	YES	NO
Multi-IE Tabs: Two IE Tabs in PK running within the same IE session	YES	NO
Multi-Chrome Tabs: Two Chrome Tabs in PK running within the same Chrome session	YES	NO

For the last four scenarios list above, the user will see the following message:

You are already logged into PatientKeeper from this computer.
 Either return to the open session, or close and reopen the entire web browser to log into a new session.

Windows Desktop OS Support

PatientKeeper follows Microsoft's Extended Support timelines.

Windows Version	MS Support Status
Windows 10	Mainstream support to end October 2020; Extended support until October 2025
Windows 8.1	Mainstream support ended January 2018; Extended support until January 2023