

# CHIROTOUCH SYSTEM REQUIREMENTS

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This page has been formulated for the sole purpose of general specifications only and is NOT to be used as a final hardware consultation. Please consult with the ChiroTouch sales and/or installation department for a personal and final hardware consultation for your specific office details and application.

ChiroTouch is a client/server application. This design allows for better performance and a more reliable system that is able to grow with your office. This means that your office will need one computer to play the role of the Server, whether you have only one computer total or a few dozen computers. The Server is the most important machine of all, because it is doing most of the heavy lifting. If the server is not up to the task of running the ChiroTouch database and responding to every other computer, ChiroTouch will feel slow on every station in your office. If the server is fast and able, so too will be your other workstations. Remember, the server can be a workstation also, but must fill a special role beyond that.

## Main Computer Requirements

	Minimum	Recommended
<b>Windows edition</b>	Windows 7, 8.1, or 10	
<b>Processor</b>	2.33 GHz	2.8 GHz or higher
<b>Memory (RAM)</b>	4 GB minimum, 8 GB recommended	8+ GB
<b>Hard Drive Capacity</b>	250+ GB	250+ GB
<b>System Backup</b>	External hard drive and/or offsite backup	CT Secure automated nightly cloud backup
<b>Internet</b>	High-speed Internet connection. The main computer or server must be connected through a wired connection. Wireless connections to the main computer or server can cause data loss.	

## Workstation Requirements

	Minimum	Recommended
<b>Windows Edition</b>	Windows 7, 8.1, or 10	
<b>Processor</b>	2.0 GHz or higher	2.8 GHz or higher
<b>Memory (RAM)</b>	4 GB minimum, 8 GB recommended	4+ GB
<b>Hard Drive Capacity</b>	250+ GB	250+ GB
<b>Microsoft Office</b>	ChiroTouch supports Microsoft Office version 2013 or later. When using Microsoft 365, it must be installed locally on the computer and cannot be accessed via the cloud. Microsoft Office (specifically, Word and Excel) is required for opening, exporting, and printing forms and reports. You must have a 32-bit version licensed for commercial use (i.e., not a "Student" version). 64-bit versions of Microsoft Office are NOT compatible with ChiroTouch.	
<b>PDF Software</b>	A PDF reader is needed to <i>view</i> PDFs	A PDF editor is needed to <i>modify</i> PDFs

If you have 7 or more workstations in your practice, please contact our IT department at [info@chirotouch.com](mailto:info@chirotouch.com) for further assistance.

## Important Information about Your System

- **Other Software Systems**

The following software systems are incompatible with ChiroTouch and *cannot be installed* concurrently on any systems running the ChiroTouch software: ACOM, Chiro8000, QuickCharts, Seamless, and MyoVision.

- **SQL Server**

ChiroTouch Versions 6.0 and higher do not support Microsoft SQL Server 2000. Microsoft SQL Server 2008 or later is required.

- **Windows 10**

Windows 10 is supported with ChiroTouch version 6.3.29 or newer and SQL 2012 or higher.

- **Hardware Support**

We recommend the highest level of support you can afford. At the very least, look into extended support plans for your server, as it holds all critical information that your ChiroTouch workstations and devices use. A good warranty and extended support plan can save you from days of system downtime.

- **ScanSnap**

Fujitsu has ended support for ScanSnap S500, and it will not work with Windows 8.1. We recommend replacing this scanner with a ScanSnap ix500.

- **Microsoft and HIPAA**

Your system must have the latest Microsoft updates installed, including the latest version of Microsoft .NET framework and PowerShell. To learn how to check for updates, go to <http://www.update.microsoft.com>. SQL 2005, Windows XP, Vista, 8.0, Windows Server 2003, and Windows Server 2008 are no longer supported by Microsoft, effectively making them non-compliant with modern HIPAA regulations. We do not recommend using Windows XP or Vista on any machine in your office.

- **Apple Products**

- ChiroTouch iPad apps are available on the Apple® App Store<sup>SM</sup> and are compatible with the iPad 3 and later models. All storage sizes are sufficient, as no patient data is stored on the iPad itself.
- The ChiroTouch software must be installed on a Windows operating system. Although ChiroTouch iPad apps are fully integrated with the ChiroTouch system, the ChiroTouch program is not Mac-compatible. The main computer or server running ChiroTouch cannot be a Mac under any circumstance.
- To access ChiroTouch from a Mac workstation, ChiroTouch must be installed on Windows and run on a Mac using either Parallels® Desktop for Mac or Boot Camp

If you need further assistance, please contact our IT department at [info@chirotouch.com](mailto:info@chirotouch.com).

**Disclaimer** : We are not liable for system problems that occur from your use of unsupported or third-party hardware or software. Hardware requirements are subject to change without notice. The specifications in this document are simply guidelines, and we do not guarantee that ChiroTouch will work with all server/workstation configurations or scenarios. You are also responsible for backing up your information. We are not liable for your lost, corrupted, or otherwise unusable information. Visit [www.mychirotouch.com](http://www.mychirotouch.com) for more information about our CT Secure reliable online backup service.

