HANDS ON TECHNOLOGY

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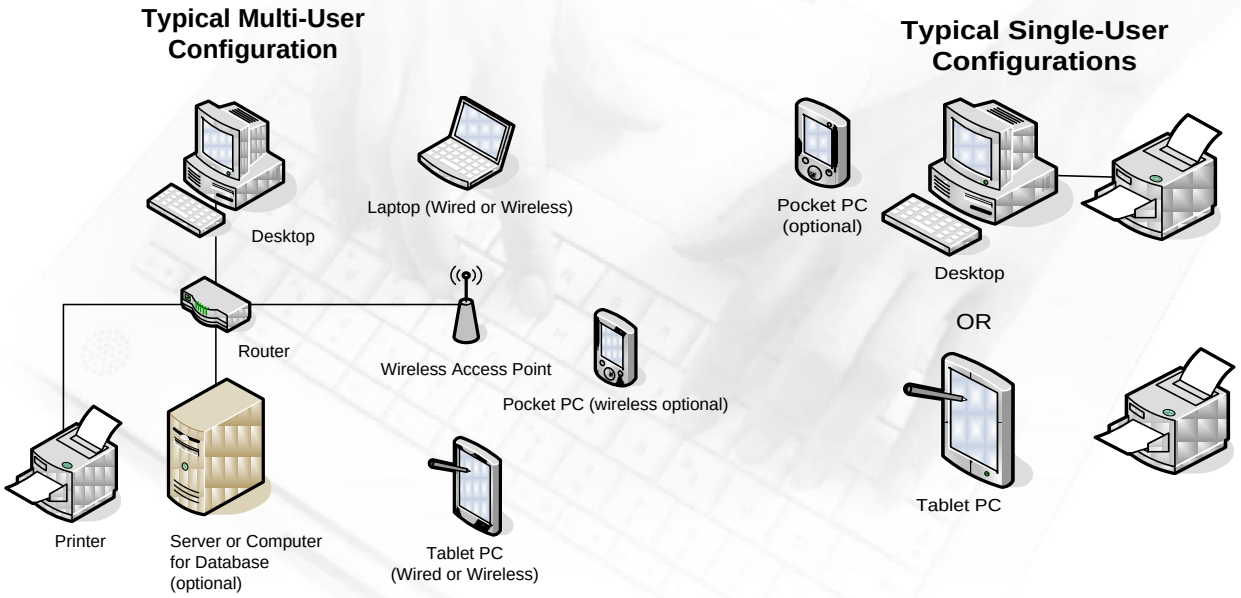
TheraOffice Technical Whitepaper

Version 2009.1.0.0

Product Overview

TheraOffice is developed on the 3.5 .NET environment from Microsoft. With this, we are able to use take advantage of many of the newest technologies thus allowing our products to be modular and scalable.

TheraOffice is developed as a traditional client / database server application. Typically each computer (desktop, Tablet PC, or laptop) will install the client application (TheraOffice) and one computer will install the database. For single user setups, the client and the database are located on the same computer.



Networking / Database

For multi user setups any compatible TCP/IP Microsoft network allows the separation of the database from the client computer. For wired networks it is recommended that a 100 Base T Ethernet network be used. For wireless an 802.11B or G network with an appropriate WEP encryption and MAC address security is required for security. The backend database consists of a Microsoft SQL Server 2005 database which can be scaled from the Express version to the Enterprise version. In addition, a database backup and restore utility has been bundled with the application which can backup and copy the database via FTP or regular file copy. Because of the server requirements a Windows based machine is required.

Multi Facility Setup

There are many different options for multi facility setups. The bandwidth and needs of the facility usually will determine the setup. For facilities where a central combined database is needed, Terminal Services on Windows 2003 / 2008 is the most common option. Another option is to use the built-in TCP/IP communications in TheraOffice through a VPN to a central office where the database server could host 1 to many different databases. If bandwidth is low or unreliable, a final way is using the backup utility included with the database could be used to send a nightly backup of the database using FTP or file copy over a VPN to a centralized facility.

User Permissions / Security

When the user logs into any of the modules of TheraOffice, their permissions are verified against what the administrator has allowed them access to. The different permissions or roles a user can have are: Administrator, Schedule & Case access, Provider access, or Schedule Only access. Each application will either allow the user to log in based off their role, will allow for limited features based off their role, or not allow the user to log in at all. All passwords are encrypted using MD5 at the database level using a 1 way encryption. Additionally for HIPPA compliance, a user name and password timeout feature is built in and automatically prompts the user for the password after an inactivity time out. For Enterprise systems, TheraOffice can communicate with Microsoft Active Directory 2000 and above to verify login information both on the SQL Server side and on the client side. HIPAA required logging for system and security alerts are built in.

Software Licensing

TheraOffice is licensed per database for a given period of time. To initially license the software a license file can be loaded via a floppy disk, or an Internet registration can be used. Upon the license expiration, a warning message will appear 7 days prior to expiration each time the user logs into any application. The administrator must at that point renew the license via the internet, or call Hands On Technology's technical support to receive a code or license file. Licensing can be renewed online via invoice or credit card.

System Requirements

TheraOffice Client	
Processor	1.0 GHz Pentium® Compatible Processor (2 GHz recommended)
Operating System	Microsoft Windows XP SP2 Home / Professional / Starter / Media Center, XP Professional x64 Edition, 2003 Server, Windows Vista, Windows 7. (Windows 7 Business recommended)
RAM	64 MB or greater (256 or greater recommended)
Hard Disk	200 MB of available hard disk space
Media	CD-ROM drive
Display	800 x 600 or higher-resolution monitor
Network	Any Microsoft compatible network is required to connect to a remote database server on the network. For single user use a network is not required.

Database Server (Small To Medium Sized Facility)

Processor	1.0 GHz Pentium® Compatible Processor (2 GHz recommended)
Operating System	Microsoft Windows XP with SP2 or later, Vista, 2003 Small Business, Standard, Enterprise, or Datacenter with SP1 or greater, Windows 7, Windows 2008 Server. (Windows 7 Business, or Windows 2008 Server recommended)
RAM	256 MB or greater
Hard Disk	4 GB maximum of available hard disk space
Media	CD-ROM / DVD-ROM drive
Network	Any Microsoft compatible network is required for remote connections to the database server. For single user use a network is not required.

Database Server (Enterprise)

Processor	Up to 4 - 2.0 GHz Pentium® Compatible Processors
Operating System	Microsoft Windows 2003/ 2008 Small Business, Standard, Enterprise, or Datacenter with SP1 or greater.
RAM	1 GB Recommended up to 64 GB max
Hard Disk	4 GB of available hard disk space saleable (no maximum limit)
Media	DVD-ROM drive
Network	Any Microsoft compatible network is required for remote connections to the database server
SQL Server	Microsoft SQL Server 2005 Workgroup, Standard, or Enterprise Edition

Technical Support

Hands On Technology Inc. offers various methods of technical support. Live technical support allows users to log on directly via our website or from the Help menu in the software. Live technical support representatives are available to assist by text chat and or remote keyboard and mouse control. Technical and non-technical software questions can be also handled via email or phone. Technicians are available from 8:30 AM Central Time to 6:00 PM Central Time Monday through Friday. After hour emails and voice mails are checked and replied to based on urgency.

Software Updates / Deployment

Each installation of the software installs an Update Manager which runs in the background. Each day the application checks for a valid internet connection and if available searches for any new updates. If an update is found, the user is prompted if the update should be downloaded. If so, the update manager will download updates in the background, and then prompt the user when complete to install updates.