



PetPoint System Requirements

REQUIREMENTS – OVERVIEW

This document describes the requirements needed to run any version of the PetPoint Data Management System. It is limited to the requirements for internet connections, operating systems/platforms, and internet browsers. For specific configuration requirements needed on each computer used to access PetPoint, please see our [Configuration Guide](#).

REQUIREMENTS – INTERNET CONNECTION

When using PetPoint, you are accessing a database across the internet. As such, PetPoint is only designed to run on a high-speed internet connection. The table below illustrates common internet connections:

Connection Type		Upload/Download Speeds (Typical)	Maximum # of Users (Typical)	Supported / Compatible?
Consumer	Dial-up			No
	Broadband Network Cards (typically for laptops)	128 Kbps	1	Yes*
	Home ISDN/DSL	128/256 Kbps	1-3	Yes
	Home Cable	256/1024 Kbps	1-5	Yes
Business	Business DSL			Yes
	Business Cable	512Kbps /3 Mbps	5-10	Yes
	T-1	1.544 Mbps	10-30	Yes
	T-2	6.312 Mbps	30-50	Yes
	T-3	44.736 Mbps	50 +	Yes

** Broadband Network Cards are not recommended for moderate/heavy usage, but are supported for light usage (e.g., offsite / mobile adoption events, animal control / humane law enforcement laptops).*

Important Note: The above table only provides general guidelines for you to consider when assessing your internet connection needs. We cannot provide exact specifications for the type of connection your organization will need for sufficient performance due to the many possible variables that can impact performance, such as:

- The number of users accessing your internet connection.
- Other traffic that is sharing your internet and / or network connection (e.g., other network applications or even streaming music / downloads).
- The performance tolerance-levels of each end user (i.e., what is “slow” to one person may be “fast” to another).

However, we can additionally provide the following “rules of thumb” based on client feedback:

- Consumer-class connections are typically sufficient for home-based rescues & smaller shelters (3-5 simultaneous PetPoint users).
- Business-class connections should always be considered for mid/large shelters.
- Mobile hotspots may be used, but as they are tower reliant, they should not be used while moving, such as in a vehicle, as they may disconnect and reconnect between towers.
- For the best possible mobile connection to PetPoint, 4G LTE should be used. 2G / 3G services may cause interruption in internet service. PetPoint connection is best when there is constant and uninterrupted internet service.
- Use [Speedtest website](#) to test your available bandwidth over a couple weeks to get peak/low estimates on your bandwidth usage if you are unsure of your current connection’s capabilities.
- Obtain the fastest internet connection you can afford when adding or upgrading service.
- Consult with your internet provider or a local IT professional if you are unsure of your needs.

REQUIREMENTS – OPERATING SYSTEM

PetPoint is only compatible with the listed operating systems:

Operating System(OS) / Platform	PetPoint Friendly
Windows versions 10, 8.1, 8, and 7	Yes
Windows Vista, XP, and other previous versions	No
Mac	Yes
Apple iOS	Yes
Android	Yes
Blackberry 10	Yes
Linux	Yes
Other OS's not listed (incl. virtual OS's running on unsupported platforms)	No

REQUIREMENTS – WEB BROWSER

The following web browsers are considered PetPoint Friendly when used with the operating systems listed above.

Web Browser	PetPoint Friendly
Microsoft Edge	Yes
Internet Explorer 11	Yes
Internet Explorer 10 or earlier	No
Firefox (Mozilla)	Yes
Chrome (Google)	Yes
Safari (Apple)	Yes
Other web browsers not listed	No

KNOWN ISSUES

As part of our ongoing efforts to support the available operating systems, devices, and browsers that the PetPoint organizations might use, you may visit the [PetPoint Friendly Browsers and Devices](#) document to see a current list of reported issues that are being actively addressed.

Pethealth, Inc. retains the right to amend or otherwise modify this System Requirements document at any time without prior notice.