

PATH NC

County IT Requirements

The following items identify minimum technical conditions, recommendations, and other expectations to implement PATH NC in each county. To optimize performance in your agency, you should meet all the minimum required conditions and the recommended conditions.

Minimum PC Requirements

PC Operating System	<ul style="list-style-type: none"> • Minimum screen resolution 1024 x 768 • Device with 32 Bit Windows 10 OS or compatible version • Device with Dual Core (prei3) processors
Network and Bandwidth	<p>A stable internet connection is required.</p> <p>Minimum requirements:</p> <ul style="list-style-type: none"> • Octane 2.0 score of 20,000 or greater • Network latency of 200 ms or less • Download speed of 1 Mbps or greater <p>Recommended for best user experience:</p> <ul style="list-style-type: none"> • Octane 2.0 score of 30,000 or greater • Network latency of 150 ms or less • Download speed of 3 Mbps or greater
Internet Browser	<p>Latest stable version of:</p> <ul style="list-style-type: none"> • Google Chrome (or) • Microsoft Edge Chromium • Mozilla Firefox
Browser Spellcheck	<p>Browser spellcheck should be enabled on browsers that may be used.</p> <ul style="list-style-type: none"> • Google Chrome (or) • Microsoft Edge Chromium • Mozilla Firefox
PDF Document Viewer	<p>PDFs will be viewable in a browser.</p>
Security	<p>A North Carolina Identity Management (NCID) system account is required.</p> <p>For county staff, the County Readiness Team will work with counties to address security matters, and to</p>

PATH NC County IT Requirements

	ensure that each county user has an NCID in a timely manner.
RAM	8 GB of RAM, with 2 GB available for Salesforce browser tabs
Hard Disk	256 GB and higher
Allowlisting	<p>The following senders/domains should be allowlisted:</p> <ul style="list-style-type: none"> • email.socialchorus.com • em.socialchorus.com • firstup.io • tech@email.socialchorus.com • nc.childwelfare.technology@dhhs.nc.gov • dhhs.nc.gov • nc.gov • *.nc.gov • Salesforce.com

Minimum Mobile – Online Requirements

Mobile Operating System	<ul style="list-style-type: none"> • iOS 16.0 or later (OR) • Android 10.0 or later
Mobile Device Management	See Mobile Device Management requirements below.
Mobile Applications	'Salesforce' app from Google play store or iOS App Store
Required Domains	<ul style="list-style-type: none"> • *.analytics.localytics.com • *.manifest.localytics.com
Network Access	A 3G network or faster is required. For the best performance, we recommend using Wi-Fi or LTE.
PDF Document Viewer	PDFs will be viewable in a browser.
RAM	4 GB and higher
Hard Disk	128 GB and higher

PATH NC

County IT Requirements

Minimum Tablet – Online Requirements

Mobile Operating System	<u>For Salesforce Mobile App</u> <ul style="list-style-type: none"> • iOS 16.0 or later (OR) • Android 10.0 or later
Browser Requirements	Apple – iPads <ul style="list-style-type: none"> • Safari on iOS 13.x or greater • Apple safari on iPad 9.7” (2017 and beyond) OR • Apple safari on iPad Pro 12.9” (2nd generation and beyond) OR • Apple safari on iPad Pro 11” or iPad Pro 10.5”
Mobile Device Management	See Mobile Device Management requirements below.
Mobile Applications	‘Salesforce’ app from Google play store or iOS App Store
Required Domains	<ul style="list-style-type: none"> • *.analytics.localytics.com • *.manifest.localytics.com
Network Access	A 3G network or faster is required. For the best performance, we recommend using Wi-Fi or LTE.
PDF Document Viewer	PDFs will be viewable in a browser.
RAM	4 GB and higher
Hard Disk	128 GB and higher

Minimum Mobile – Offline Requirements

Mobile Operating System	<ul style="list-style-type: none"> • iOS 16.0 or later (OR) • Android 10.0 or later
Mobile Device Management	See Mobile Device Management requirements below.
Mobile Applications	‘Salesforce’ app from Google play store or iOS App Store
Required Domains	<ul style="list-style-type: none"> • *.analytics.localytics.com • *.manifest.localytics.com

PATH NC County IT Requirements

PDF Document Viewer	PDFs will be viewable in a browser.
RAM	4 GB and higher
Hard Disk	128 GB and higher

Mobile Device Management Requirements

Applicable Applications	Salesforce Mobile App
Prevent Android/iTunes/iCloud backups	Yes
Allow App to transfer data to other apps	Policy Managed Apps
Allow App to receive data from other apps	All Apps
Prevent Save As	Yes
Select which storage services corporate data can be saved to OneDrive for Business &	OneDrive for Business & SharePoint
Restrict cut, copy and paste with other apps	Policy Managed Apps with paste in
Encrypt App Data	Yes
Disable app encryption when device encryption is enabled	No
Disable Contacts Sync	No
Disable Printing	No
Require PIN for App Access	Yes
Number of attempts before PIN reset	5
PIN Length	4
Allow Fingerprint or Facial recognition instead of PIN	Yes

PATH NC County IT Requirements

Disable app PIN when device PIN is managed	No
Require corporate credentials for access	No
Block managed apps from running on jailbroken or rooted devices	Yes
Recheck the access requirements after (minutes)	15
Offline grace period (minutes)	120
Offline interval (days) before app data is wiped	90
Block screen capture and Android Assistant	Yes
Require minimum App version	Yes
Android/iOS Version	N-1
Require minimum App Version	Yes
Require only approved Client Apps	Yes

For more information regarding Mobile Device Management, please review the NCDHHS Mobile Device Management Policy here: https://policies.ncdhhs.gov/wp-content/uploads/NC-DHHS-Mobile-Device-Management-Policy_july_2023.pdf

Other Expectations

Assigning PATH NC Roles	<ul style="list-style-type: none"> • Once future PATH NC end users are assigned NCIDs, they will be uploaded into PATH NC. • County IT/System Administrators will then be responsible for assigning the county, role, and identifying the manager/direct supervisor for each end user in PATH NC.
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