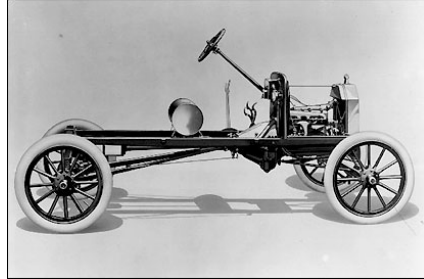


NH HMIS: the move from ServicePoint 4



To ServicePoint5



Computer Requirements for ServicePoint 5

As we're preparing to improve HMIS performance by upgrading to ServicePoint 5, it's very important for you to review the computer that you're using for HMIS.

Why now? Since this is early in your program's budget cycle, this will be a great time to assess any funds that need to be budgeted to upgrade your computer. Whenever an improvement needs some up-front costs, it's best to take a look sooner rather than later.

Why should I upgrade when my computer works just fine with our current ServicePoint system? Because ServicePoint 5 is faster and more user-friendly, the optimal configuration for computers running SP 5 will be a little more demanding than with SP 4.

What are the specifications I should be looking for?

Here's the most current recommended Computer Specifications

Computer: PC (Bowman is not supporting MAC)

Operating System:

- XP Service Pack 3
- Vista
- Windows 7

Memory

- If Vista – 4 GB recommended, (2 GB minimum)
- If XP – 2 GB recommended, (1 GB minimum)
- If Windows 7 - 3 GB recommended, (2 GB minimum)

Monitor

- Screen Display - 1024 by 768 (XGA)

Processor

- A Dual-Core processor is recommended; it is likely that the program will not function at an acceptable performance level without it.

Internet Connection

- Broadband

Browser

- Firefox 3+ is recommended. Internet Explorer 8 is supported. Other browsers work with varying results.

Yikes! My computer doesn't have all of these features!

Don't panic! Some of these upgrades are easy fixes. For example, many computers have a slot to add memory, which is not expensive or difficult.

I'm great at entering HMIS data, but I don't know how to check for these features.

If this is the case, and if your organization has technical support staff, provide them with coffee and/or chocolate and ask for their guidance about these recommendations.

Please remember to use your NH HMIS team to assist in this. If you do not have support staff and your computer seems well below these recommendations, contact Tony Nappo (a.nappo@harborhomes.org). We'll help you assess whether or not your computer will be able to run SP 5. We can also provide suggestions for resources that can help you with an upgrade if you need it.

To find out what you have on your computer:

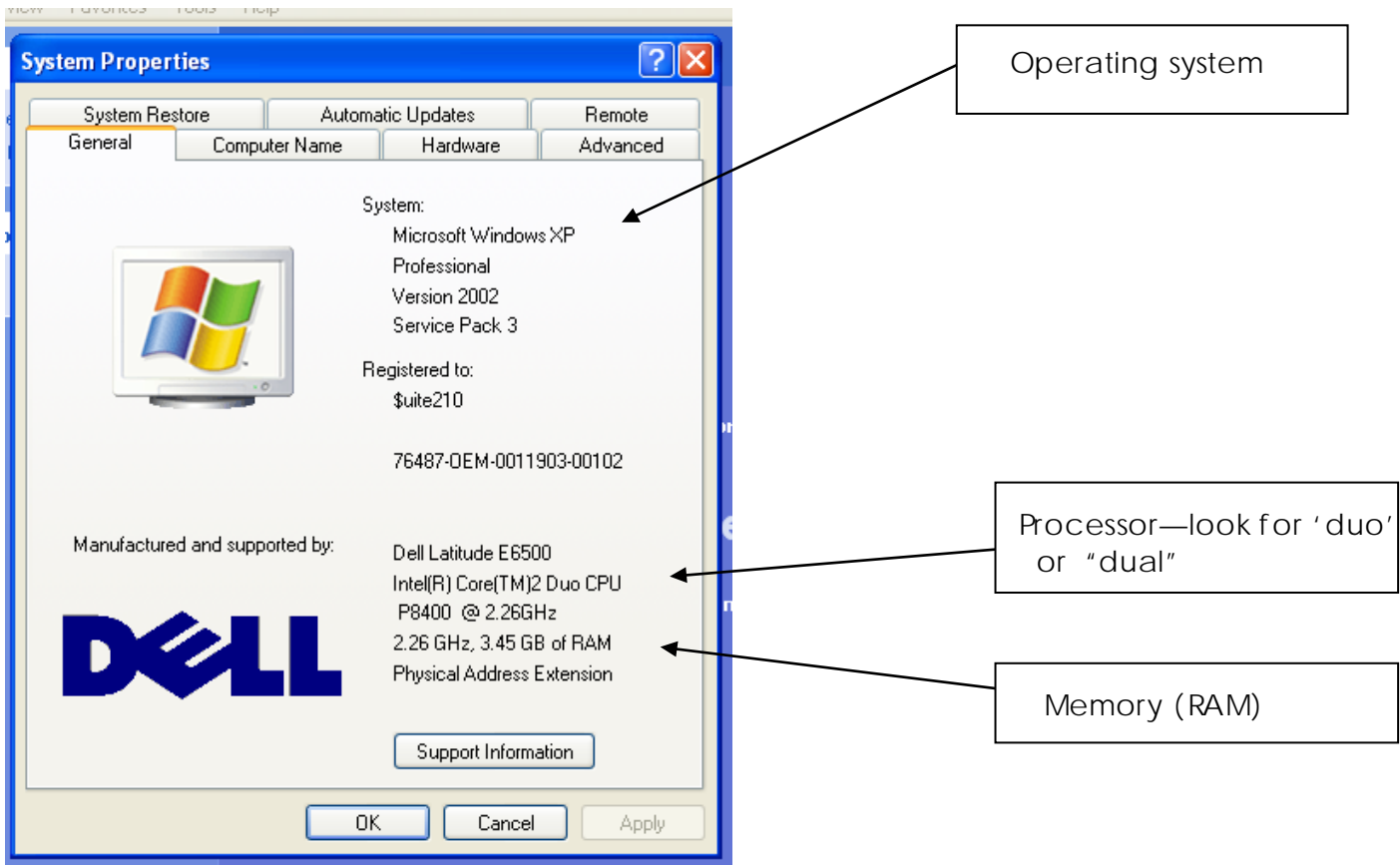
Operating System, Memory and Processor Info:

Click the " Start" button, and then the " Control Panel"

Go to "System" (if you are in Category View, you'll need to click on :

"Performance and Maintenance" first.

You will find a popup window that looks like this:



Screen display:

Go to your desktop and click on the right mouse button. Select 'properties'.

Click on the 'settings' tab. Your screen resolution is shown here with a slider bar. If your resolution does not go up to 1024 by 768, you may have difficulty viewing SP 5.