Browser Compatibility for Cerner Clairvia

- Last modified on <u>Nov 14, 2021</u>

Cerner Clairvia solutions are fully compatible with the Microsoft Windows operating system (OS). They are not designed for compatibility with the Mac OS X, Linux, or Android operating systems.

You can best view Clairvia Web using a desktop or laptop computer. While you can view Clairvia Web with smartphones and tablets (Windows, Android, or *iPad*), you may have difficulties accessing and using some pages and features, such as the right-click context menus, depending on the display size and the device OS.

Browser Compatibility for Cerner Clairvia 8.7.3.0 and Later

Cerner Clairvia solutions are validated to work with the latest version of Microsoft Edge browser. Alternatively, you can use Chrome, Internet Explorer and Safari to access Cerner Clairvia solutions.

Note

While Chrome, Internet Explorer and Safari are compatible, they are not the validated browsers for accessing Cerner Clairvia solutions in version 8.7.3.0 and later.

Browser Compatibility by Page or Feature for Cerner Clairvia 8.5.4.0 to 8.7.1.0

Cerner Clairvia solutions were validated against the latest version of *Internet Explorer* through the 8.7.1 release. You can also use Clairvia Web in *Microsoft Edge, Chrome,* and *Safari* browsers, subject to the Known Limitations listed below. Pages not listed below are compatible with Internet Explorer only.

Note: The following list is not intended to be comprehensive.

The pages and features on the following tables have the following indicators:

- **Fully Compatible (Full):** The page or feature functions and displays correctly in the listed browser.
- **Partially Compatible (Partial):** The page or feature functions but the display may have some irregularities, such as columns out of alignment. The Known Limitations column lists these irregularities.
- **Not Compatible (NC):** The page or feature does not function or display correctly in the listed browser.
- **Not Verified (NV):** The page has not been tested with this browser but should work, although the page display may have some irregularities.

Clairvia Web

Page or Feature	Chrome (Windows)	Chrome (Android)	Internet Explorer (Windows)	*Microsoft Edge (Windows)* with IE Mode	*Microsoft Edge (Windows)*	Safari *(Mac)*	Safari *(iPad)*	Known Limitations
Admin Dashboard	Partial	Partial	Full	Full	Full	Partial	Partial	In all browsers except *Internet Explorer*, the Message Center does not truncate (if the user has 50 unread messages, all the 50 messages are displayed on the dashboard). With tablet computers using Safari and *Chrome* for Android, actions that should result in a pop-up window open a new tab instead. Actions taken on the new tab return users to a blank screen.
Administrator Daily Schedule page	Partial	Partial	Full	Full	Full	Partial	Partial	Fully compatible except for date selection and filters. See those features for more details.
Administrator Monthly Schedule View page	Partial	Partial	Full	Full	Full	Partial	Partial	Microsoft Edge: Fully compatible except that the Opportunity link cannot be opened from the calendar grid. Safari and Chrome for Android: Fully compatible except for data selection, filters, and the Assignment Info link. Safari for iPad: Page does not render correctly. Date headers do not line up correctly in Task and Employee Views. In addition, users are unable to make Opportunity selections from the calendar view.
Administrator Weekly Schedule View page	Partial	Partial	Full	Full	Full	Partial	Partial	All browsers except *Internet Explorer*: Page does not render correctly. Date headers do not line up correctly in Task and Employee Views.
Assign Request Limits Page	Full	NV	Full	Full	Full	Full	Full	Not Applicable
Assignment Information Link	Full	NV	Full	Full	Full	Full	NV	Not Applicable
Change Password Page	Full	NV	Full	Full	Full	Full	NV	Not Applicable
Date Selection	Full	NV	Full	Full	Full	Full	NV	Not Applicable
Employee Daily Schedule Page	Full	NV	Full	Full	Full	Full	NV	Not Applicable

Page or Feature	Chrome (Windows)	Chrome (Android)	Internet Explorer (Windows)	*Microsoft Edge (Windows)* with IE Mode	*Microsoft Edge (Windows)*	Safari *(Mac)*	Safari *(iPad)*	Known Limitations
Employee Dashboard	Full	NV	Full	Full	Full	Full	NV	Not Applicable
Employee Monthly Schedule Page	Full	NV	Full	Full	Full	Full	NV	Not Applicable
Employee Weekly Schedule Page	Full	NV	Full	Full	Full	Full	Partial	Safari for iPad: Right-click actions are not supported. This means that while users cannot complete Shift Swaps, they can request Opportunities because there are no right-click actions in that workflow. Other items, such as navigation, the Assignment Link, and Employee links, work as expected.
Filters	Full	NV	Full	Full	Full	Full	NV	Not Applicable
Locator Page	Full	NV	Full	Full	Full	Full	NV	Not Applicable
Login Page	Full	NV	Full	Full	Full	Full	NV	Not Applicable
Log Out for Single Sign-On functionality	PC	NV	Full	Full	Full	Full	NV	For *Chrome* users with single sign-on, logging out does not close the browser window. Users should close the browser window manually.
Messages Page	Full	NV	Full	Full	Full	Full	NV	Not Applicable
Preference Page	Full	NV	Full	Full	Full	Full	NV	Not Applicable
Windows	Full	NV	Full	Full	Full	Full	NV	*Chrome* for Android, Safari for Mac and iPad: Actions that open a new window in *Internet Explorer* may open a new tab instead in *Chrome* and Safari.
My Requests Page	Full	NV	Full	Full	Full	Full	NV	Not Applicable
Request Limit Definitions Page	Full	NV	Full	Full	Full	Full	NV	Not Applicable
Search Page	Partial	Partial	Full	Full	Full	Full	NV	Chrome for Windows and Android: Boxes and buttons are misaligned.

Assignment Manager

Page or Feature	Chrome (Windows)	Chrome (Android)	Internet Explorer (Windows)	Microsoft Edge (Windows) with IE Mode	Microsoft Edge (Windows)	Safari (Mac)	Safari (iPad)	Known Limitations
Patient Assignment Status Page	Full	Full	Full	Full	Full	Full	Full	Not Applicable

Demand Manager

Page or Feature	Chrome (Windows)	Chrome (Android)	Internet Explorer (Windows)	Microsoft Edge (Windows) with IE Mode	Microsoft Edge (Windows)	Safari (Mac)	Safari (iPad)	Known Limitations
HL7 Census Page	Full	Full	Full	Full	Full	Full	Full	Not Applicable
Patient Finder Page	Partial	Partial	Full	Full	Full	Partial	NC	Chrome for Windows and Android, and Safari for Mac: Page functions but there are some display errors. Safari for iPad: Users are unable to add numbers to search for.
Patient Finder Page ADT Window	Full	Partial	Full	Full	Full	Partial	NC	Chrome for Windows and Android, and Safari for Mac: The Close button does not work. Safari for iPad: Users cannot open the window because Patient Finder page does not function.
Patient Pattern Management Page	Partial	Partial	Full	Full	Full	Partial	Partial	Safari for Mac: The Go and Edit buttons overlap, limiting functionality. Calendar feature malfunctions when the page displays patient data in browsers other than *Internet Explorer*. Users cannot see more information about a patient by positioning the pointer over the patient's pattern unless they are using *Internet Explorer*.
Patient Pattern Management Administer Patient Pattern Window	Partial	Partial	Full	Full	Full	Partial	NC	Chrome for Windows and Android, and Safari for Mac: Users can edit patterns, criteria, and caregiver element but cannot edit the date element. Close button does not work. Safari for iPad: The window does not open.
Patient Pattern Management Pattern Administer Patient Pattern Printable View Window	Full	Full	Full	Full	Full	Full	NC	Safari for iPad: The window does not function.
Patient Pattern Management Encounter Information Pop-Up	Partial	Partial	Full	Full	Full	Partial	NC	Chrome for Windows, and Safari for Mac: Close button does not work in any tab. Users cannot change dates in the Event Management tab and the buttons in the tab are misaligned. Chrome for Android: Users can

Page or Feature	Chrome (Windows)	Chrome (Android)	Internet Explorer (Windows)	*Microsoft Edge (Windows) with IE Mode*	Microsoft Edge (Windows)	Safari (*Mac*)	Safari (*iPad*)	Known Limitations
								view Event Management tab but are unable to access function buttons. Safari for iPad: The window does not open.
Patient Pattern Management Encounter Information History Pop-Up	Partial	Partial	Full	Full	Full	Partial	NC	Chrome for Windows and Android, and Safari for Mac: Close button does not work. Safari for iPad: The window does not open.
Progress Pattern Library Page	Full	Full	Full	Full	Full	Full	Full	Not Applicable
Progress Pattern Library Pattern History Pop-Up	Partial	Partial	Full	Full	Full	Partial	NC	Chrome for Windows and Android, and Safari for Mac: History dates display correctly; however, users cannot expand the details. Safari for iPad: The window does not open.
Target/Schedule Page	Full	Full	Full	Full	Full	Full	Full	Not Applicable
Target/Schedule Caregiver Intensity Pop-Up	Partial	NC	Full	Full	Full	NC	NC	Chrome for Android, Safari for Mac and iPad: The window does not open. In other browsers, the pop-up window does not fully display all charts; users must scroll down and right to see all information.

Outcomes-Driven Acuity

Page or Feature	Chrome (Windows)	Chrome (Android)	Internet Explorer (Windows)	*Microsoft Edge (Windows) with IE Mode*	Microsoft Edge (Windows)	Safari (*Mac*)	Safari (*iPad*)	Known Limitations
Patient Acuity Assessment	Full	Full	Full	Full	Full	Full	Full	Not Applicable
Patient Acuity Assessment Printable View	Full	Full	Full	Full	Full	Full	NC	Safari for iPad: Window does not open.
Patient Acuity Assessment Audit	Full	Full	Full	Full	Full	Full	Partial	Safari for iPad: Printable view window does not open.
Patient Acuity Assessment History	Full	Full	Full	Full	Full	Full	Partial	Safari for iPad: Printable view window does not open.