

---

**Recommended Workstation Requirements and  
Configuration - Mobius and Citizen Portal**

**Curam v7 / Projects and AMS**

---

*Version: 9.5.1  
August 2, 2022*

## Deliverable Information

### Revision History

Version Number	Revision Date	Author: Summary of Changes	Approved?
4.0 FINAL	2012-09-17	Matt Meyer: Document use to exist as “ <i>Mobius Recommended Workstation Requirements and Configuration 2012-09-17 v4.0 Final</i> ”.  No Revision History maintained at this point.	Yes
5.0 DRAFT	2013-05-24	Robert Salloum: <ul style="list-style-type: none"> <li>Created this document using the PMO document template and migrated the content from v4.0 FINAL.</li> <li>Started Revision History section</li> <li>Applied further changes to support Universal Access and any updates from the IBM Cúram 6 Supported Prerequisites site.</li> <li>Sent to Danny Lee for further review and updates.</li> </ul>	No
5.1 DRAFT	2014-10-03	Greg Elborne: <ul style="list-style-type: none"> <li>Updated content based on review of <a href="#">IBM Cúram Social Program Management Version 6 Supported Prerequisites</a>. Prerequisites updated from Cúram v6.0.3 to v6.0.5.</li> </ul>	No
6.0 Final	2014-10-29	Diogo Raposo: Document finalized per PMO standard.	
6.1	2015-03-12	Michael Wallach: Updated browser support as per 6.0.5.8	No
6.2	2015-04-02	Michael Wallach: Updated minimum requirements for 6.0.5.8	No
7.0 Final	2015-11-13	Michael Wallach Finalized document and updated chrome section.	No
7.1 Draft	2017-09-18	Derek Thomas Revisions for Curam 7.x.	No
7.2	2017-10-26	Derek Thomas: Added instructions for external (non-GoA) users to setup Chrome for MS Word Integration.	No
7.3	2017-11-01	Derek Thomas:	No

Version Number	Revision Date	Author: Summary of Changes	Approved?
		Updated instructions for external users to setup Chrome for MS Word Integration. Replaced Human Services logo with Community and Social Services. Inserted appendix for IE11 configuration.	
7.4	2017-11-04	Michael Wallach: Removed comments and finalized formatting. Removed screenshot for evidence warning message that no longer appears Replaced MS Word control java applet popup with V7 version.	No
7.5	2017-11-14	Derek Thomas: Updates from feedback.	No
7.6	2017-11-17	Derek Thomas: Removed section on IE 11 Configuration. Additional updates based on feedback.	No
7.7	2017-11-28	Derek Thomas: Updates from walk-thru: <ul style="list-style-type: none"> <li>• Added Section 3.3 – Need Help.</li> <li>• Added recommendation to use IE 11 for MS Word Integration.</li> <li>• Updated Curam Word Integration Assistant instructions for Internal Users.</li> <li>• Added recommendation for External Users to consult with their technical support team for installation of the Curam Word Integration Assistant.</li> <li>• Additional minor updates based on feedback.</li> </ul>	No
7.8	2018-04-07	Updated screen shots for software center as software center was updated.	No
8.0	2018-06-06	Finalized doc	No
9.0	2019-01-01	No changes required for R5.0.	No
9.1	2022-07-06	Updated instructions for MS Word integration with Chrome. Added Appendix for MS Edge.	No
9.2	2022-07-07	Feedback from Carla Wenger. Embed MSI and other files to simplify the installation of the Curam Word Integration Assistant.	No

<b>Version Number</b>	<b>Revision Date</b>	<b>Author: Summary of Changes</b>	<b>Approved?</b>
9.3	2022-07-13	Added instructions to remove an older version of the Chrome extension.	No
9.4	2022-07-22	Feedback from business. Added screenshots (with annotations).	No
9.5	2022-07-28	Feedback from Business. Added a note on page 7 under chart.	No
9.5.1	2022-08-02	Created this version to post to the AB Works Online Policy manual web site. This version aligns with v9.5. For Chrome instructions users to contact <a href="mailto:CSS.MobiusRequests@gov.ab.ca">CSS.MobiusRequests@gov.ab.ca</a>	No

# Table of Contents

- 1 DOCUMENT SUMMARY..... 6**
  - 1.1 DOCUMENT PURPOSE..... 6
  - 1.2 AUDIENCE..... 6
- 2 PROJECT TEAM RECOMMENDATION..... 7**
  - 2.1 WORKSTATION RECOMMENDATION ..... 7
- 3 SOFTWARE SPECIFICATIONS ..... 8**
  - 3.1 REQUIRED SOFTWARE OR PLUG-INS ..... 8
  - 3.2 WEB BROWSER SUPPORT..... 9
  - 3.3 NEED HELP?..... 9
- 4 APPENDIX A – MS WORD APPLET..... 10**
- 5 APPENDIX B – CHROME INTEGRATION WITH MS WORD ..... 12**
- 6 APPENDIX C – RUNNING EDGE IN IE COMPATIBILITY MODE..... 13**

# 1 Document Summary

## 1.1 Document Purpose

This document outlines the minimum and recommended workstation requirements, required software and their settings to run the Community and Social Services **Mobius** and **Citizen Portal** applications.

## 1.2 Audience

This document is intended for:

- Technical teams who support the Community and Social Services managed desktop to ensure the necessary requirements and configurations have been met
- Help Desk to be able to assist public users that are trying to run Citizen Portal over the internet from non-managed machines

## 2 Project Team Recommendation

Cúram Software provides generic recommendations to clients for end user machine specifications, as each Cúram client has unique requirements for software and hardware configurations. Based on the understanding of Community and Social Services' environments and existing/planned hardware and software preferences, and the IBM Cúram current prerequisite third party software list (as of Cúram v7.0.1.1), the Project Team recommends the following:

### 2.1 Workstation Recommendation

The following configuration is recommended for an optimal **Mobius** and **Citizen Portal** application experience, recognizing that the higher the caliber/capacity of the hardware, the more performance improvements are likely to be seen.

Windows PC	
Computer/Processor	Intel Core i5 or higher
Operating System	Windows 7 (64-bit) or Windows 10
Web Browser	Microsoft Internet Explorer 11 or Google Chrome
Memory	4 GB of RAM or more
Display	1366 x 768 or higher
Peripherals	Mouse and Keyboard
Internet Connection	High speed Internet connection (i.e. Cable, DSL or better)

**Note:** Macs and tablets do not work.

## 3 Software Specifications

### 3.1 Required Software or plug-ins

Plug-in	Notes
Oracle Java Runtime Environment (JRE): <ul style="list-style-type: none"> <li>• 8 and higher updates. (JRE 1.8 u111 tested.)</li> <li>• 7 and higher updates. (JRE 1.7 u80 tested.)</li> </ul>	Required for Microsoft Word integration and for Online Help.  Available as a free download from <a href="http://www.oracle.com/technetwork/java/javase/downloads/index.html">http://www.oracle.com/technetwork/java/javase/downloads/index.html</a>
Microsoft Word 2007 - 2013	Required by Mobius to generate correspondences. Microsoft Word is bundled with Microsoft Office suite, and is not sold separately.  Microsoft Word integration in the Cúram product is only supported with Microsoft Internet Explorer and Google Chrome. Google Chrome requires additional set-up – see <i>Appendix B – Chrome Integration with MS Word</i> .
Adobe Flash Player 23.0 and higher updates	Required for application pages which contain charts (e.g. bar-charts), and for using the IEG, Datastore, Dynamic Evidence, and CER Editors.  Available as a free download from <a href="#">Adobe Flash Player</a> .
Freedom Scientific JAWS screen reader – v17 and future fix packs	The combination of Internet Explorer 11 and <a href="#">JAWS</a> 17 is the only certified screen reader and browser combination.  Note: This is an optional plug-in.



### 3.2 Web Browser Support

Browser	Is Curam Supported		Tested by Project		Notes
	Mobius	Portal	Mobius	Portal	
Microsoft Internet Explorer 11	Yes	Yes	Yes	Yes	Microsoft is ending support for Internet Explorer in Q3 of 2022.
Microsoft Edge	No	Yes	No	No	Although not officially supported, running Edge in (Internet Explorer) compatibility mode appears to work. See <i>Appendix C – Running Edge in IE Compatibility Mode</i> .
Google Chrome (v53 and higher)	Yes	Yes	Yes	Yes	Chrome will work with the MS Word Applet if the Chrome Extension and the Curam Word Integration Assistant (MSI) are installed. See <i>Appendix B – Chrome Integration with MS Word</i> for more information.  Google Chrome applies updates automatically. Cúram makes every effort to test and support updates as they are released. The most recently tested version is Chrome 53 (by Curam).
Mozilla Firefox (v49 + higher)	No	Yes	No	No	Firefox doesn't work with the customizations in Portal so it isn't supported for CCISD.
Apple Safari (v10.0 and higher)	No	Yes	No	No	Safari for Mac is the only supported version; not Safari for Windows.

### 3.3 Need Help?

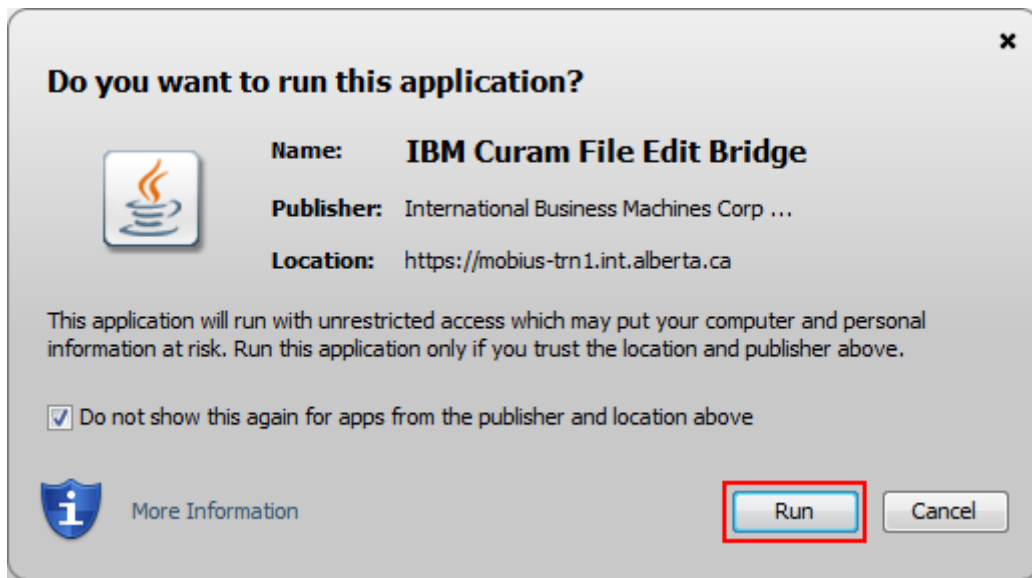
If you have questions or are having trouble getting Mobius to work, please contact Mobius Support at: [CSS.MobiusRequests@gov.ab.ca](mailto:CSS.MobiusRequests@gov.ab.ca).

## 4 Appendix A – MS Word Applet

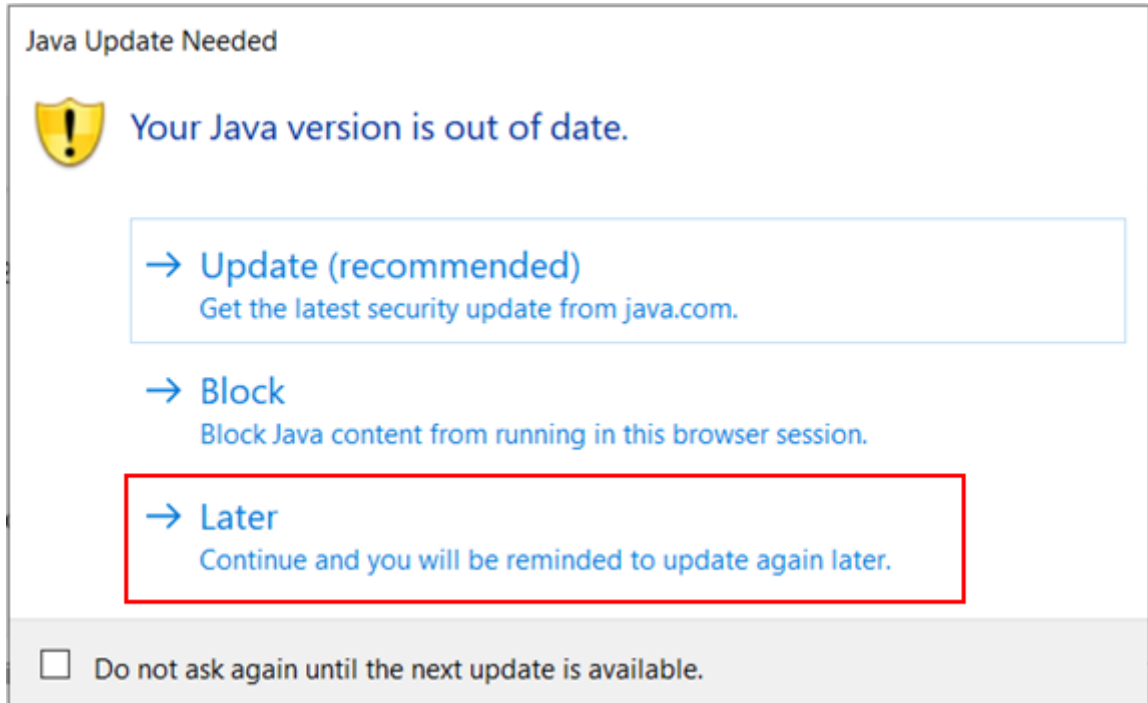
The screens below appear when the browser tries to run MS Word applet and asks the user's permission to run the applet.

**Notes:**

1. On granting permission to run it by clicking the 'Run' button and selecting 'Do not show this again for apps from the publisher and location above', the applet will run normally.



2. If the version of Java installed on your machine is not up to date, you will see the warning. Be sure to click the *Later* link.

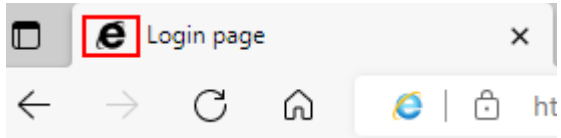


## 5 Appendix B – Chrome Integration with MS Word

**NOTE:** If you are a Mobius user who creates MS letters in Mobius, if you want to use Chrome browser to do this, please contact [CSS.MobiusRequests@gov.ab.ca](mailto:CSS.MobiusRequests@gov.ab.ca).

## 6 Appendix C – Running Edge in IE Compatibility Mode

To see if Edge is (already) running in IE Compatibility Mode, look for the IE icon in the tab title:

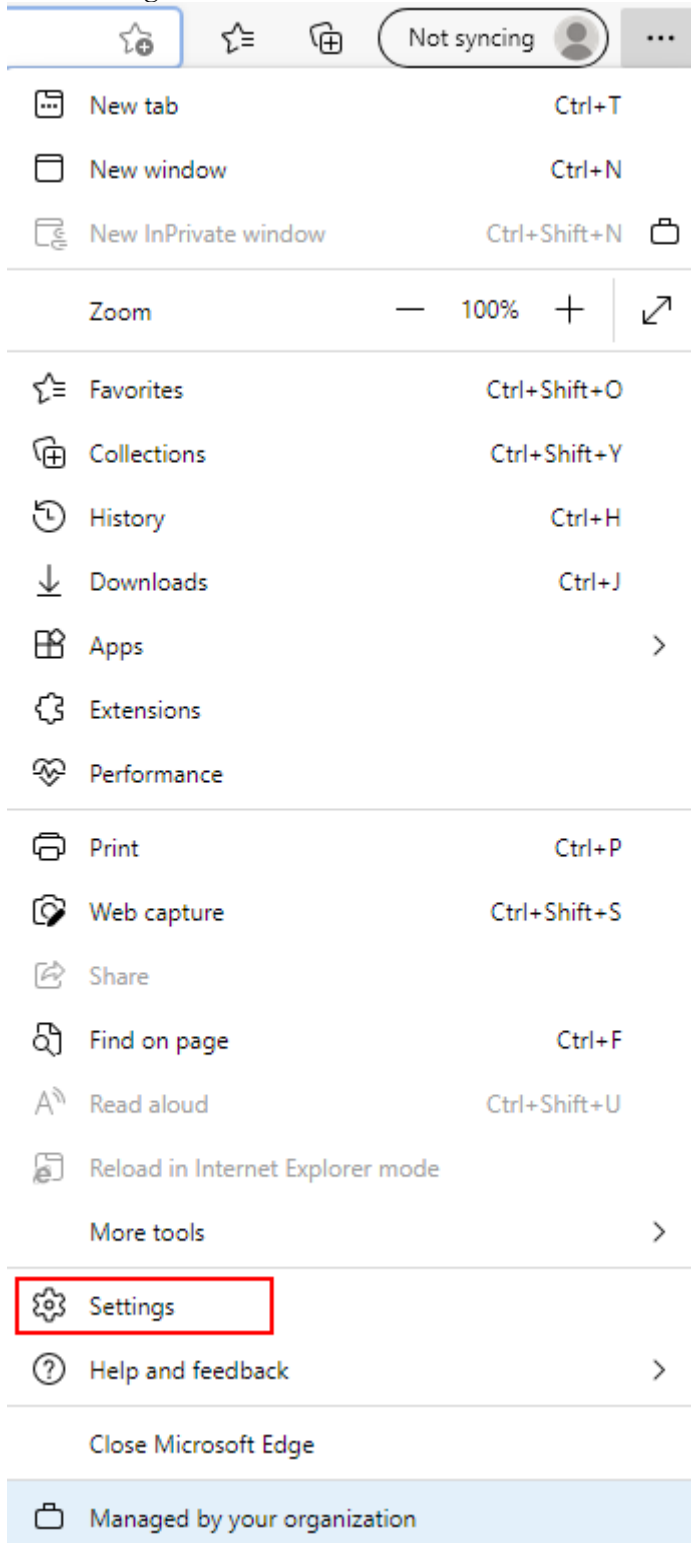


### If you do not see the IE icon:

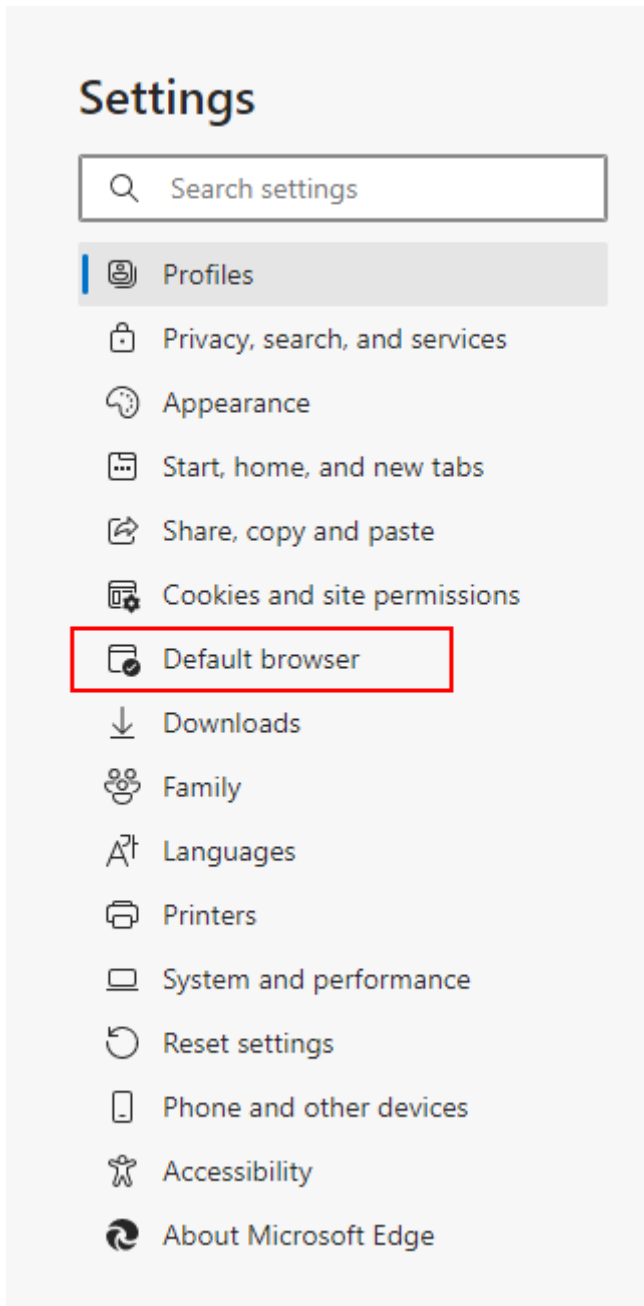
1. Click on the menu ellipsis (top right corner).



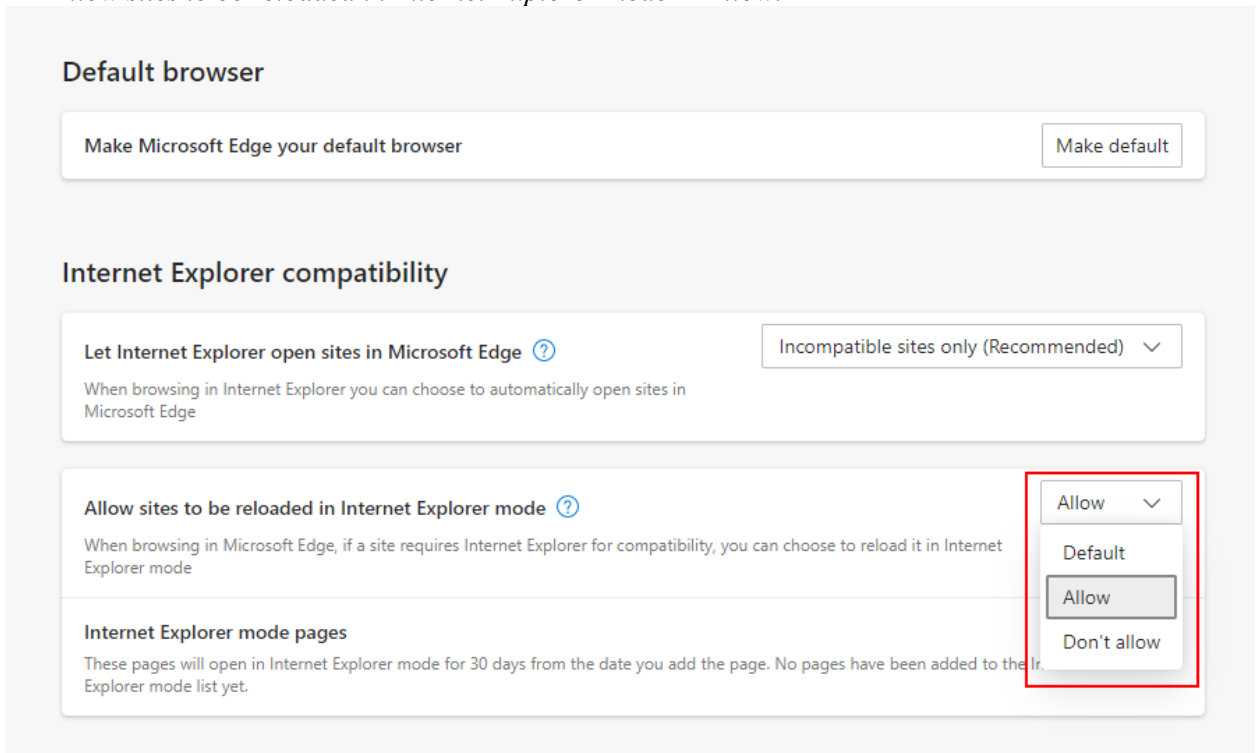
2. Click *Settings*.



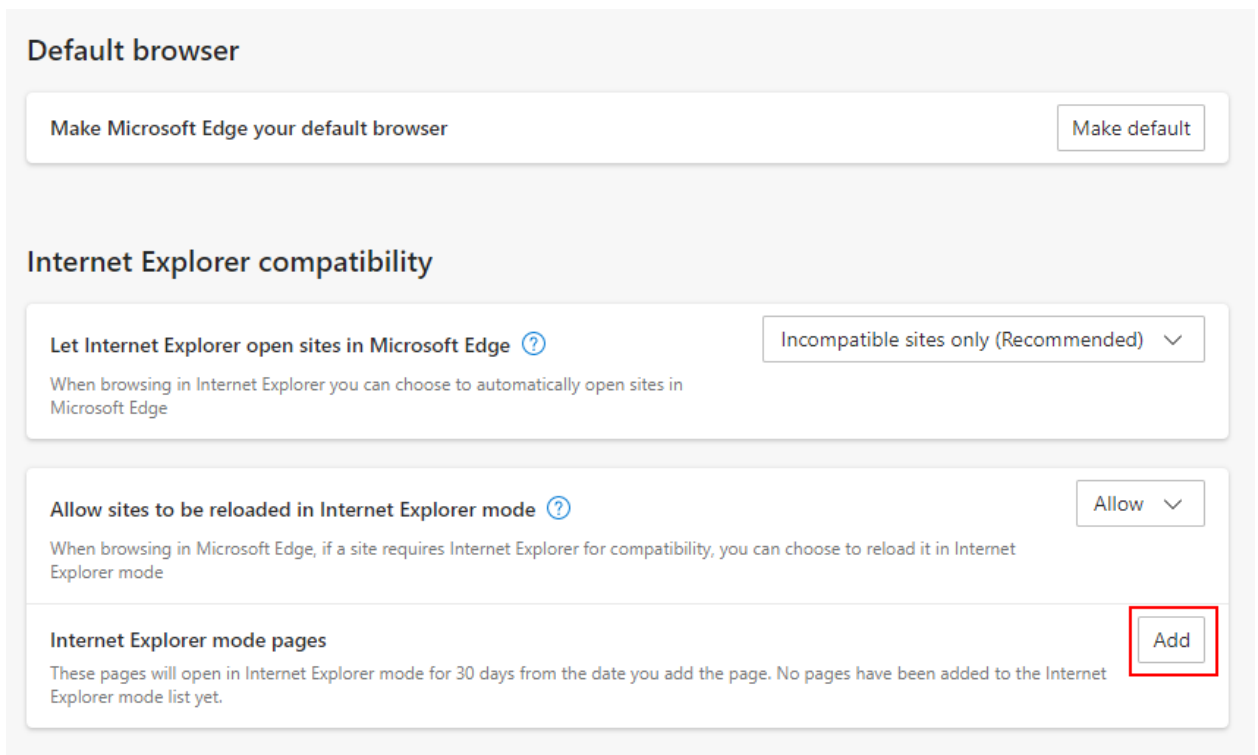
3. Select *Default Browser*.



- 4. Set *Allow sites to be reloaded in Internet Explorer mode* to *Allow*.

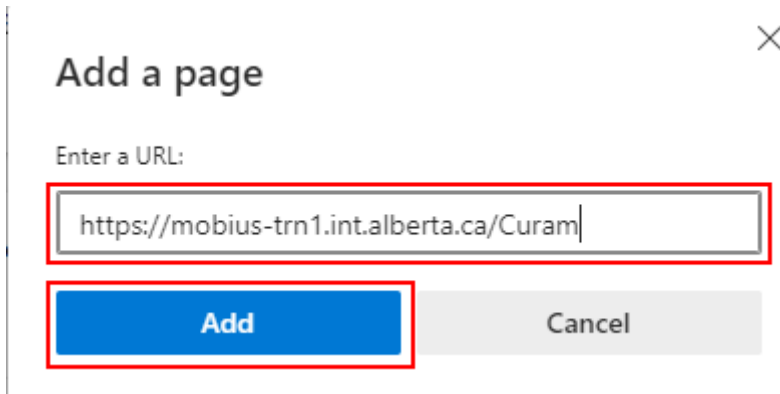


- 5. Click the *Add* next to the *Internet Explorer mode pages*.





6. Enter the site web address (for **example**, <https://mobius-trn1.int.alberta.ca/Curam> for Mobius Training) into the *URL* textbox and click the *Add* button.



7. **Note:** The page entry for IE compatibility will expire automatically after 30 days.

