



**Manitoba  
Public Insurance**

# System Requirements

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**Project Name:** Glass Claims

**Description:** Hardware and System Requirements for the eGlassClaim System

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## Hardware Requirements

The current minimum and recommended hardware specifications for eGlassClaim System workstations, laptops and related equipment are outlined below.

### Workstations - Laptops

Minimum Requirements:

- Memory based on minimum operating system requires for your version of Windows:
  - Windows Vista SP2 – 512 MB of memory
  - Windows 7 or 8 32bit – 1 GB of memory
  - Windows 7 or 8 64bit – 2 GB of memory
- Display
  - Super VGA (1024 x 768) or higher resolution monitor with 256 color
- Keyboard and Mouse
- Network Card / Ethernet Adapter / Wireless Adapter
  - Can be integrated on the motherboard or installed as a separate card

## Software Requirements

The current software specifications for eGlassClaims System workstations and related equipment are outlined below.

- Operating System (Minimum)
  - Microsoft Windows Vista with Service Pack 2 or higher
- Anti-Spyware and Virus Protection Software
  - Commercial Anti-Spyware and Virus Protection Software
  - The Anti-Spyware and Virus Protection Software must be kept up to date, with regular updates and periodic scanning of the system.
  - Manitoba Public Insurance will not provide anti-spyware and virus protection
  - Recommendation of using one of the following anti-spyware / anti-virus protection suites:
    - Norton Anti-virus by Symantec
    - McAfee
    - Shaw Secure (free for Shaw internet subscribers)
    - ZoneAlarm Internet Security Suite (free for MTS internet subscribers)
- Internet Explorer 9 or higher
  - Compatibility mode is required to be enabled in Internet Explorer (all versions) when accessing eGlassClaim.
  - The eGlassClaim System has been tested for Internet Explorer 9. Internet Explorer 9 and higher will be the only supported web browsers for use with the system.

## Printers

Manitoba Public Insurance no longer certifies specific makes and models of printers. Any printer that meets or exceeds the stated minimum specifications is acceptable for use with eGlassClaim system.

All printers must meet the following specifications:

- Monochrome Laser Printer
- Support Printing at 600 dpi or higher
- Minimum margins of .33" top, .33" bottom, .25" left, .25" right or lower
- input tray:
  - A tray for 8.5" x 11" paper sizes (letter)
- Recommend printers from the following major vendors:  
Lexmark, Ricoh, Kyocera, Xerox , and HP

## Internet Requirements

Shaw High-speed or MTS broadband internet service providers are preferred, but a full list of internet service providers in your area is available upon request.

Using a dialup internet connection can reduce the performance of the application; therefore Manitoba Public Insurance recommends using a broadband internet connection where available.