

OneSite®

# Minimum Technical Requirements

New OneSite User

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The following hardware and software is required for using OneSite property management software from RealPage. For more information, please visit OneSite new user support on RealPage.com.

<b>Supported Browsers</b>	
<ul style="list-style-type: none"> <li>• Internet Explorer® version 11</li> <li>• *Google Chrome™</li> <li>• *Mozilla Firefox®</li> <li>• **Safari® (macOS® only)</li> </ul> <p>*Google Chrome, Mozilla Firefox, and Safari are supported for the majority of common day-to-day business functions, excluding affordable-related processes.</p>	
<b>Microsoft Excel and Microsoft Word</b>	
<ul style="list-style-type: none"> <li>• Microsoft Word® 2000 or later is required for printing system-generated letters and notices.</li> <li>• Microsoft Office Professional Excel® 2003 or later is required for generating electronic compliance reports from OneSite Leasing &amp; Rents–Affordable (Tax Credits) or reports from Central Reporting.</li> <li>• Microsoft Excel® 2010 or later is required for Self-Start or RealPage Assisted data conversions.</li> </ul> <p><i>64-bit Office Excel is not supported.</i></p>	
<b>Adobe Acrobat Reader</b>	
Adobe® Acrobat® Reader Version 8.4 or later ( <i>available for free download at <a href="http://www.Adobe.com">www.Adobe.com</a></i> )	
<b>RealPage Payments Requirements</b>	
Microsoft .NET Framework® version 4.5.1 or later. Computers with RDM check scanners must also install .NET Framework version 3.5. ( <i>available for free download at <a href="http://www.Microsoft.com/net/download/windows">www.Microsoft.com/net/download/windows</a> <a href="https://www.microsoft.com/net/download/windows">https://www.microsoft.com/net/download/windows</a>, client versions are not supported</i> )	
<b>System Requirements</b>	
Supported Operating Systems	<ul style="list-style-type: none"> <li>• Microsoft® Windows® 10</li> <li>• *macOS</li> </ul>
*macOS is supported for the majority of common day-to-day business functions, excluding affordable-related processes.	

Minimum System Requirements	<ul style="list-style-type: none"> <li>• 2 GHz dual processor</li> <li>• 4 GB of RAM</li> <li>• 2 MB L2 cache</li> <li>• 20 GB free drive space</li> <li>• USB 2.0 or higher</li> </ul>
Monitor and Video Adapters	<ul style="list-style-type: none"> <li>• 1024 x 768 resolution</li> <li>• 8-bit color depth (256 colors)</li> </ul>
Internet Connection Speed	<ul style="list-style-type: none"> <li>• 512 Kbps or faster (<i>per user</i>)</li> <li>• 1.5 Mbps for RealPage Payments and Document Management</li> </ul>
<b>Audio Hardware</b>	
A Windows-compatible sound card with speakers or headphones is required for On Demand Learning and Leasing Contact Center.	
<b>Printer Hardware</b>	
Any letter quality printer. <i>For RealPage Accounting or RealPage Payments, a laser printer is recommended to print checks, due to specialized coding on checks called the MICR code. This printer should not use a PostScript printer driver.</i>	
<b>RealPage Payments Hardware</b>	
Please contact RealPage Payments support for help identifying the card reader and check scanner compatible with your computer and IT infrastructure, and a list of currently supported hardware.	
<b>Firewall and/or Proxy Server</b>	
If your computer is behind a firewall and/or proxy server, it must be configured to allow the download and installation of ActiveX® controls or browser plug-ins. This is required for both OneSite and some of the third-party applications listed above. The firewall and/or proxy server must also allow outbound connections over standard Internet ports 80 and 443, and must not block returns to those connections. Internet connections directly to an ISP (rather than a corporate network) are normally configured with settings that will allow OneSite to work properly.	
All other "recommended" and "critical" updates from <a href="http://windowsupdate.microsoft.com">http://windowsupdate.microsoft.com</a> and third-party applications from their respective websites should be downloaded and installed, along with periodic checks for new updates.	
<b><i>For all software, beta or preview releases of any version are not supported.</i></b>	



