Technical Guidance

Prior to getting started with DQE-On-Demand, you may want to meet with your IT Department to make sure that your facility's web browsers are up-to-date and that your firewall and spam filters are set up to accept www. DQEOnDemand.com as a trusted site. Below is technical guidance for you to follow.

Firewall Recommendations

If you are having trouble accessing the DQEOnDemand.com website, your facility's network may be behind a secure firewall. Contact your IT department and request they place the DQE-On-Demand URL (http://www.dqeondemand.com) behind the firewall as a trusted site.

Email Spam Filter Recommendations

DQE-On-Demand sends emails out to its users with important Username and Password information. Make sure that your facility's spam filters are set to accept messages from the following IP address: 162.243.114.161

System Requirements

- Disable popup blockers
- Enable cookies
- Sound card with speakers/headphones connected
- Internet connection speed of 5.0 Mb per second

Browser Recommendations

- Internet Explorer 10 & up
- Firefox 43 & up
- Chrome 47 & up
- Safari 9 (Mac)

Tablet Recommendations

- Android 5 & up mobile operating system
- iOS 8 & up mobile operating system
- Use with horizontal orientation

Assistance

If technical assistance is required, please contact DQE at 800-355-4628 from Monday through Friday, 8:30am – 5:00pm EST.