

Mercy's Remote Access Instructions

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Use previous section for Meditech, iSite, MercyNet, OBLink installations

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~~~~~ Section C – Macintosh ~~~~~

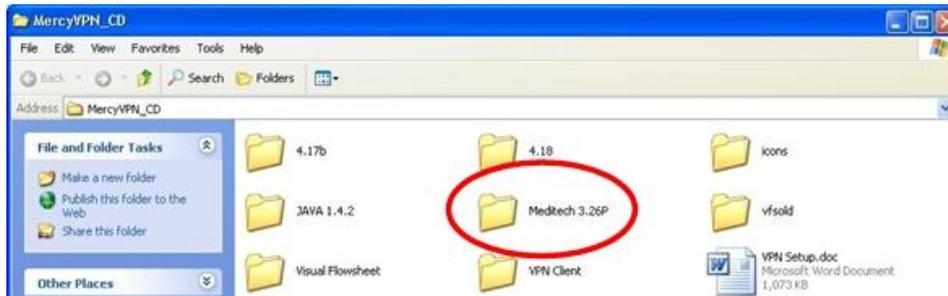
I.	Install VPN Client	C1
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Section A

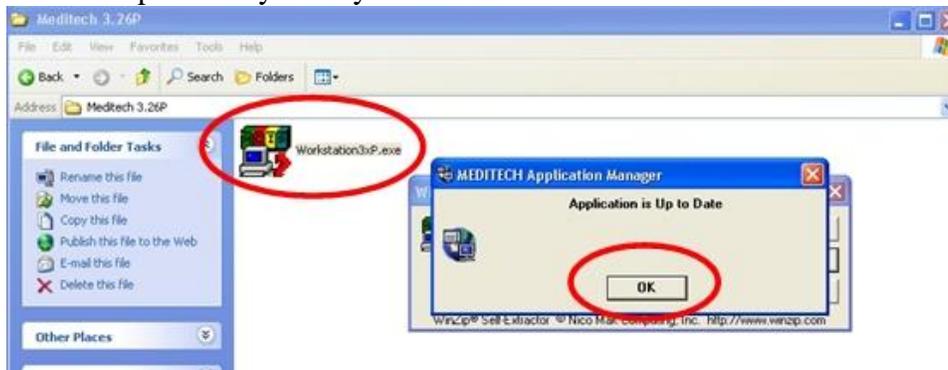
Windows 2000/XP

I: Install Meditech:

- Double click on the **Meditech 3.26** folder.



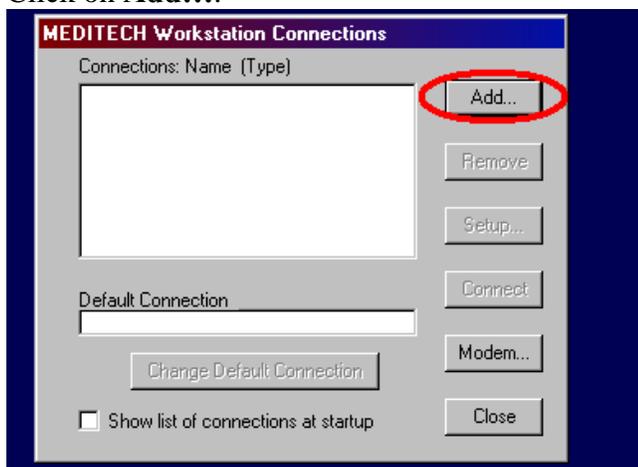
- Double click on **Workstation3.xP.exe** to install. The window will disappear when completed or you may have to click **OK** to finish install.



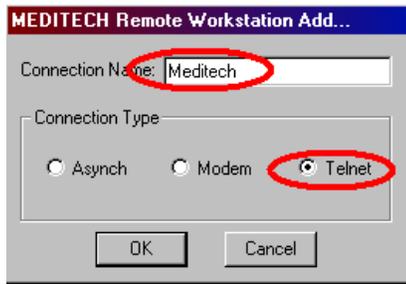
- Double-click on the **Meditech** icon on your desktop to launch.



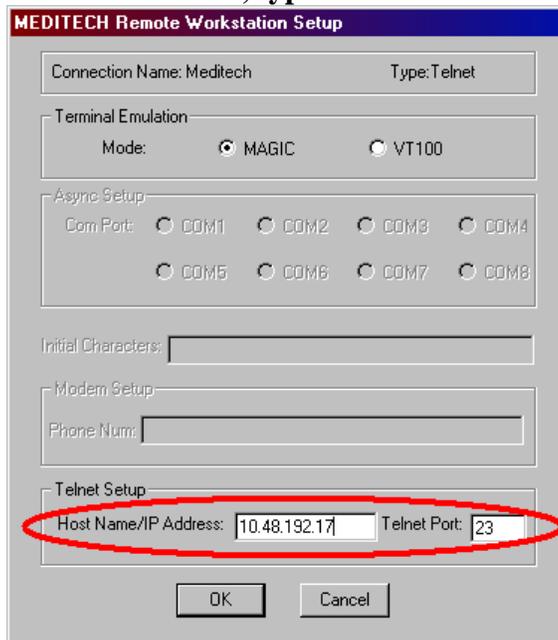
- Click on **Add....**



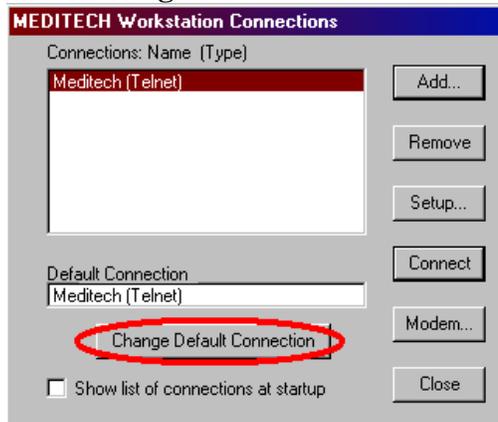
- Type **Meditech** and then click in the circle to the left side of **telnet**. This will put a dot in that circle. Click **OK**.



- At the bottom of the screen in the **Host Name/IP Address**, type **10.48.192.17**.
- In the **Telnet Port**, type **23** and then hit **OK**.

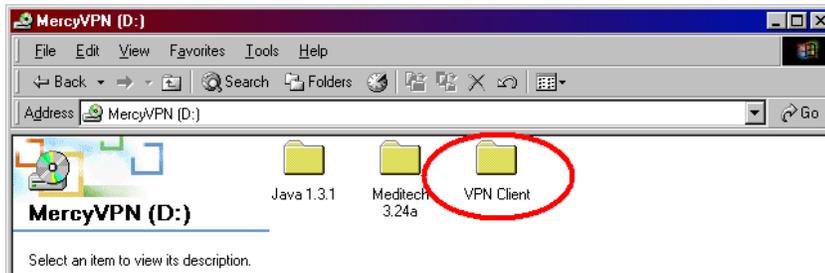


- Click **Change Default Connection** and then click **Close**.

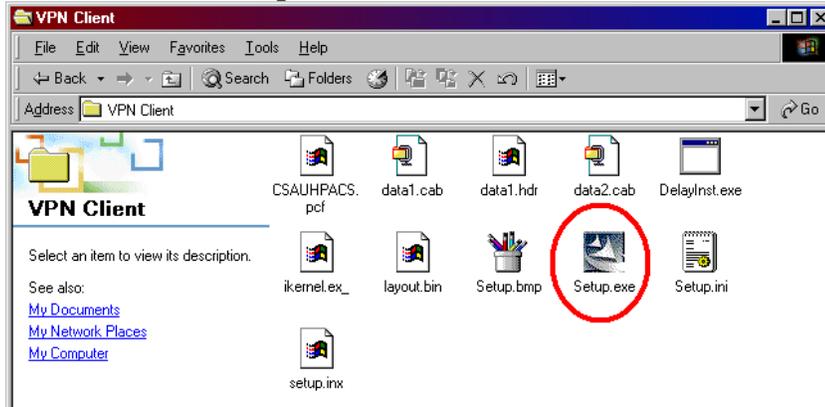


II: Install VPN Client:

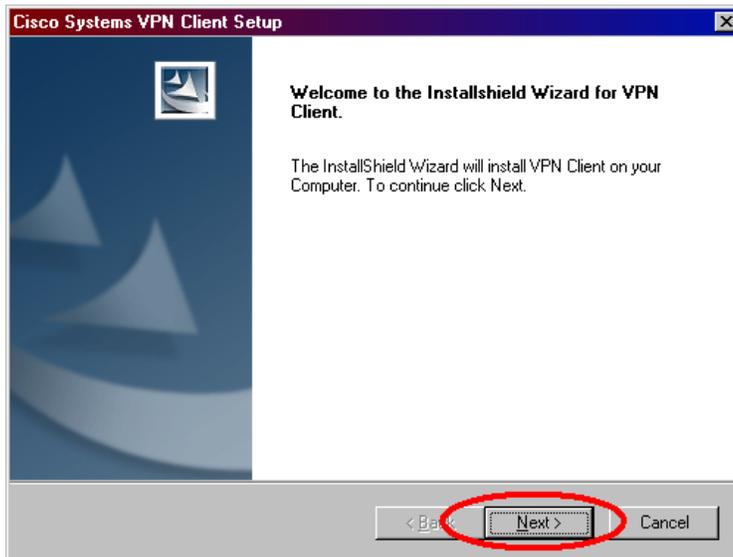
- Double click on the **XP** folder then the **VPN Client** folder.



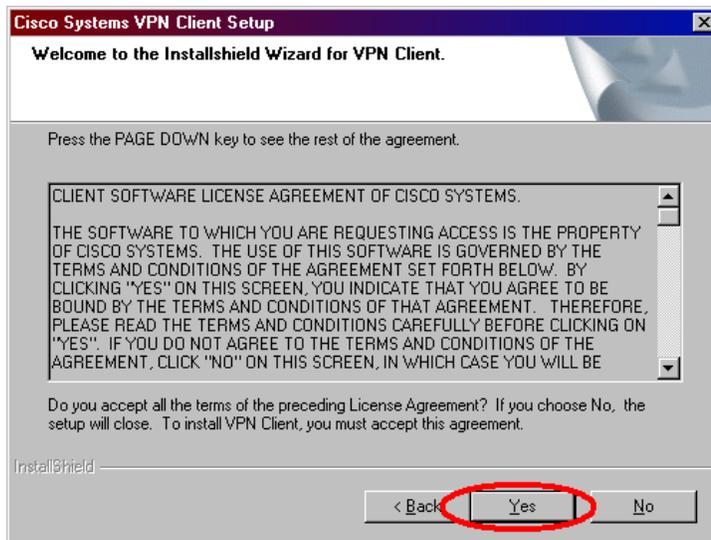
- Double click on **Setup.exe**.



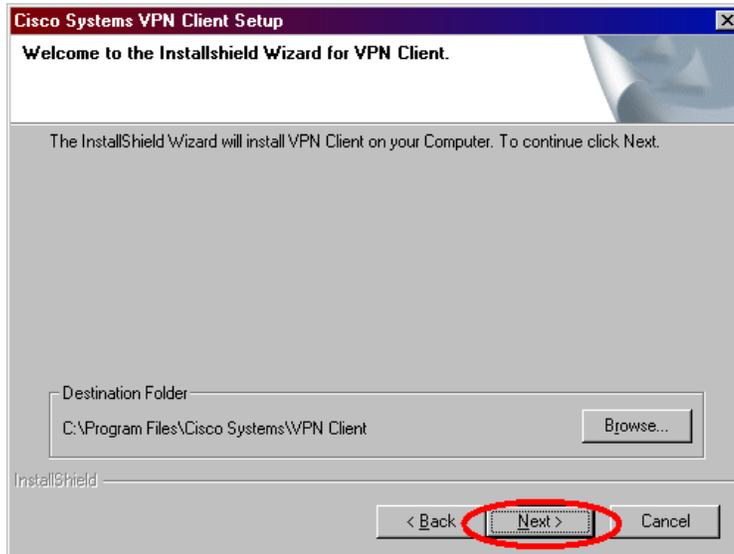
- Click **Next**.



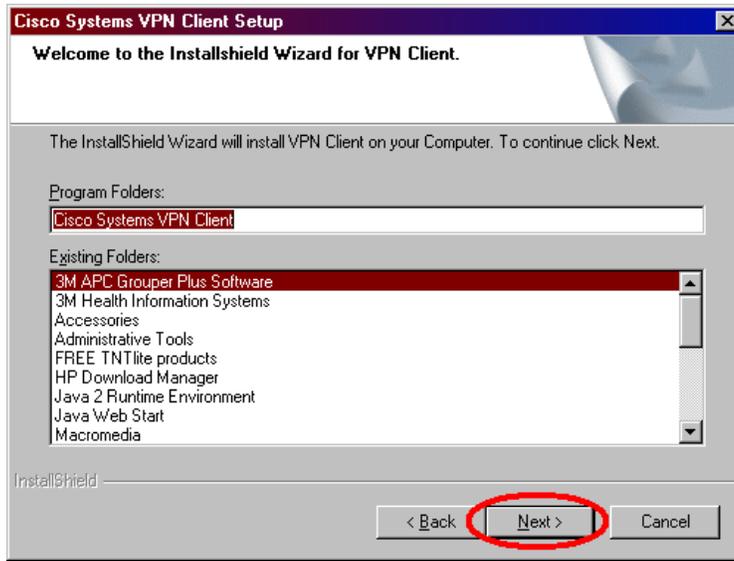
- Click Yes.



- Click Next.



- Click Next.

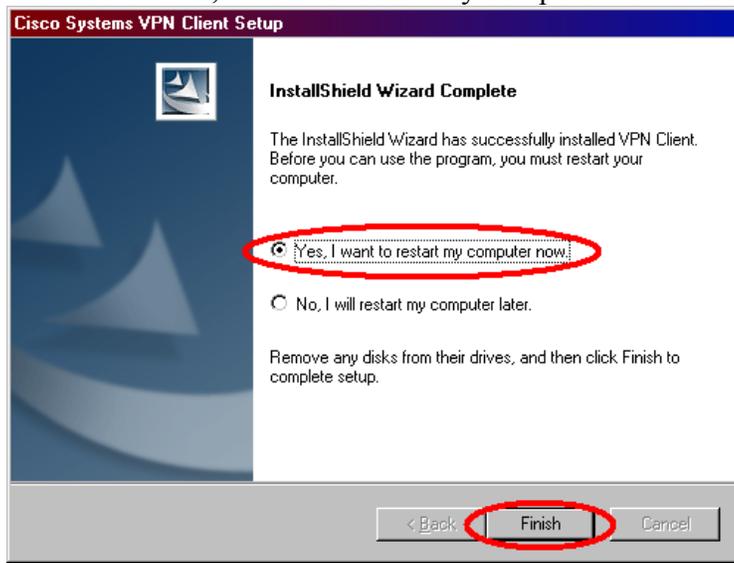


- The installation will begin.
- You will receive the following error message. Click Yes.

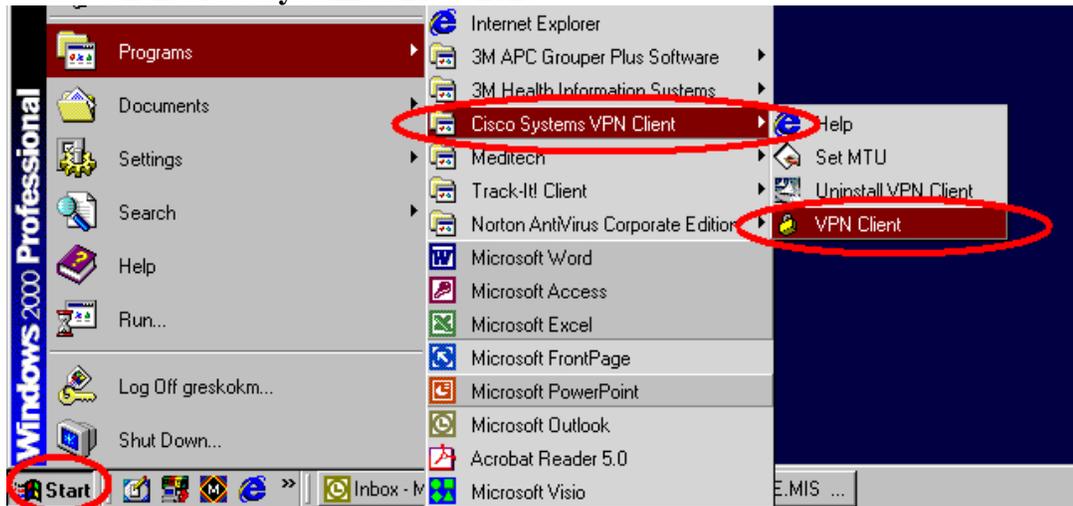


- Wait for the installation to complete.

- Make sure “Yes, I want to restart my computer now.” is selected and click **Finish**.

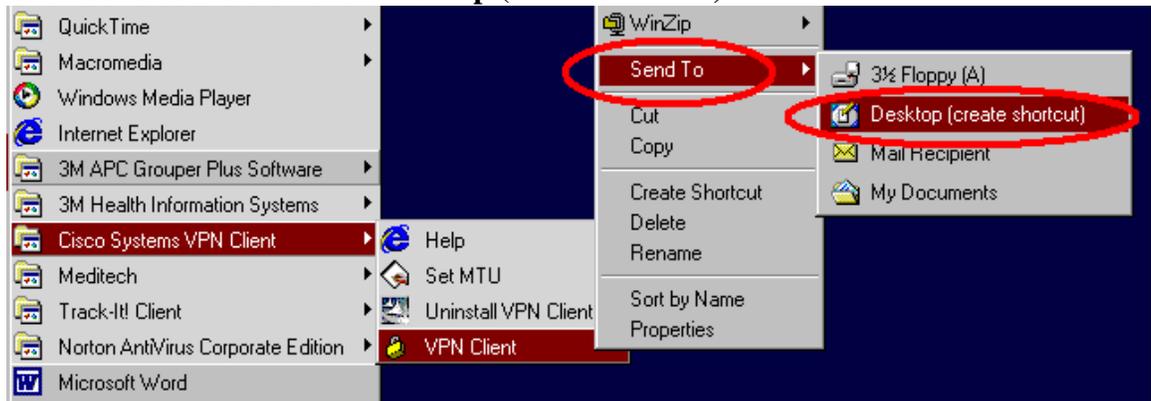


- When the computer comes back up to the screen with your icons:
 - Click **Start**
 - Click **Programs**
 - Click **Cisco Systems VPN Client**



- Right-click **VPN Client**.

- Click **Send to** and then click **Desktop (create shortcut)**.



- This will create a “lock” icon on your desktop.

III: Sign on to PACS Gateway from VPN:

NOTE: To be able to properly diagnose and accurately view PACS images, be sure that you graphics card’s color quality is set to at least 24bits before continuing. 512MB+ memory & 1 Ghz+ processor recommended.

- Double click on the **yellow lock icon** on your desktop. Be sure that CSAUHPACS is highlighted and click the **Connect** button in the top left hand corner.



- **Sign on** to the program using:
 - The **first 6 letters of your last name** (or your whole last name if it is 6 characters or less), your **first initial**, and your **middle initial**.
 - This should be all one word: example: johnsoma (for Matt Alan Johnson)
 - Enter your network password.

- The yellow lock will minimize.

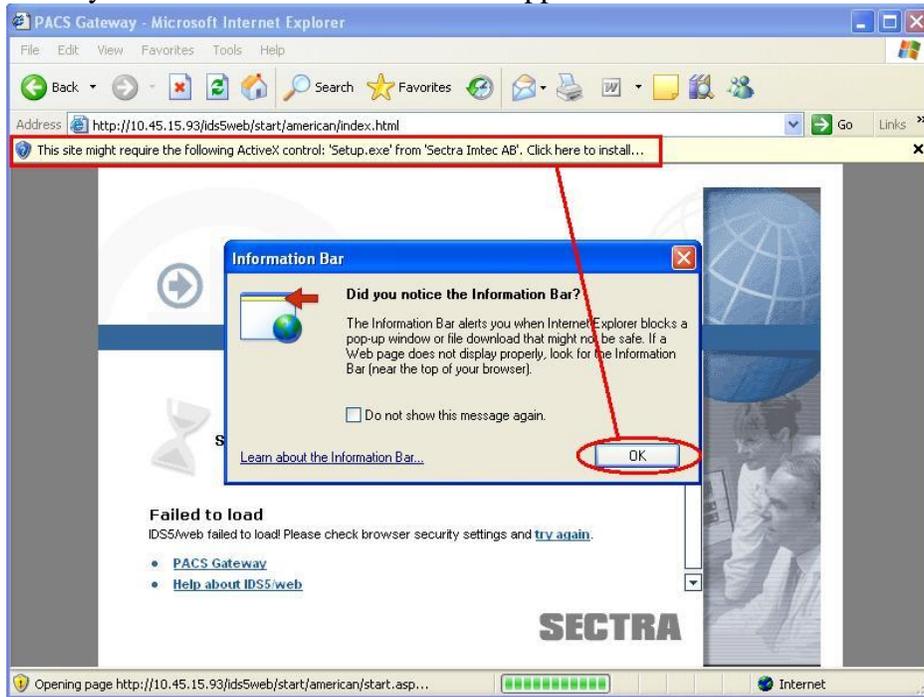
- Double click **Internet Explorer**.

- **Click on the address bar** at the top of Internet Explorer.

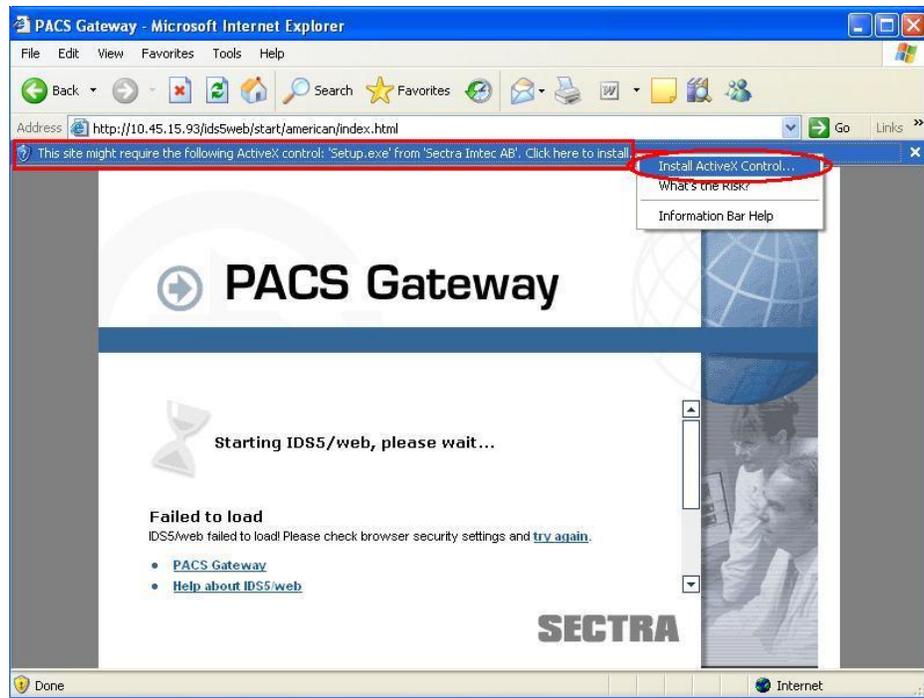
- Type <http://10.45.15.93/ids5web/start/american/index.html>



- An Information Bar will appear at the top of the screen in yellow. A pop-up will inform you that the Information Bar has appeared. Click **OK**.



- Click on the Information Bar at the top of the screen. Then click **Install ActiveX Control...**



- Click **Install** to install the setup file.

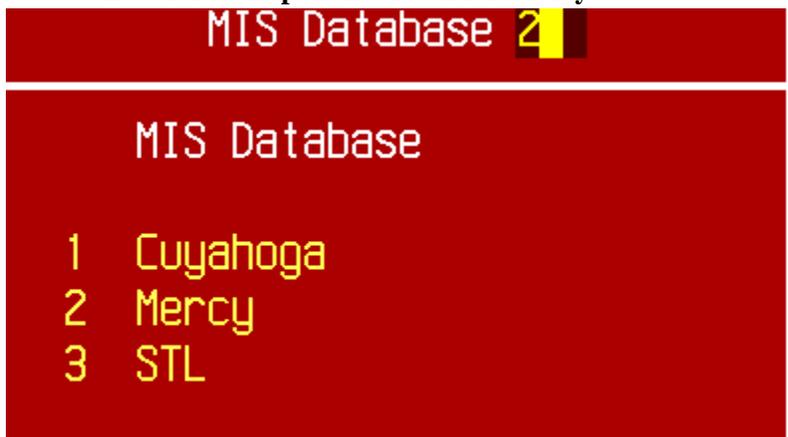
- Click **Install** again.
- Wait for setup to finish.
- Create a shortcut on your desktop:
 - **Right-click** on a blank area of your desktop (where all the icons are located on the main screen)
 - Click **New → Shortcut**
 - Type <http://10.45.15.93/ids5web/start/american/index.html> and click **Next**.
 - Type **PACS Gateway** and click **Finish**.
- Change your first time password:
 - Log on to PACS Gateway using the following information:
 - Username = *same as your Meditech sign-on*
 - Password = mercy
 - Click **Cancel** to close out of the Search box.
 - Go to the **File** menu.
 - Click **Change Password**.
 - Type **mercy** as your old password and then type your new password

IV: Sign on to Meditech from VPN:

- Double click on the **yellow lock icon** on your desktop. Be sure that CSAUHPACS is highlighted and click the **Connect** button in the top left hand corner.
- **Sign on** to the program using:
 - The **first 6 letters of your last name** (or your whole last name if it is 6 characters or less), your **first initial**, and your **middle initial**.
 - This should be all one word: example: johnsoma (for Matt Alan Johnson)
 - Enter your Network Password.
- Double clicking the Meditech icon will bring you to this screen.



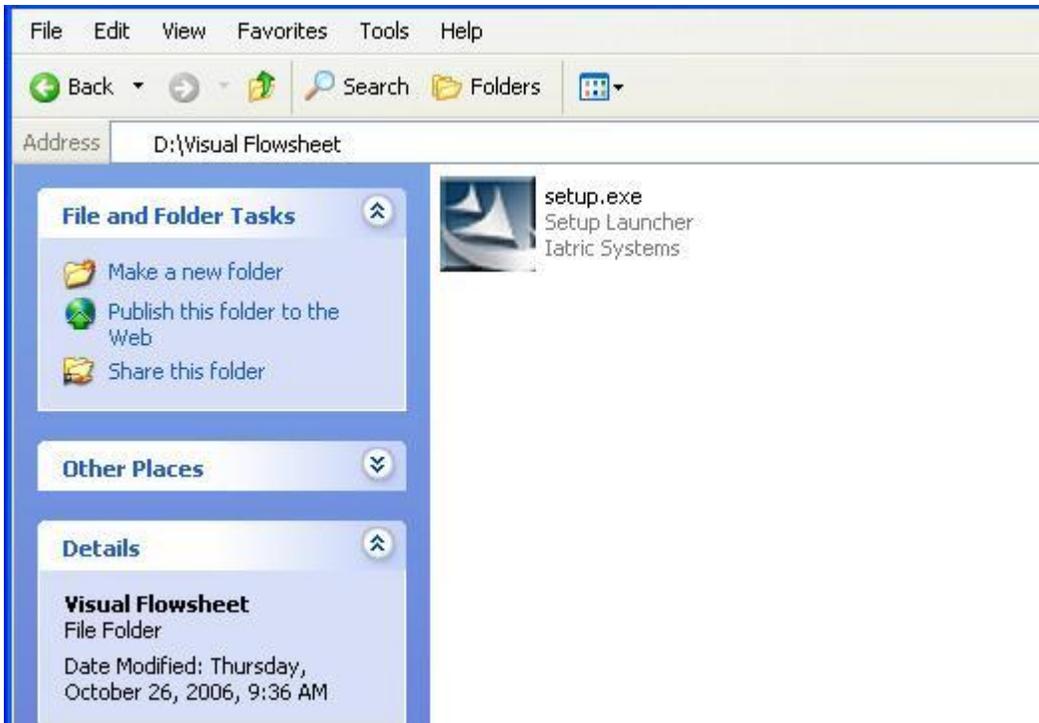
- **F9** for lookup then select 2 for Mercy.



- Then continue by entering your Meditech sign on and password.

V: Install Nursing Flowsheet / Smartboard:

- Double click on your CD-ROM from My Computer.
 - Double click on the **Smartboard** folder to install Smartboard.
 - If installing Smartboard it must be installed before the Flowsheet.
 - Double click on the **Visual Flowsheet** folder to install Visual Flowsheet.
- Double click on **Setup** in each folder to begin the respective installs.



- Enter through the install program, accepting all the defaults to install.

VI: Accessing MercyNet / Email from VPN:

- Double click on the **yellow lock icon** on your desktop. Be sure that CSAUHPACS is highlighted and click the **Connect** button in the top left hand corner.
- **Sign on** to the program using:
 - The **first 6 letters of your last name** (or your whole last name if it is 6 characters or less), your **first initial**, and your **middle initial**.
 - This should be all one word: example: johnsoma (for Matt Alan Johnson)
 - Enter your Network Password.
- Start Internet Explorer and type in “mercynet” as the address and hit enter.
- Click the link in the center column entitled “Email – Mercy”.



Internet Applications	Mercy Department Websites	
AirTran A2B	Administrative Policies	Mercy Forms
Amtelco	Community Referral List	Mercy Health Center Service
Arch Wireless Paging	Courier Services Schedule	Mission Forum
Beckman Coulter	Credentials	MR - Abbreviation List
BWC	Email - Mercy	MR - Release Information
Care Source	Emergency Department	NDNQI RN Survey
Emergisoft	Ethics On-Call List	Notary Public Listing
eNatal	Food & Nutrition Services	Nursing Services
Event Forms	HIPAA	PACS iSite Web Training
HealthCare Wellness	Human Resources	Pastoral Care
Lawson	Infection Control	Pharmacy
Medical Dictionary	Informatics Guidelines	Phone Listing
Micromedex	Information Technology	Physical Therapy

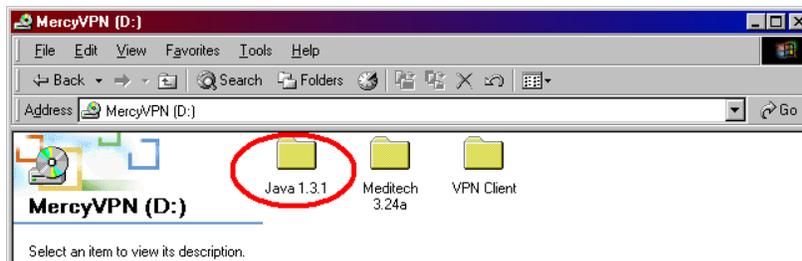
- If you are not logged in automatically; enter your network *username* and *password* to launch the outlook web application. If needed, put “csauh\” before your username, i.e. csauh\username.



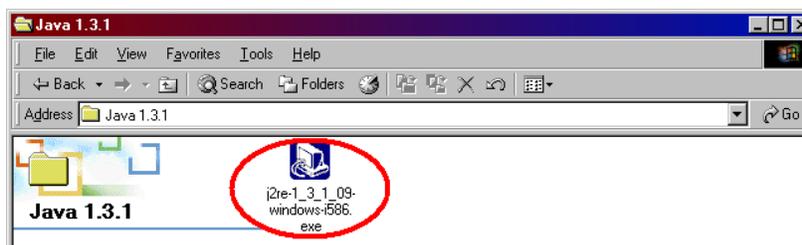
- When you are done, close your browser window to logoff of your e-mail.

VII: Install OB Link:

- First we must install Java. Double click on the **Java 1.5.0_13** folder.



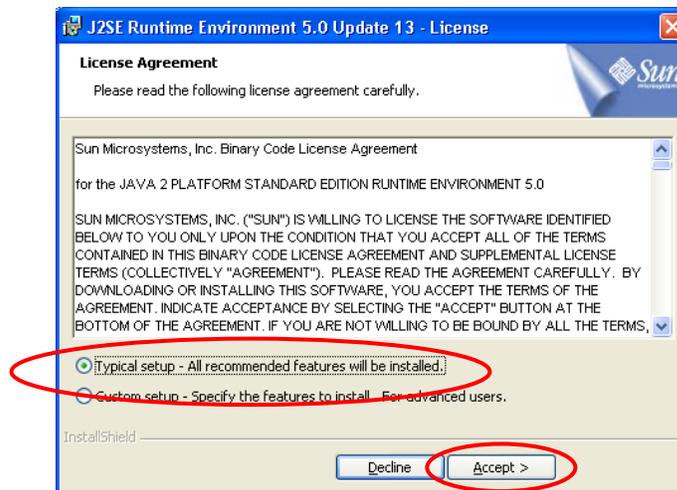
- Double click on **jre-1_5_0_13-windows-i586-p.exe**.



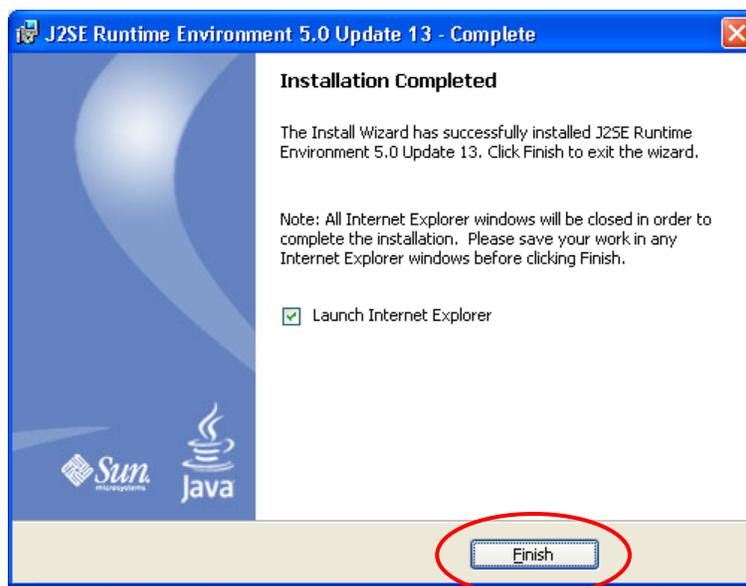
- Click **Run**, if asked.



- Click **Typical Setup** and the **Accept** button.



- Wait as the setup program installs Java. Click **Finish** to complete the install.



VIII: Sign on to OB Link from VPN:

- Double click on the **yellow lock icon** on your desktop. Be sure that CSAUHPACS is highlighted and click the **Connect** button in the top left hand corner. 
- **Sign on** to the program using:
 - The **first 6 letters of your last name** (or your whole last name if it is 6 characters or less), your **first initial**, and your **middle initial**.
 - This should be all one word: example: johnsoma (for Matt Alan Johnson)
- Once connected double click **Internet Explorer**.
- **To set up shortcut to Mercy's OB Link** (only do this the first time you sign on):
 - Type **https://10.45.17.28** and hit **enter**.
 - When the page displays, click on **Favorites** at the top of the page.
 - Click **Add to Favorites**.



- Name it **OB Link**.
- **To sign on to OB Link** (after you set it up in Favorites the first time):
 - Click on **Favorites**.
 - Click on the **OB Link** shortcut name.
- Log into the OB program using your Mercy sign-on information.

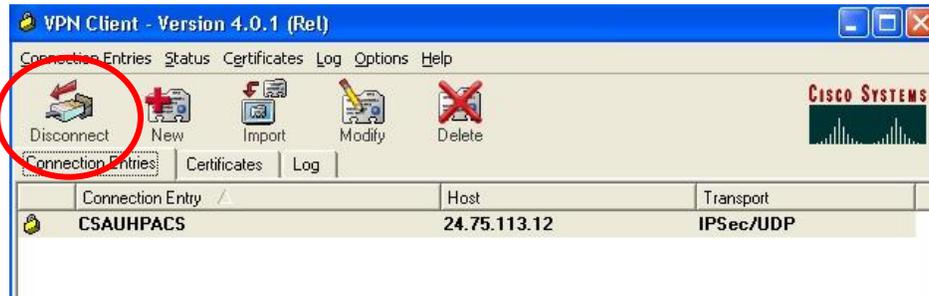
IX: Disconnect from VPN:

NOTE: You must disconnect from the VPN to get back on your home or office network. This will allow you to use your non-Mercy programs successfully.

- On the bottom right hand corner of the screen, right-click on the yellow lock and choose **Disconnect**. You are now disconnected.



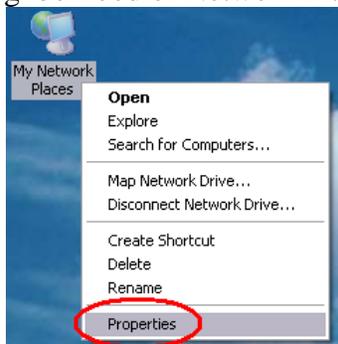
- Alternatively, launch the VPN Client again by double-clicking the lock on your desktop and choose **Disconnect**.



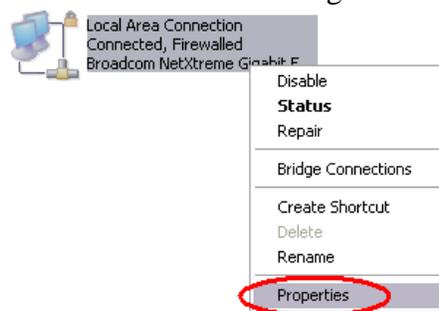
X: Install Meditech on the Web:

NOTE: You must be an administrator on your PC. Call your office IT personnel to verify that you are an administrator before continuing.

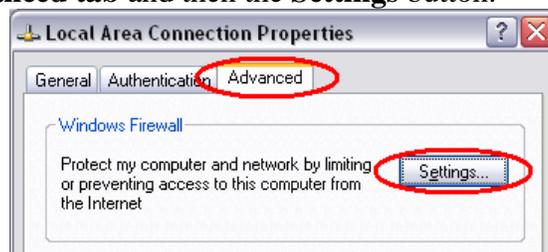
- To connect you must disable your firewall. To disable the Windows firewall, right-click Network Neighborhood or Network Places and go to **Properties**.



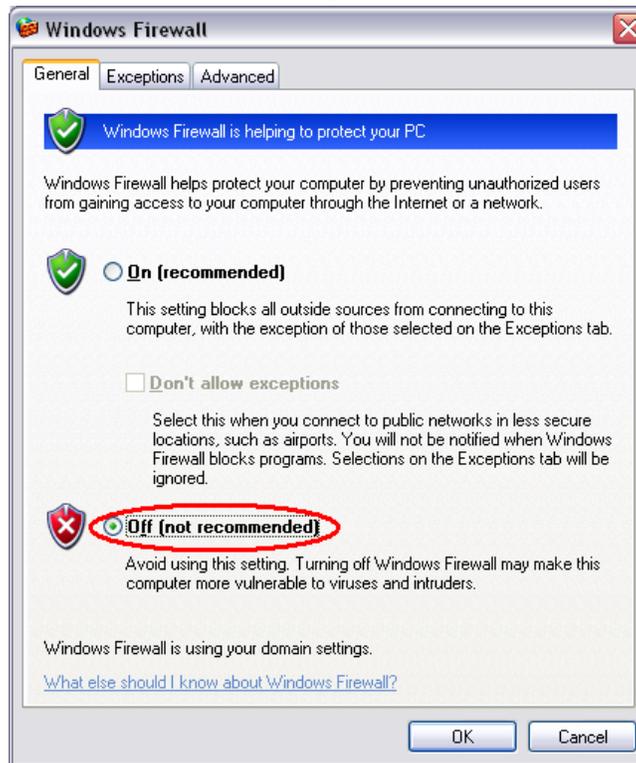
- Right-click your Local Area Connection and go to **Properties**.



- Click the **Advanced** tab and then the **Settings** button.



- Choose **Off** at the bottom then click **OK**.

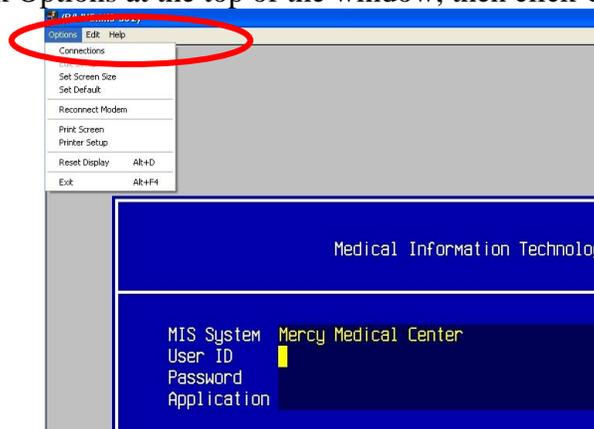


- **If you cannot turn your firewall off:** If your firewall cannot be turned off due to policy restrictions, you must allow an exception to three Meditech programs. Click the **Exceptions** tab from the above window and then click **Add Program**. Click **Browse** to add the following programs:

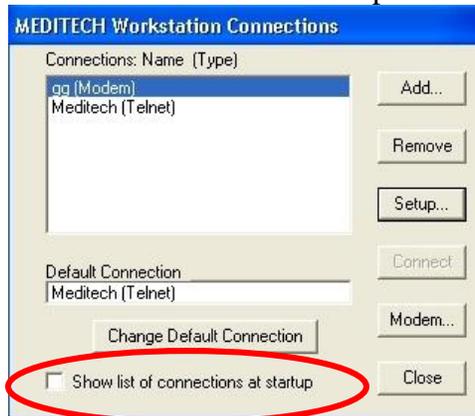
- “C:\Program Files\Meditech\Print\VMagicPPII.exe”
- “C:\Program Files\Meditech\Station325A\T.exe”
- “C:\Program Files\FCG\FirstWorks\FirstConnect\Client\tunnel.exe”

- **If you already have Meditech on your system:** we must set it up to allow multiple connections. Skip this step if you **don't** have any other versions of Meditech on your system.

- Start Meditech by double-clicking the shortcut on the desktop.
- Click Options at the top of the window, then click Connections.

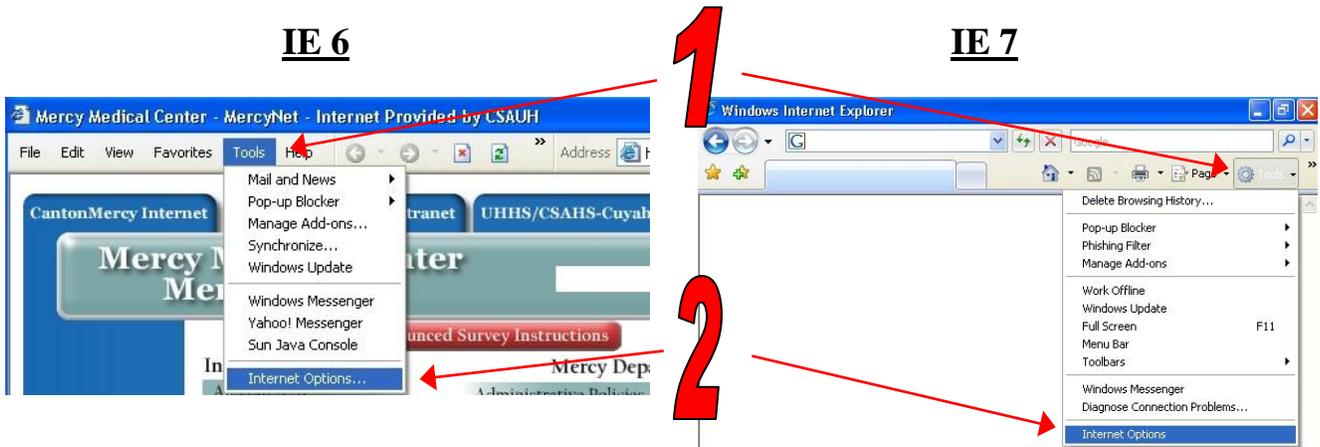


- Check show list of connections at startup and then click close.

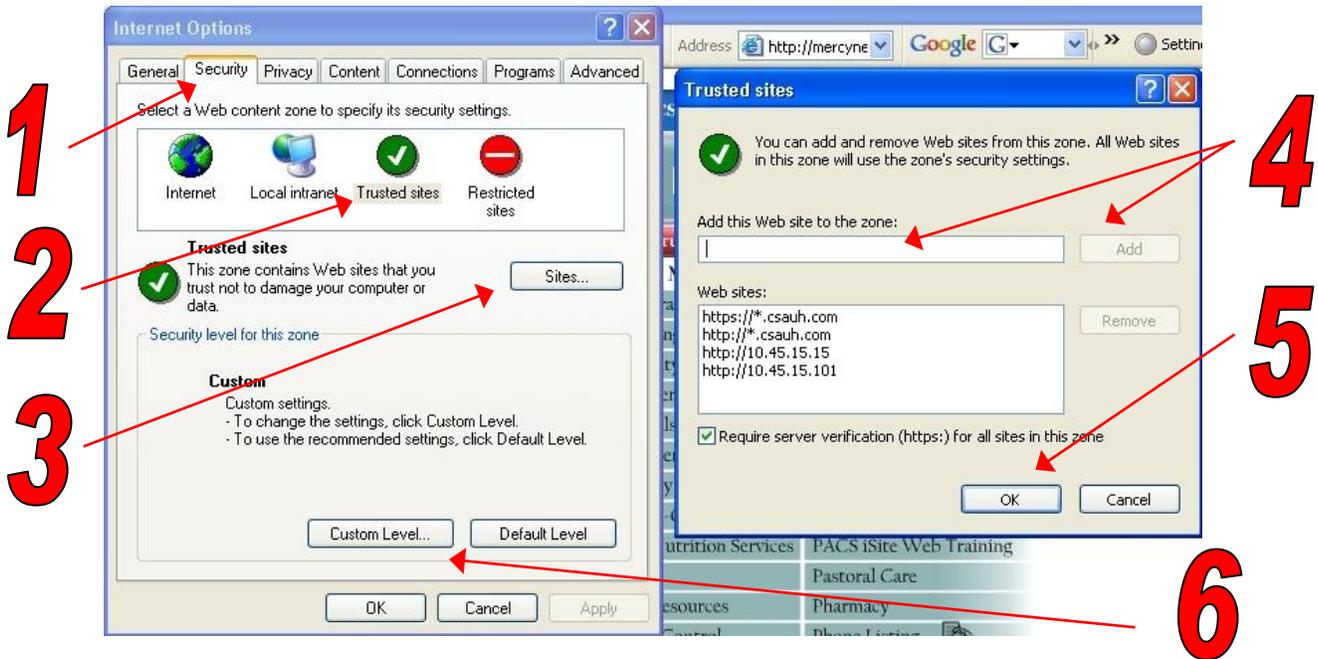


- Close out of Meditech.

- Open Internet Explorer and click on the *Tools* (1) button, and then click *Internet Options* (2).



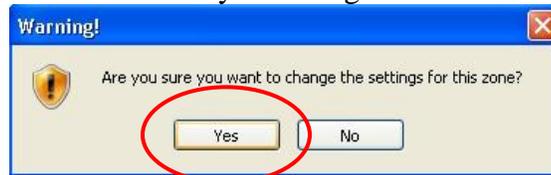
- Click on the *Security* tab (1), then single click on *Trusted Sites* (2), and then click the *Sites* (3) button. Type <https://csauh.com> in the blank and click *Add* (4). Click *OK* (5) then click *Custom Level* (6).



- At the bottom choose *Low* (1) from the drop down list. Then click *Reset* (2).



- Choose the *Yes* button to confirm your change.

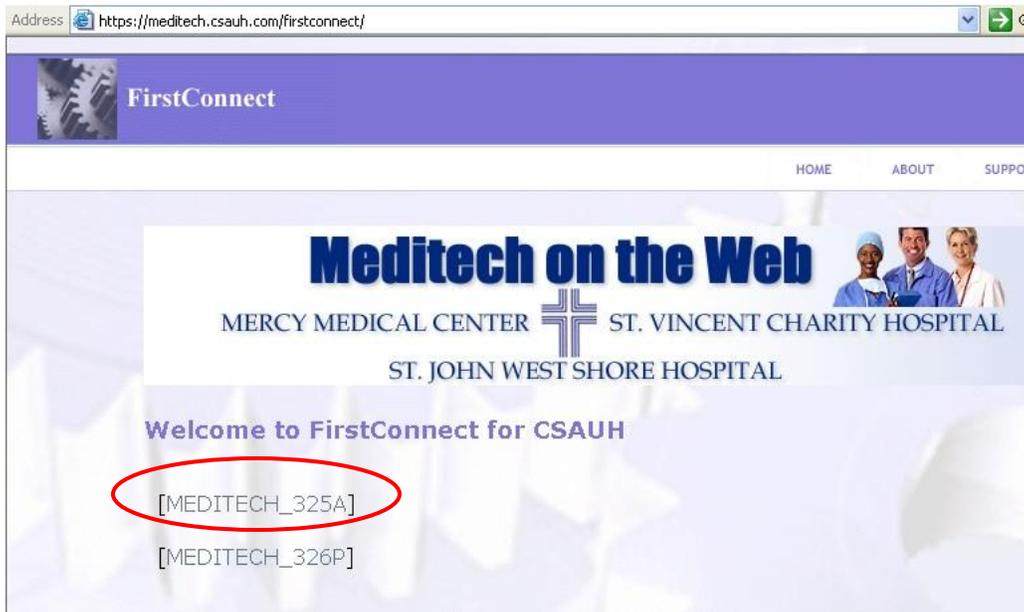


- Click *OK* to save your changes. Click *OK* again to save your settings.
- **To setup a shortcut to Meditech on the Web** (only do this the first time):

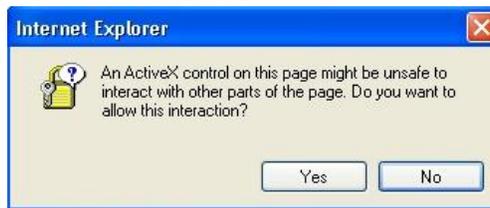
- Type <https://meditech.csauh.com/firstconnect>
- When the page displays, click on **Favorites** at the top of the page.
- Click **Add to Favorites**.



- Name it **Mercy on the Web**.
- Click Favorites then **Mercy on the Web** to launch the website.
- Always click the first link, **MEDITECH_325A**



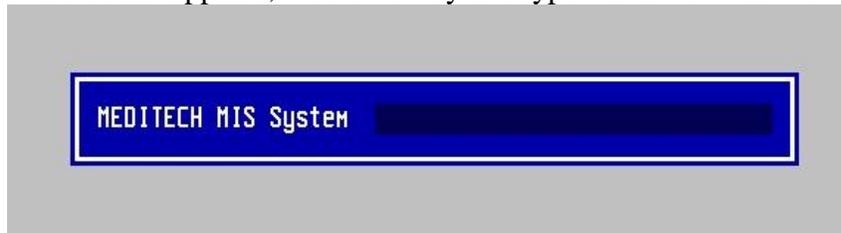
- Click **YES** to run the ActiveX control.



- If a **Meditech Workstation Connections** window pops up, click FCGConfig and click connect.

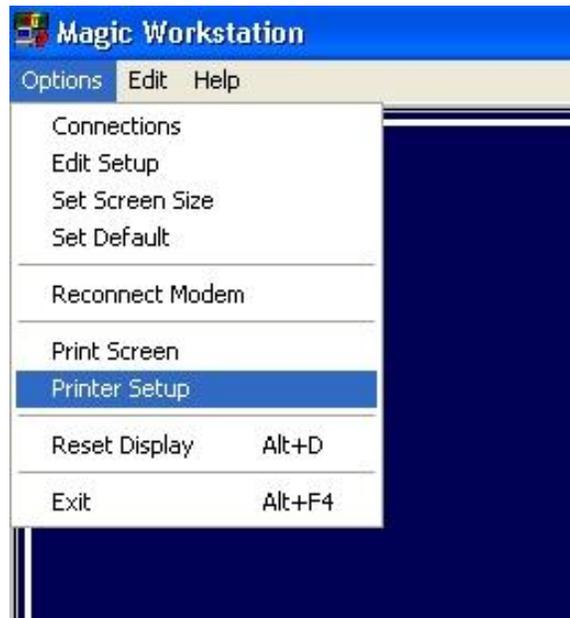


- When a blue bar appears, hit the **F9** key and type **2** and hit **Enter** for Mercy.



XI: Print from Meditech:

- Launch Meditech.
- Click **Options** at the top of the Meditech window and then click **Printer Setup**.



- Type in “ppii” and click **OK**.



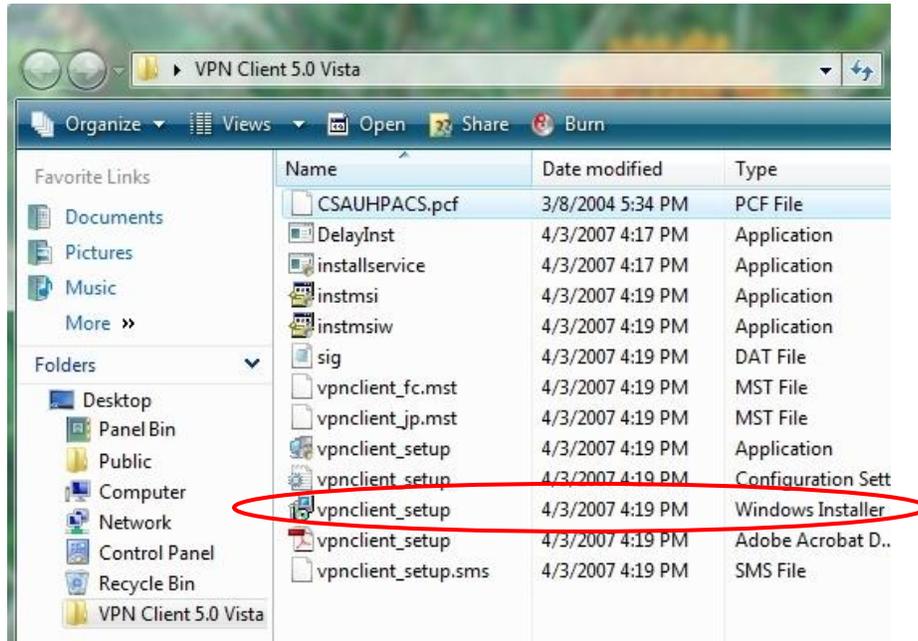
- You will now print to your default Windows printer.
- If you cannot click **OK** it is because you have no printer installed.

Section B

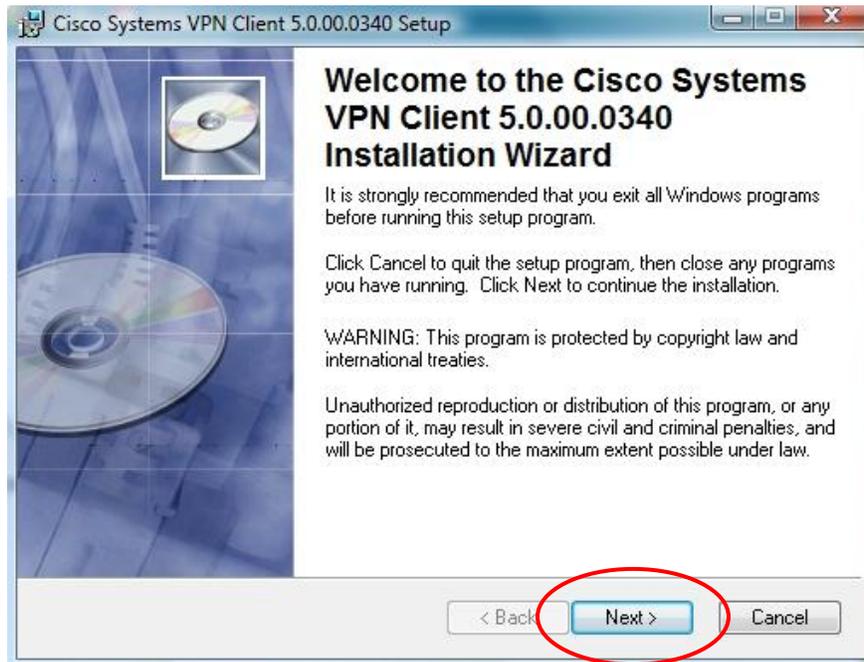
Windows Vista

I: Install & Sign on to VPN Client:

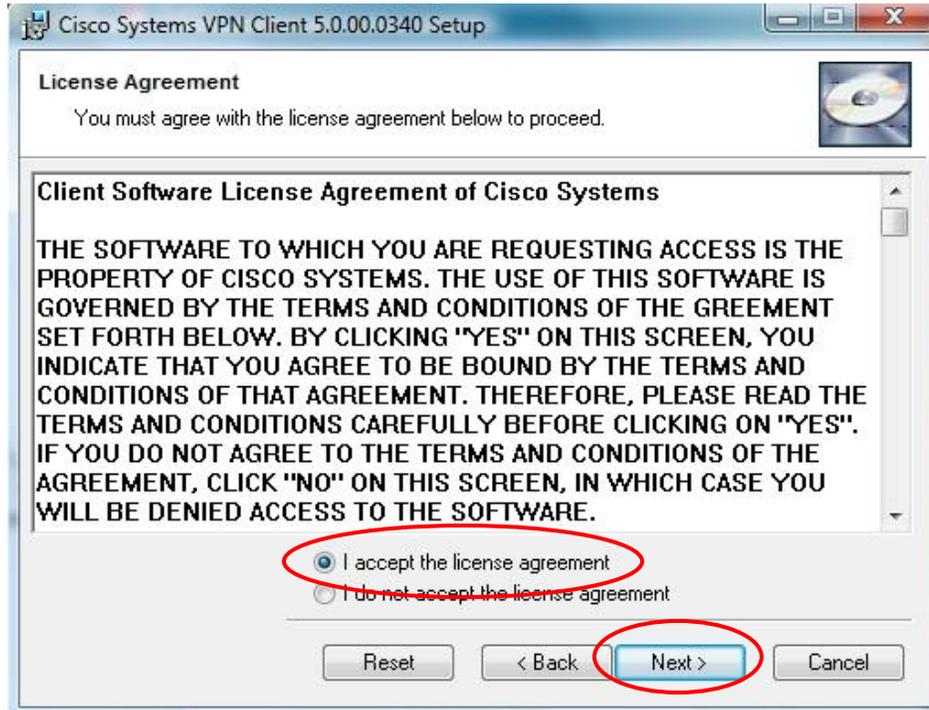
- From the CD, open the **Vista** folder and then the **VPN Client 5.0 Vista** folder.
- Double-click the Windows Installer **vpnclient_setup**.



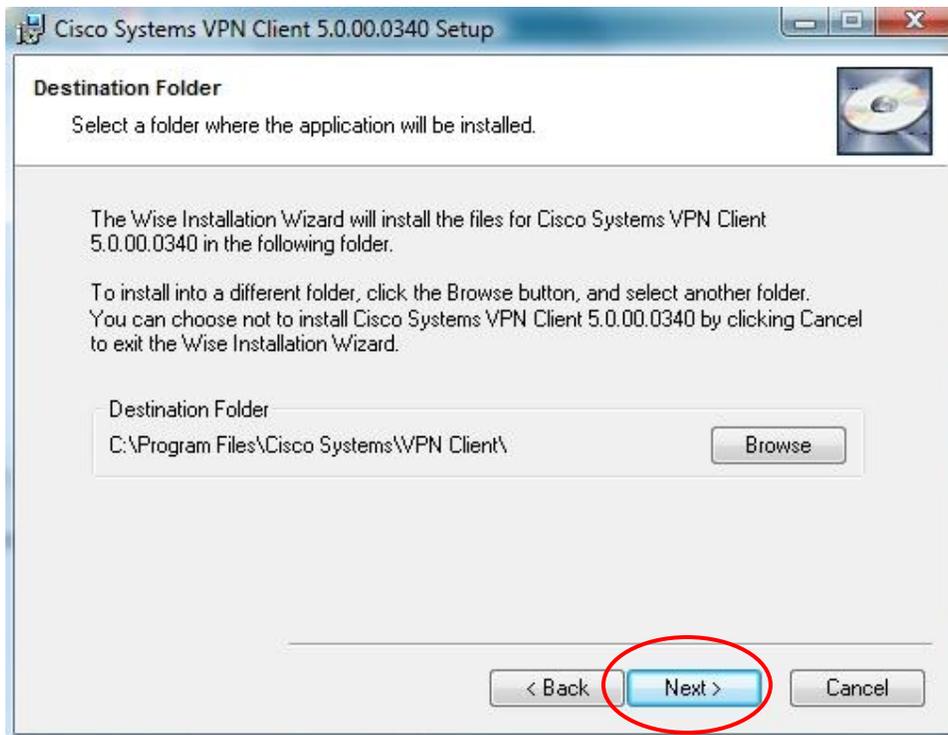
- Click **Next** at the welcome screen.



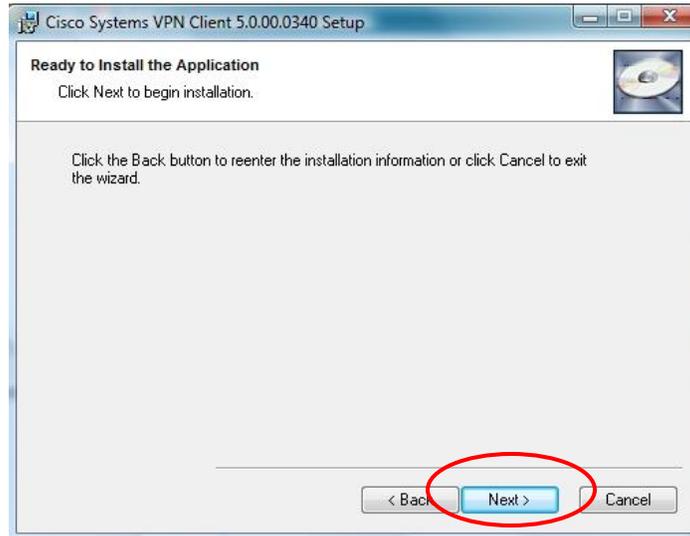
- Click the **Accept** button then click **Next**.



- Click **Next**.



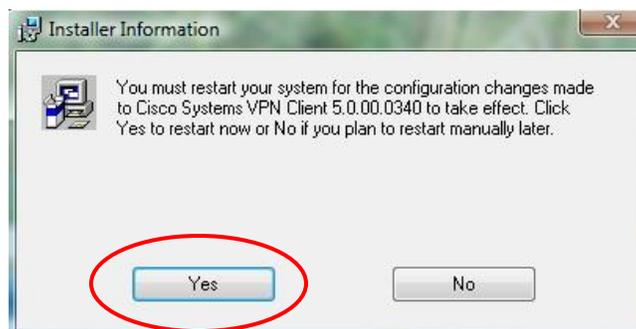
- Click **Next**.



- Installation Successful. Click **Finish**.

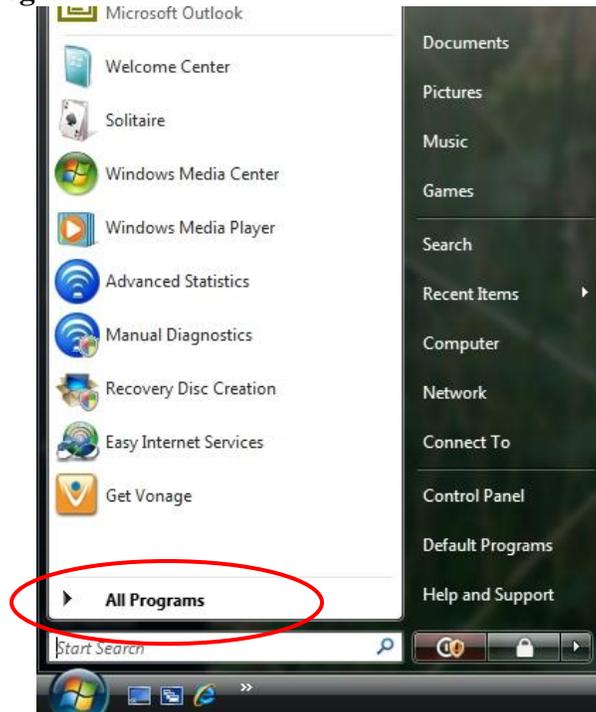


- You must restart before using the VPN. Click **Yes**.

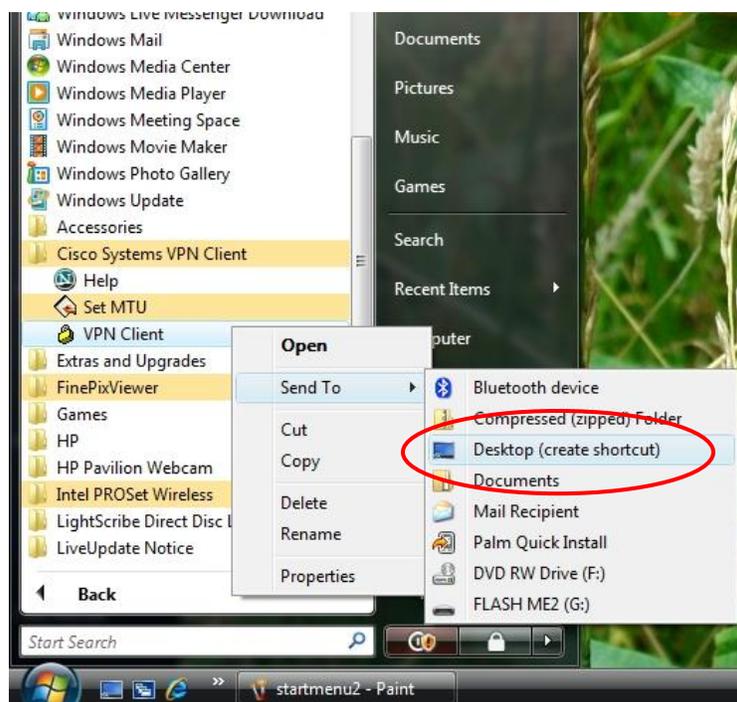


◊ ◊ ◊ ◊ ◊ ◊ Section B – Windows Vista ◊ ◊ ◊ ◊ ◊ ◊

- To create a VPN shortcut; Click your Start Button in the bottom left-hand corner.
- Click **All Programs**.



- Double-click **Cisco Systems VPN Client**.
- Right-click **VPN Client** and choose Send > Desktop (as shortcut).



◊ ◊ ◊ ◊ ◊ Section B – Windows Vista ◊ ◊ ◊ ◊ ◊

- Double-click **VPN Client** on your desktop.



- Choose **Connect**.



- Enter your Mercy Username and Password.



- If you see the continue/banner message then you are on the Mercy VPN.

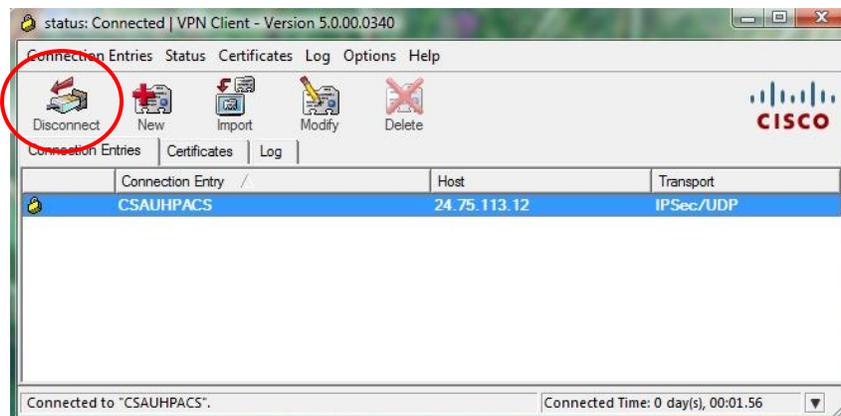


II: Disconnect from VPN:

- On the bottom right hand corner of the screen, right-click on the yellow lock and choose **Disconnect**. You are now disconnected.



- Alternatively, launch the VPN Client again by double-clicking the lock on your desktop and choose **Disconnect**.

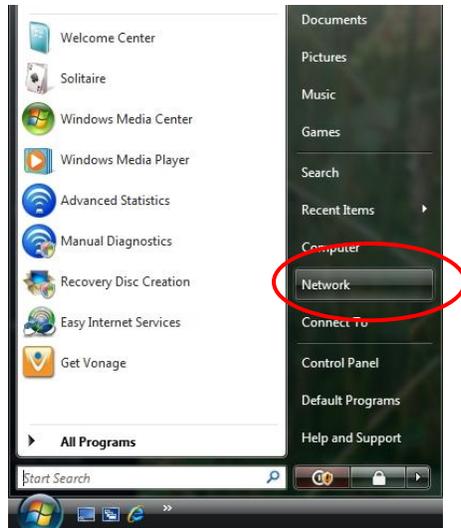


III: Install Meditech on the Web:

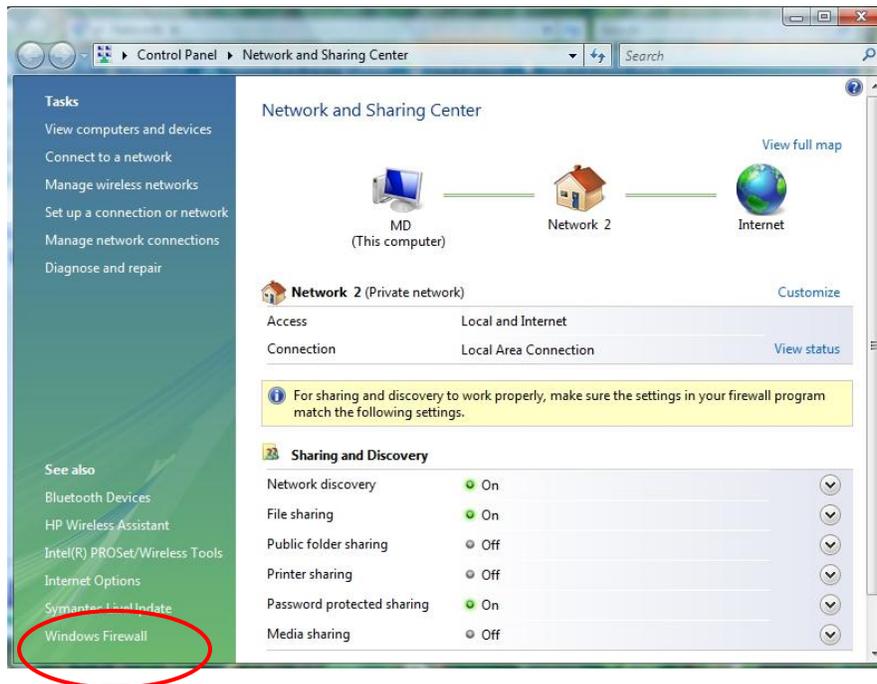
NOTE: You must be an administrator on your PC. Call your office IT personnel to verify that you are an administrator before continuing.

- To connect you must disable your firewall. Click on the **Start** button and then **Network**.

◦ ✧ ◦ ✧ ◦ ✧ ◦ Section B – Windows Vista ◦ ✧ ◦ ✧ ◦ ✧ ◦

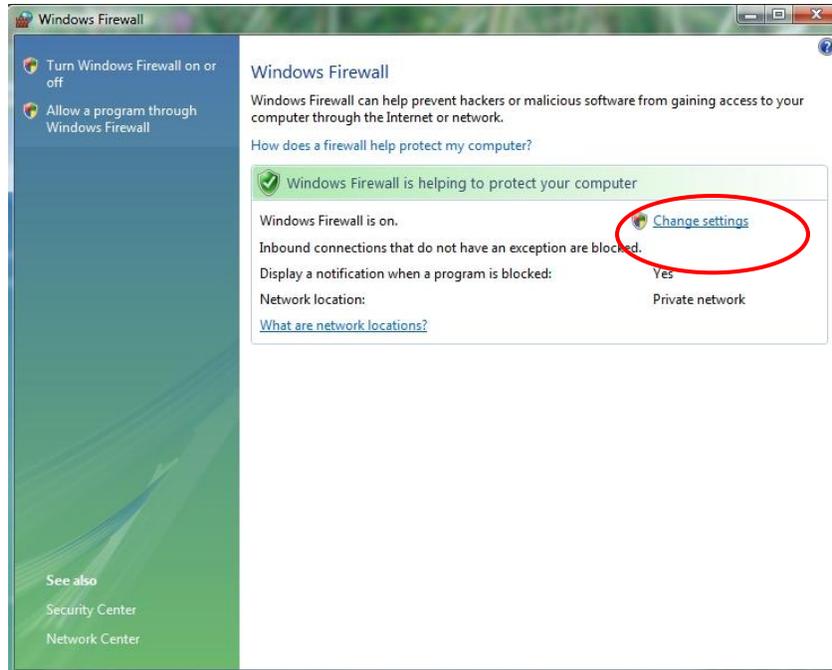


- Click **Windows Firewall** in the bottom left-hand corner.

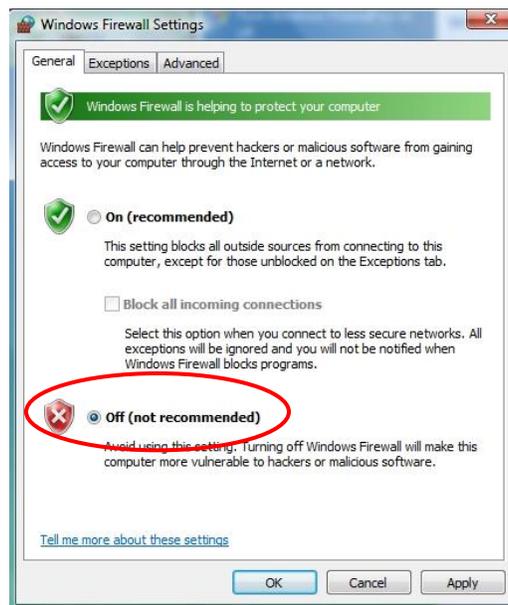


- Click **Change Settings**. If a prompt comes up choose Yes to continue.

◦ ✧ ◦ ✧ ◦ ✧ ◦ Section B – Windows Vista ◦ ✧ ◦ ✧ ◦ ✧ ◦

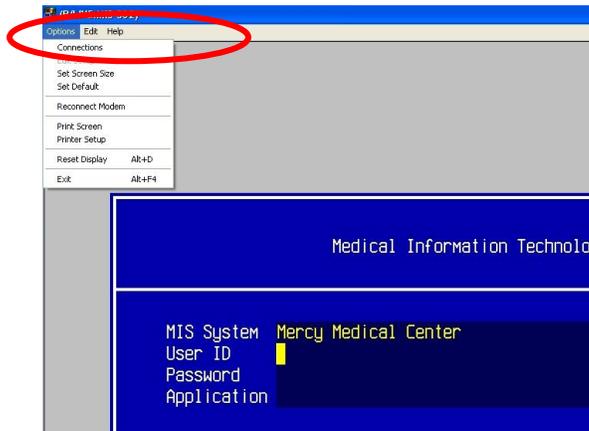


- Click **Off** then **OK** to exit.

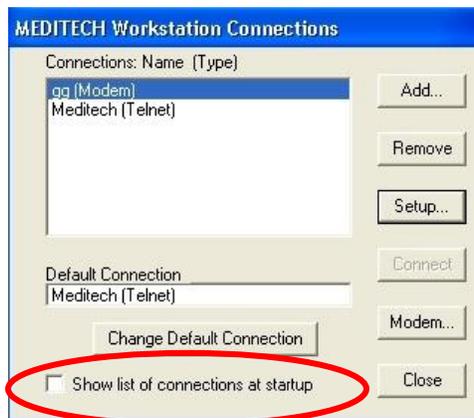


- **If you cannot turn your firewall off:** If your firewall cannot be turned off due to policy restrictions, you must allow an exception to three Meditech programs. Click the **Exceptions** tab from the above window and then click **Add Program**. Click **Browse** to add the following programs:
 - “C:\Program Files\Meditech\Print\VMagicPPII.exe”
 - “C:\Program Files\Meditech\Station325A\T.exe”
 - “C:\Program Files\FCG\FirstWorks\FirstConnect\Client\tunnel.exe”

- **If you already have Meditech on your system:** we must set Meditech up to allow multiple connections. If you use Meditech for other hospitals, or want to use our VPN and Meditech on the Web, then **do not skip** this step.
 - Start Meditech by double-clicking the shortcut on the desktop.
 - Click **Options** at the top of the window, then click **Connections**.

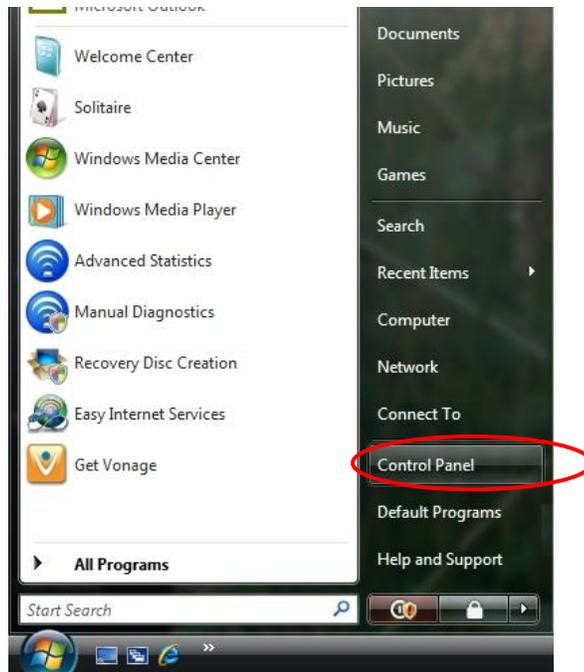


- Put a check at **Show list of connections at startup** and then click close.

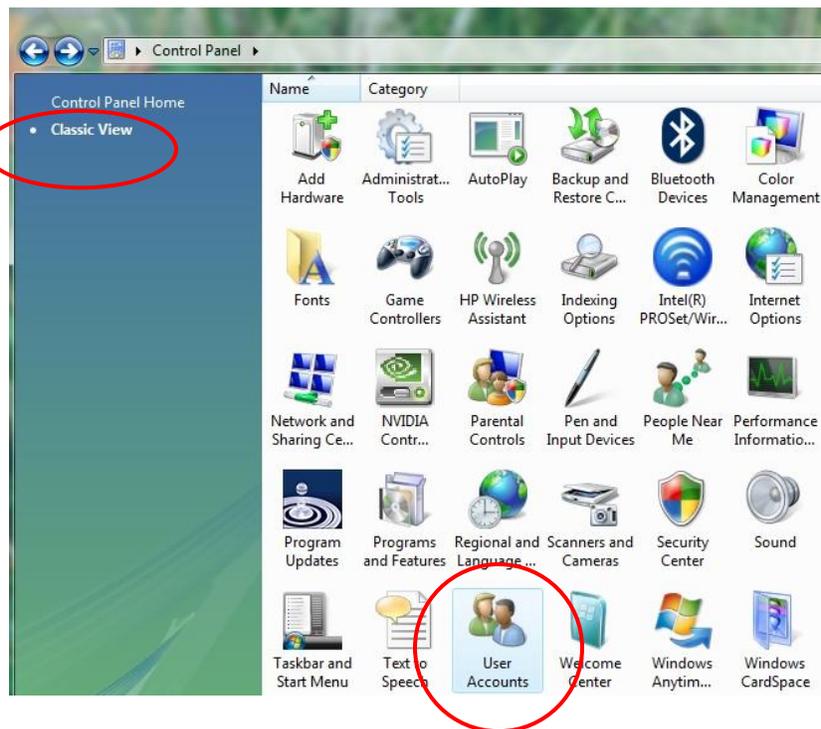


- Close out of Meditech.
- We must turn off UAC for Meditech on the Web to Install. Click your Start / Windows button and go to **Control Panel**.

◊ ◊ ◊ ◊ ◊ Section B – Windows Vista ◊ ◊ ◊ ◊ ◊

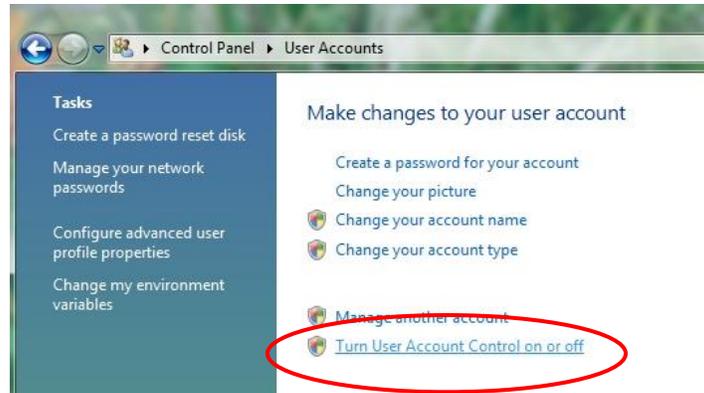


- Click **Classic View** then click **User Accounts**.



- Click **Turn User Account Control on or off**. Click **Yes** at the popup.

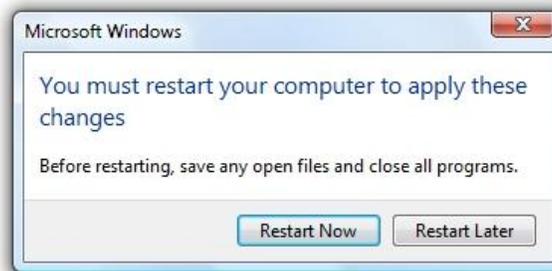
◊ ◊ ◊ ◊ ◊ ◊ Section B – Windows Vista ◊ ◊ ◊ ◊ ◊ ◊



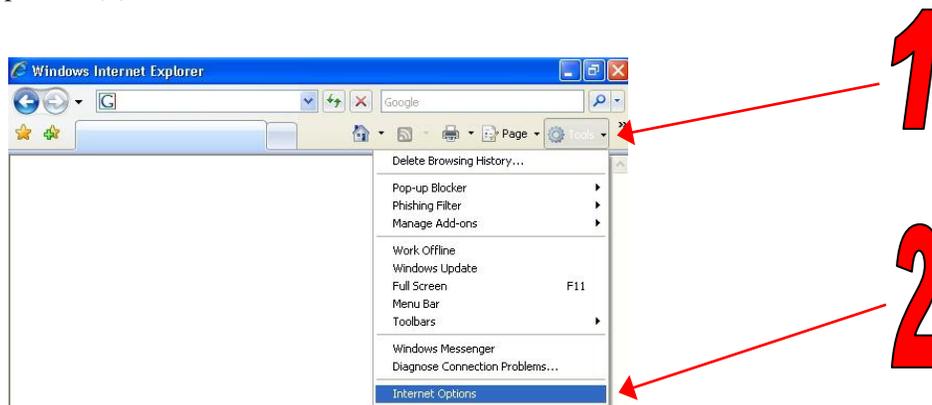
- Uncheck **Use User Account Control (UAC)** and click **OK**. Click **Yes** if another prompt pops up.



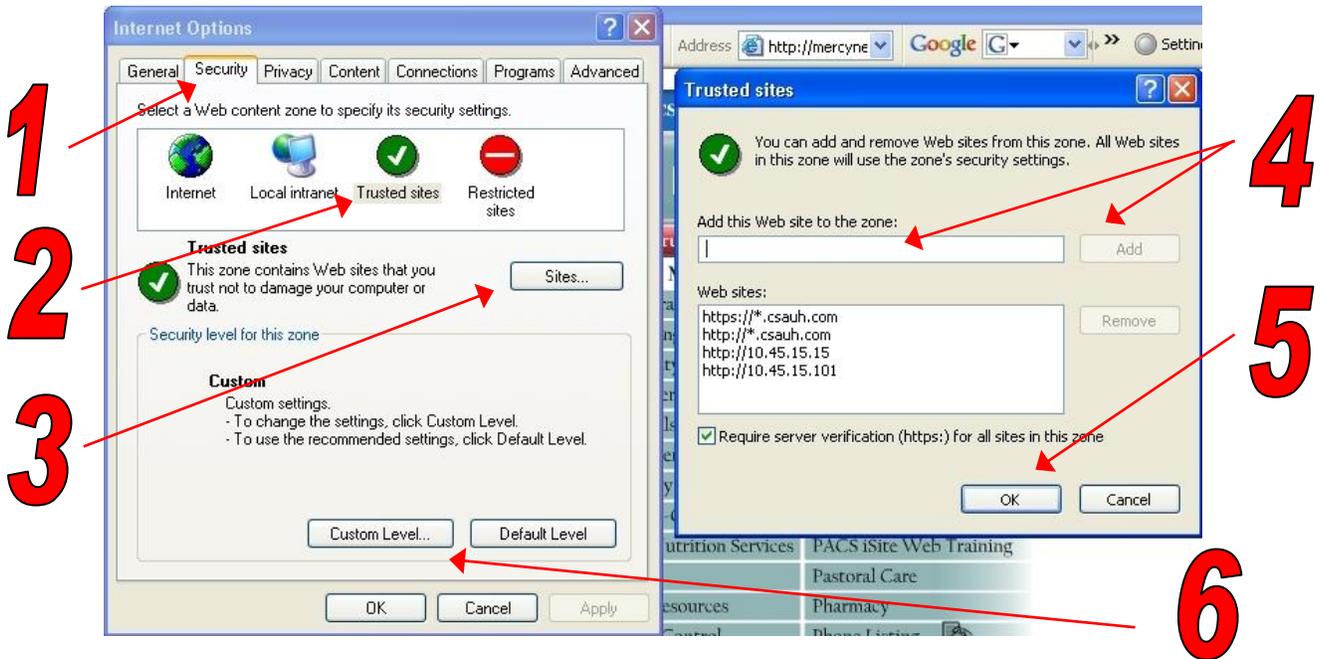
- Click **Restart Now** and wait for PC to restart before continuing.



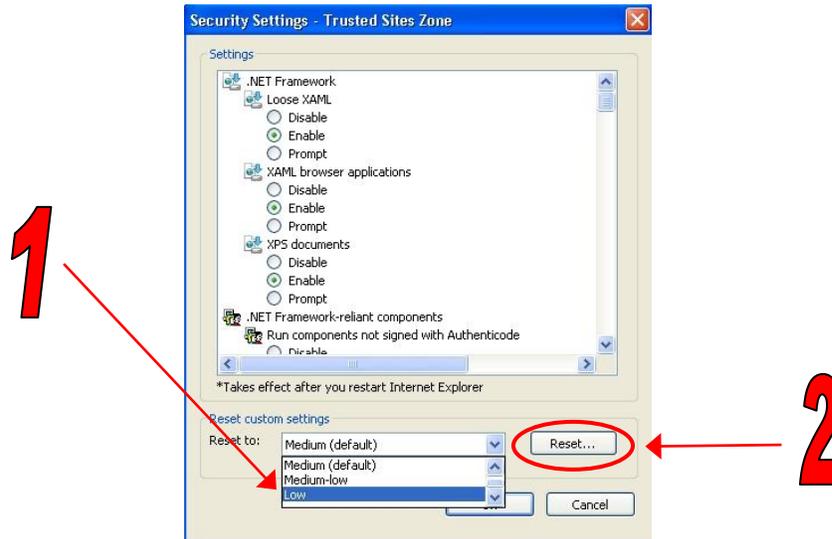
- Open Internet Explorer and click on the *Tools* (1) button, and then click *Internet Options* (2).



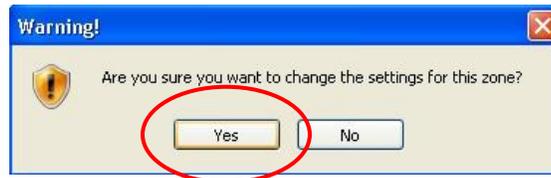
- Click on the *Security* tab (1), then single click on *Trusted Sites* (2), and then click the *Sites* (3) button. Type <https://csauh.com> in the blank and click *Add* (4). Click *OK* (5) then click *Custom Level* (6).



- At the bottom choose *Low* (1) from the drop down list. Then click *Reset* (2).



- Choose the *Yes* button to confirm your change.



- Click *OK* to save your changes. Click *OK* again to save your settings.
- **To setup a shortcut to Meditech on the Web** (only do this the first time):

- Type <https://meditech.csauh.com/firstconnect> and hit enter.
- When the page displays, click on **Favorites** at the top of the page.
- Click **Add to Favorites**.

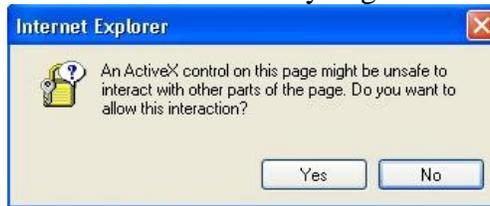


- Name it **Mercy on the Web**.

- Click Favorites then **Mercy on the Web** to launch the website.
- Always click the first link, **MEDITECH_325A**



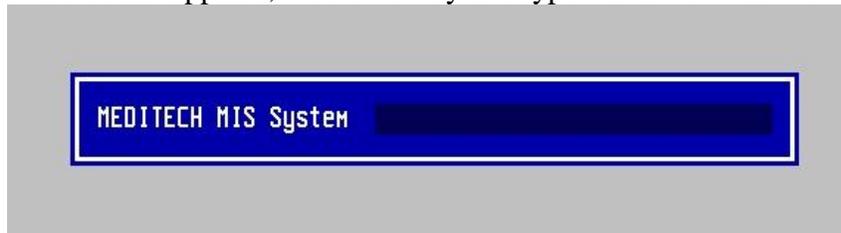
- Click **YES** to run the ActiveX control. If you get additional pop ups, click **Yes**.



- If a **Meditech Workstation Connections** window pops up, click FCGConfig and click connect.



- When a blue bar appears, hit the **F9** key and type **2** and hit **Enter** for Mercy.



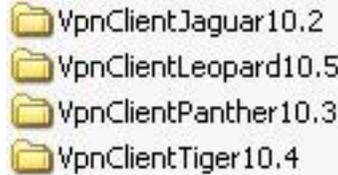
Section C

Mac OS X 10.2+

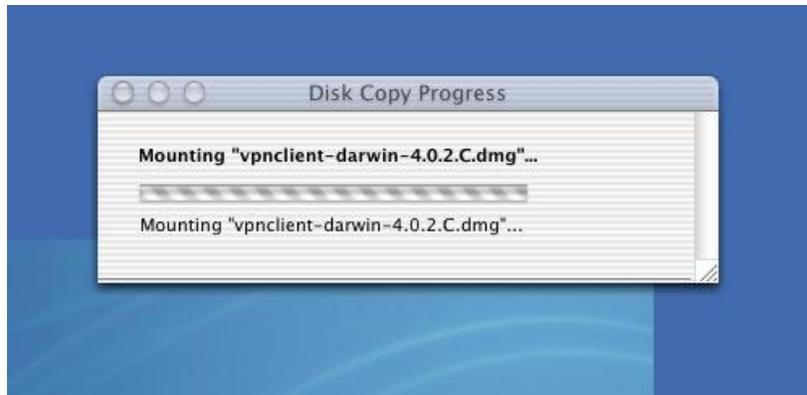
I: Install VPN Client:

NOTE: You will need an administrator password to complete the VPN install. Also note Leopard's built-in VPN client cannot be used to connect to the Mercy network.

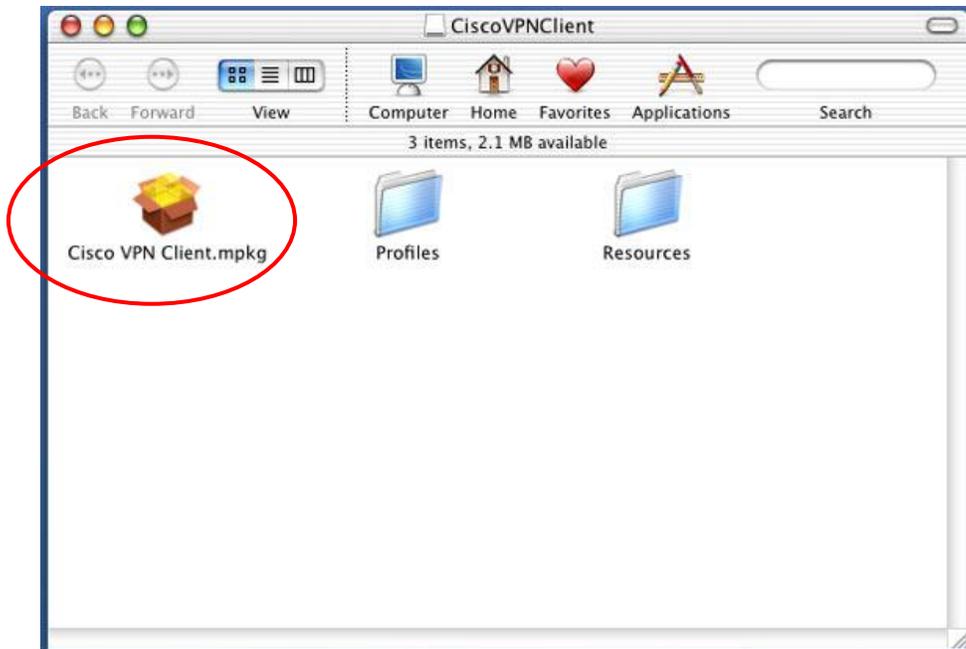
- Open the CD, go into the MAC folder and choose the VpnClient folder that corresponds to your operating system version.



- Double-click the .dmg file to mount.



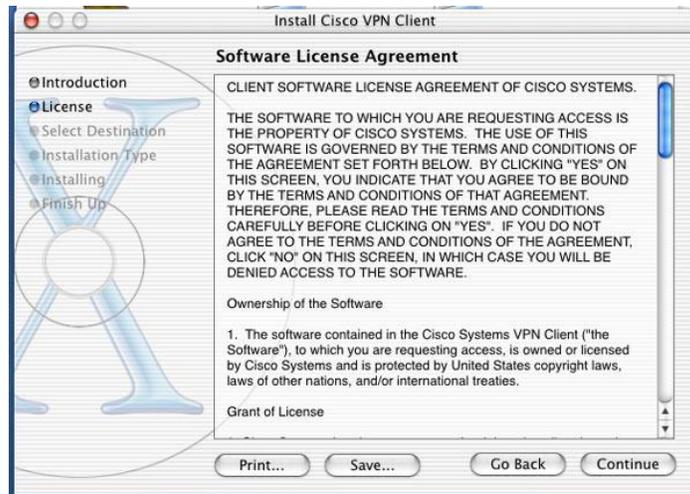
- Double-click the **Cisco VPN Client** folder on the desktop and then double-click **Cisco VPN Client.mpkg** to begin installation.



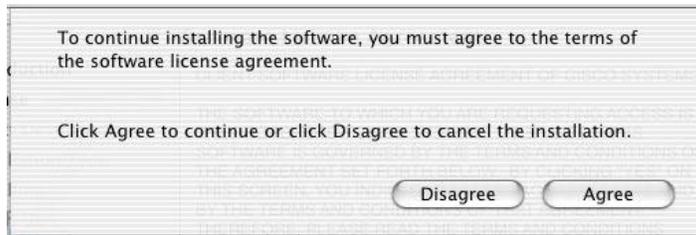
- Click **Continue** to install.



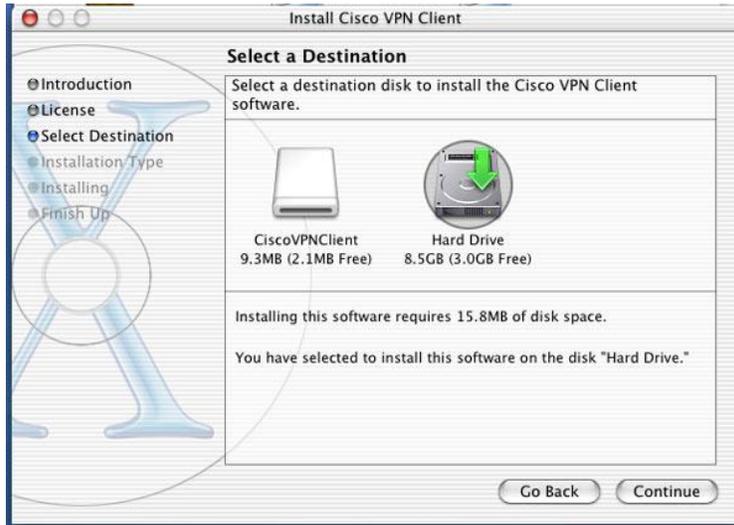
- Click **Continue** when the license is displayed.



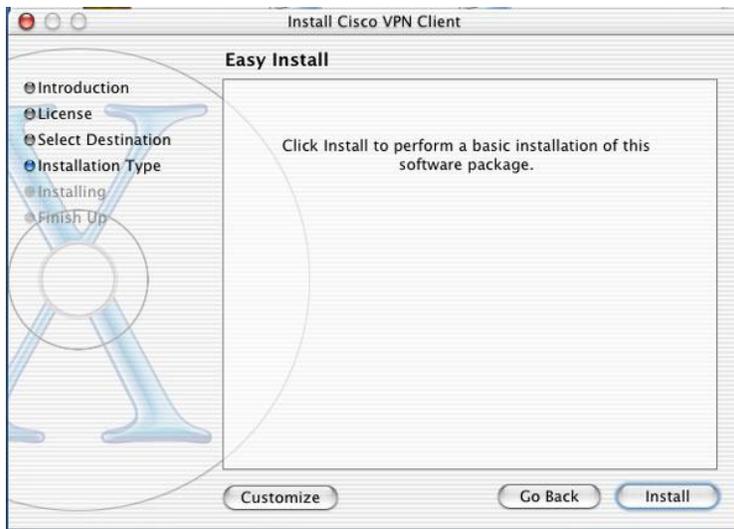
- Click **Agree** to accept the license.



- Select the hard drive that you want to install the VPN on.



- Click **Install**.

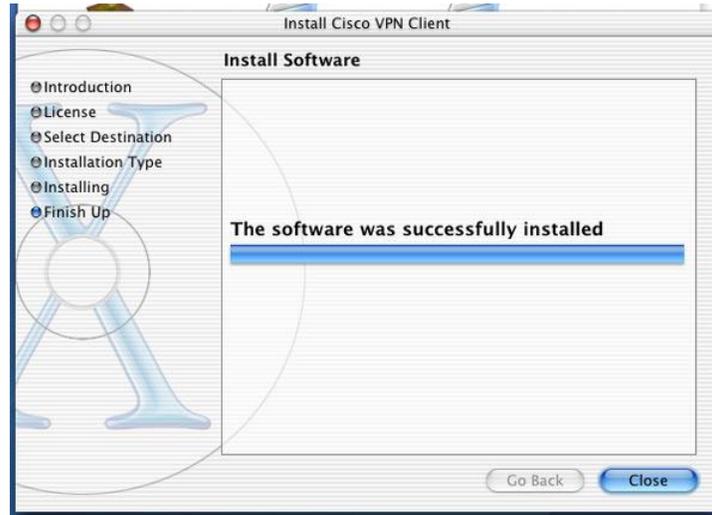


- Enter an Administrator account to begin install.



***** Section C – Macintosh *****

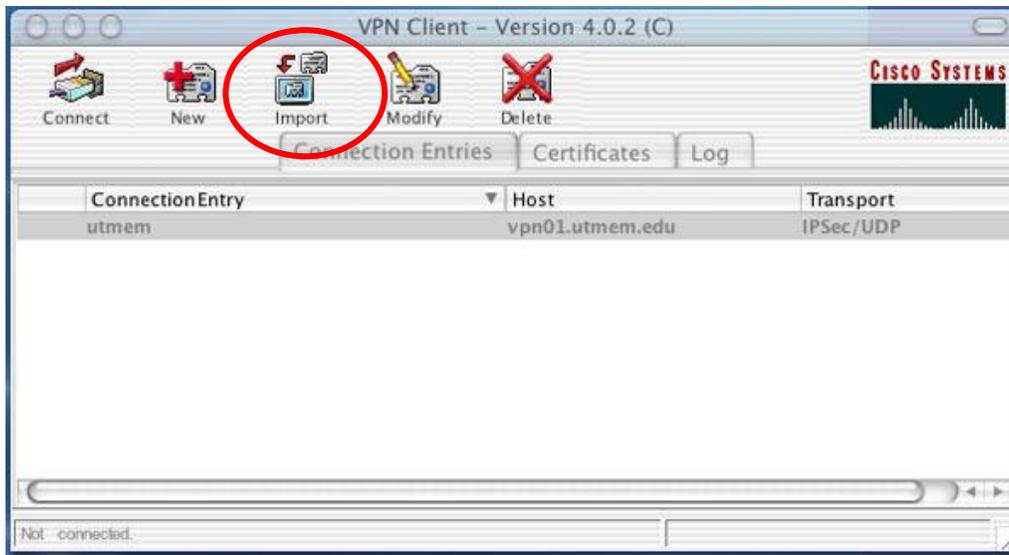
- Wait for software to finish and click close.



- Old versions of the application require a restart. Do so if prompted.
- Open the **Applications** folder and drag **VPNClient** to your dock.



- Click **VPNClient** from your dock to open the application.
- If you have an entry for **utm**, highlight it and click delete. Click delete to confirm the deletion.



- Click **Import**.
- Find the **CSAUHPACS.pcf** file on the CD in the **MAC** folder. Highlight the file and click **Open**.
- The VPNClient window should now have a connection entry for CSAUHPACS. The VPN has been installed successfully.

II: Install Terminal Services:

- Open the CD and go into the **MAC** folder.
- Open the **Microsoft RDP 10.2 or later** folder.
- Double-click the **RDC103EN.dmg**.
- **If the above file doesn't work:** There are three files of the same program in this folder and are here for compatibility. Double-click the file that works with your OS. If you do not know, go down the line double-clicking each one until one installs / mounts.
- A **Remote Desktop Connection** folder pops up. Click and drag the icon to the **Applications** folder.
- From your **Applications** folder, open the **Remote Desktop Connection** folder.
- Drag the **Remote Desktop Connection** application to your dock.
- Installation is complete.

III: Sign on to VPN:

- Click **VPNClient** from your dock and click **Connect** in the VPN Client Window.
- Enter your username and password at the popup.

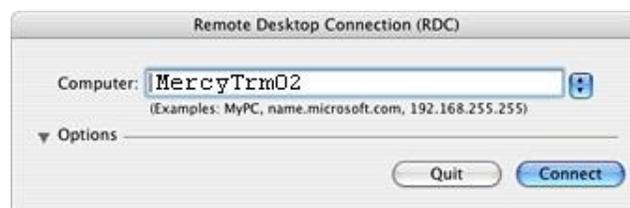


- If you get the continue message then you have successfully connected to the VPN.

IV: Access Meditech & PACS:

NOTE: You will not be able to print from Meditech and you will not be able to view PACS images at full quality.

- Sign on to the VPN using the instructions from the previous section.
- Once on the VPN, click **Remote Desktop Connection** from the dock.
- Enter **MercyTrm02** as the server and click **Connect**.



- Enter your username and password and make sure the domain is **CSAUH**. Click **OK**.
- A desktop will appear.
- Open Meditech as usual from the desktop shortcut.
- If you need iSite PACS you may find it on MercyNet or you can open Internet Explorer and type in the address of <http://10.45.15.15>. Save it as one of your favorites and you will be able to access it everytime you sign on.

V: Uninstall VPN:

NOTE: You need an administrator password to complete the following steps.

- Log in to the machine with an administrator account.
- Open a terminal window (Hard drive, then Applications, then Utilities, then Terminal).
- Type in the following command and then press enter: `/usr/local/bin/vpn_uninstall`
 - If you get an error type: `sudo usr/local/bin/vpn_uninstall`
- If you are asked for a password then type in the administrator or root password.
- When prompted to remove the VPN client, type yes.
- When prompted to remove all existing files and certificates, type yes.

```
Terminal — tcsh (tty1)

[localhost:~] root# /usr/local/bin/vpn_uninstall
-----
Cisco Systems VPN Client Version 3.7 Darwin uninstaller
Copyright (c) 1998-2001 Cisco Systems, Inc. All Rights Reserved.
Please review the license agreement found in license.txt
-----
YOU MUST BE LOGGED IN WITH AN ADMINISTRATOR ACCOUNT.
-----
Are you certain that you wish to uninstall the Cisco VPN client? [no] yes
Do you wish to remove all existing profiles and certificates? [no] yes
- existing profiles and certificates will be removed.
[ cleaning up installed files and directories... ]
==> removing: /usr/local/bin/vpnclient ( VPN dialer )
==> removing: /usr/local/bin/ipseclog ( VPN log viewer )
==> removing: /usr/local/bin/cvprd ( VPN daemon )
==> removing: /usr/local/bin/cisco_cert_mgr ( VPN certificate manager )
==> unloading NKE: /System/Library/StartupItems/CiscoVPN
Stopping Cisco Systems VPN Driver
unload kext /System/Library/Extensions/CiscoVPN.kext succeeded (any personalities also unloaded)
==> removing: /System/Library/StartupItems/CiscoVPN ( autostart feature )
==> removing: /System/Library/Extensions/CiscoVPN.kext ( IPSec NKE )
==> removing: /etc/CiscoSystemsVPNClient ( profiles, certificates, init files )
-----
Cisco Systems VPN client uninstall completed successfully.
-----
[localhost:~] root#
```