# hCare access

## Features

HCA is excited to bring to our physicians the speed and convenience of our best remote login solution to date "**hCare access.**" The best part is, it is available now!

**Features:**
- ➲ Virtual Desktop Technology
- ➲ Connects you at work or at home
- ➲ Connection time is 75% faster
- ➲ Quick one time enrollment
- ➲ Compatible with Windows and Mac

## Access

**hCare access** web address:
https://laspalmasdelsolhealthcare.com/remote-gateway-access/

## Installation

hCare access requires a one time installation of the client on the physical machine. This guide will walk you through these steps. If you wish to install hCare access on a Mac please refer to page four of this guide.

To connect to hCare access type your hCare access web address in your internet explorer's address bar and press enter. When the **Welcome page** appears enter your current User Name and Password, and click the **Log On** button.



The "**Download Client**" dialog box appears, click the blue **Download** button, click **Run** on the "**File Download"** dialog box and the hCare access client will begin installing on your machine.
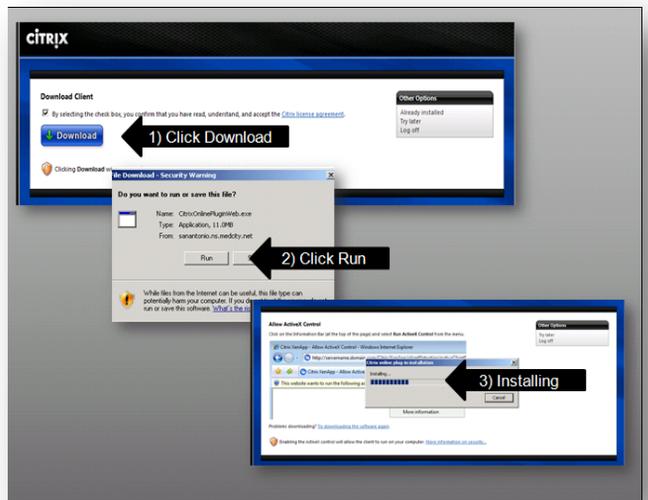


## Enrollment

After installation is complete, hCare access requires some unique identifying information from you. This step is referred to as enrollment. A screen is presented for you to select, four security questions from a drop down list, then provides a text box for you to enter your personal answers.

Once enrollment is complete you will not have to do this again. Before leaving this page notice there is a **Yes** or **No** question at the bottom confirming that you would like this machine to remember you, or not. Make your choice and click "**Continue**" to proceed.



Remember this is just on the initial login of that machine, all subsequent logins hCare access will "KNOW" you by your username and password, the same user name and password you have now.



A confirmation page is sent for your review, if any information isn't correct, click the "**Update Your Settings"** button or "**Finish"** to proceed.

From this point forward logging in on this machine will consist of clicking the hCare access link, providing your user name and password and your desktop will be presented.



The desktop will resemble the ones you are familiar with inside our HCA facilities.

**Logging In On A Different Computer**

If you log in on a different computer, one you have not used hCare access on before, you will have to go thru the install process but not the enrollment step. Once hCare access is installed however you will only be presented with two of the enrollment questions you supplied during the initial enrollment step. By answering these questions correctly and supplying your user name and password you will create a "**match**" and hCare access will log you in and present your desktop.

## My Home Computer is a Mac

Since you now have multiple points of entry… What if your home computer is a Mac? hCare access is compatible with Mac's operating system and utilizes Mac's web browser, Safari.

## Time Outs

If you are logged into hCare access and need to walk away the system will remain engaged for 20 minutes before timing your session out. You will receive a warning that the session is about to be suspended. If this occurs, simply connect to hCare access and log back in, all your applications will remain open unless you have exceeded the applications build-in timeout rule.

## Disconnect vs. Log off

If you are going to disengage temporarily, the preferred method is to click the Start button in the task bar and select "**Disconnect"**. This will end your session, freeing the machine to allow someone else to log in.

To reconnect simply link to hCare access supply your user name and password and hCare Access will present your desktop.
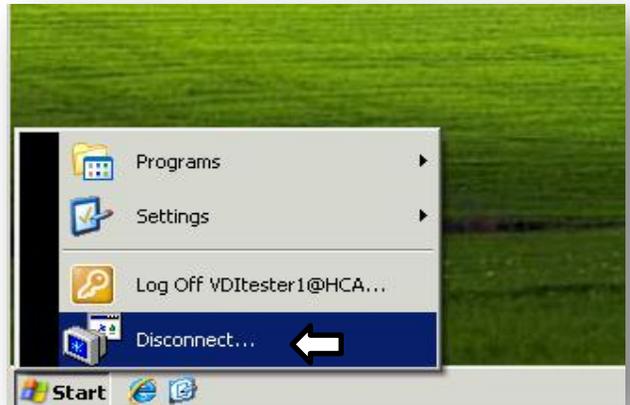
## Log off

Log off should be your choice if you are ending your session for the day. Simply click the Start button in the task bar and select "**Log off"**.
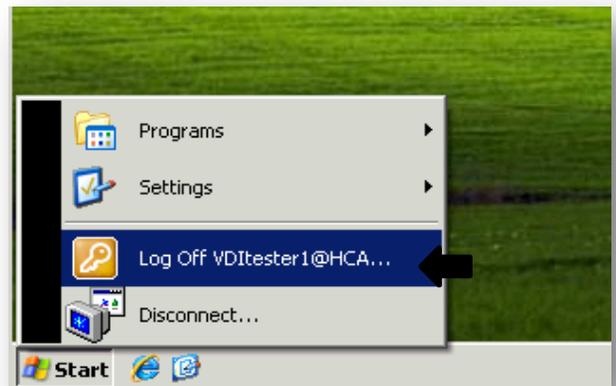
## Compatible Browsers

**MS XP** – 32 bit OS, IE 6, 7 & 8-32bit *
**VISTA** – 32 & 64 bit OS, IE 7 & 8-32bit *
**Windows 7** – 32 & 64 bit OS, IE 8 32bit*
**Mac** – 10.5,10.6 OS X, Safari 5*

* Alternative approved browsers Chrome 6 and Firefox 3.6

## Support

Your division CS, PSC or PSL is ready to address any questions or concerns.

## Installation

Mac installation has a few more steps than the Windows version. This guide will walk you through the process.

Open a browser and access the hCare web address provided by your PSC.

https://cwt.vdi.medcity.net

When the Welcome page appears enter your current User Name and Password, and click the "**Log On"** button.

Assuming you have logged on to the hCare access client before on a previous machine and completed enrollment. hCare access will present two of your indentifying questions. Enter your answers and click "**Continue".**
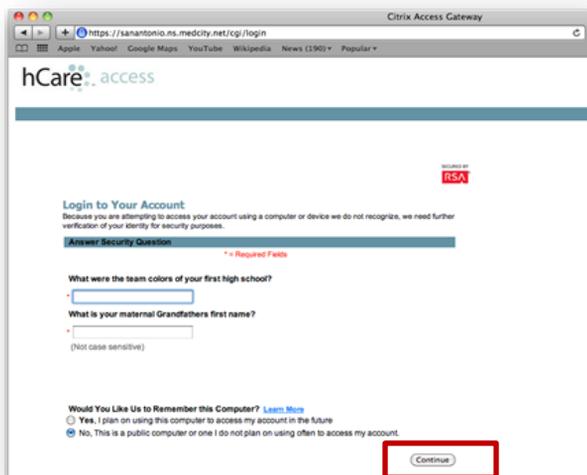
The "**Download Client** "dialog box appears, click the "**Download"** button, the client will begin to install, click **"Continue"** to install the plug-in.
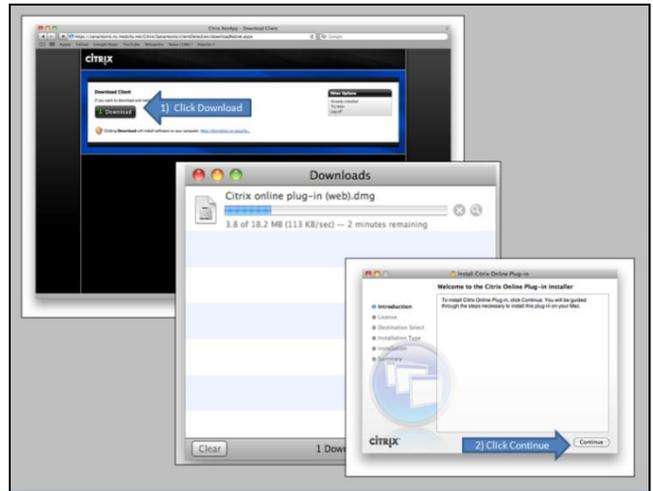
The Software License Agreement appears, click "**Continue"**.

Click "**Agree"** to the terms of the agreement.
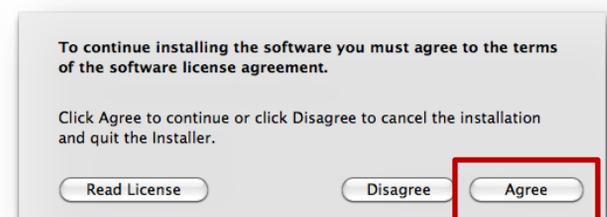
Next the "**Select a Destination**" dialog box will appear. Select the **hard drive** as the destination for the install and click the "**Continue**" button.



The "**Standard Install on a Mac HD**" dialog box will appear, click "**Install**."
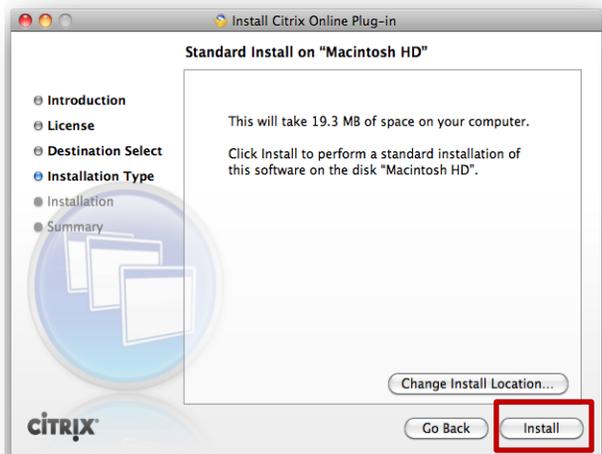


The online plug-in on a Mac requires Administrative rights so you must put in the credentials to the Admin account. *This would be the same credentials you would supply anytime you install software on your Mac.*

Click the blue "**OK**" button.



The green check confirms your installation was successful. Click the blue "**Close**" button.
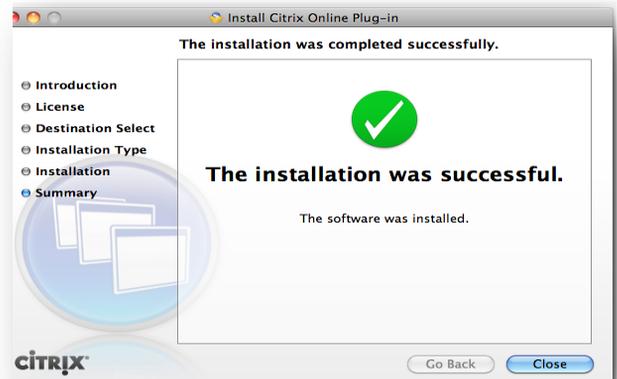


Your desktop will be presented to you and you are ready to go.