

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

Each division will provide their specific hCare access web address.



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 username 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.

Authentication

From this point forward logging in on this machine will consist of clicking the hCare access link, providing your username 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 username and password you will create a "**match**" and hCare access will log you in and present your desktop.

Customer Support:

For more Information please visit us at
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915-621-6622.