

ONE[®] Network

Installing Check Point SecuRemote Client for Macintosh

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Document Control

Revision History

Date	Version	Revision
Apr 2008	5.0	Update for MAC OS 10.5 Leopard.
Oct 2007	4.0	Removal of xWAVE email address.
Dec 2005	3.0	Re-branded to ONE Network
Sept 2005	2.0	Updated Release
Feb 2005	1.0	Initial Release

Authorized Reader

Role(s)

Role 1 Physicians

Role 2 LAN Installers

Role 3 Other Health Care Providers

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Table of Contents

1.0	About this Document	5
1.1	Document Approach and Scope.....	5
1.2	Audience.....	5
1.3	Reference Material	5
2.0	Read Me First	6
3.0	General Overview of the ONE Network Design	7
4.0	Important Notes	9
4.1	Help Desk.....	9
4.2	Installation SecuRemote Client for Macintosh	9
4.2.1	Operating Systems.....	9
4.2.2	The SOFA IP Address for your Office.....	9
4.2.3	The SOFA IP Address of Another Site within your ONE Network Group.....	9
4.2.4	Connecting to your Office	9
4.2.5	Connecting to Another Office	10
4.2.6	Moving to a New Office.....	10
4.2.7	Obtaining a User ID and Password	10
4.2.8	Forgotten User ID and/or Password	10
4.2.9	Adding a ONE Network Account	10
4.2.10	Deleting a ONE Network Account from your Site	11
4.2.11	Password Change.....	11
5.0	Uninstall Check Point SecuRemote	12
5.1	Save and Close Documents	12
5.2	Open the Applications	12
5.3	Confirm Deletion.....	13
5.4	Reboot your System	14
6.0	Installing the New ONE Network Client	15
6.1	Save and Close Documents	15
6.2	Gather Information.....	15
6.3	Download the Secure Client.....	15
6.4	Launch the Executable.....	16
6.5	Save and Close Documents	21
6.6	Create a New Site.....	21
6.7	Open SecureClient.....	21

6.8 Enter the Connection Information..... 23

6.9 Name the Connection 28

6.10 Adding another Connection..... 32

6.11 Download the User Guide 32

6.12 Using ONE Network..... 33

6.13 Clean your Desktop 33

7.0 Appendix A - Glossary34

Table of Tables

N/A

Table of Figures

N/A

1.0 About this Document

1.1 Document Approach and Scope

This eHealth Ontario (eHO) document provides instructions on how to perform the following tasks:

- Remove Check Point SecuRemote software installed on your computer.
- Install ONE Network SecuRemote Client application for Macintosh 10.5.x (Leopard).
- Download the eHO guide *Using ONE Network SecuRemote Client for Macintosh*.

1.2 Audience

This document is intended for eHO Clients authorized to install the ONE Network SecuRemote Client application on their office or home computer(s).

1.3 Reference Material

Using ONE Network SecuRemote Client for Macintosh document

2.0 Read Me First

SecuRemote Client can be installed on any Macintosh 10.5.x (Leopard) workstation (or lower) to gain remote access to either an office hosting a CMS server or any site(s) within a ONE Network group.

Triggers	Requirement to connect remotely to your office CMS server or any office within your ONE Network group.
Inputs (Requirements)	The ONE Network account letter containing your: Username and Password Office SOFA ONE NETWORK IP Address Hub site's SOFA ONE NETWORK IP Address (optional)
Outputs (Deliverables)	A configured workstation enabling you to connect remotely to either the office CMS server or any office within your ONE Network group (depending on the access you have been authorized for).
Estimated Time to Completion	The installation process for SecuRemote Client software takes approximately 15 minutes.
Tools	Access to the Internet. Administrative rights to your computer.
Competencies	Basic computer skills.

3.0 General Overview of the ONE Network Design

A ONE Network Group within the OntarioMD association consists of one hub site with none, one, or more spoke sites connected with IPSec VPN tunnels.

The **Hub Site** is the central location housing shared group applications such as the Clinical Management System (CMS) which gathers administrative, billing and clinical information such as patient medication history, allergies and laboratory results.

The **Spoke Site** refers to another office within a ONE Network group that requires access to the hub site.

***Note:** Each Hub and each Spoke resides on its own ONE Network circuit.*

A **Hub** is distinguished from a **Spoke**, by among other things, the **Managed Service Unit ID (MSUID)**. The **Hub MSUID** ends in **Hxxe**, the **Spoke MSUID** ends in **Sxxe**, e.g. H01e or S02e.

Each site has an authorized physician and may also have a backup physician. Both are referred to throughout this document as a **Primary Physician** or a **Primary Contact**. They are responsible for maintaining the ONE Network accounts for the staff and vendors at their medical location and are listed on the ONE Network Order Form.

To receive ONE Network account(s) the Primary Physician must complete and sign a **ONE Network Remote Order Form** indicating the number of accounts required.

The following three ONE Network account configurations are available:

- **Staff Account** (referred to as a **Hub** and **this Spoke** account) is provided to staff at a medical location to allow them access to the hub site as well as to their own office (spoke). ***Note:*** If the staff's office is located at the hub site, their access is limited to the hub only.
- **ONE Network Group Account** (referred to as a **Hub** and **all Spokes** account) is for staff and vendors who require access to the hub site and all spokes within the ONE Network Group.
- **Vendor Account** (referred to as a **Site** account) are for staff and vendors (e.g. LAN installer) requiring remote access to only that site.

There is no limit to the number of accounts that can be requested for a site or a ONE Network Group, however, the maintenance of these accounts is the responsibility of the physician who orders them.

There are three **ONE Network Account Changes** that can be requested for an existing account: **Add**, **Delete**, and **Password Reset**.

- An **Add** is used to allow a user additional spoke(s) access within a ONE Network Group. A ***ONE Network Change Form*** must be completed and signed by the Primary Physician at the spoke site requesting access. In order to complete the Change Form, the Primary Physician at the new office requires the user's existing User ID and the MSUID (if available, otherwise, the address of the first location).
- A **Delete** removes an existing account. Only the Primary Physician can remove a user from a site and this is completed by contacting the **Client Help Desk**. If the Primary Physician is the hub physician and the account being deleted is a *hub and all spokes* account he/she can approve the deletions of all sites.
- A **Password Reset** simply changes the password. This too is facilitated by contacting the Client Help Desk.

If a staff member moves within the ONE Network Group or to another ONE Network Group the move is treated as an add and delete. Consequently, they receive a new account.

4.0 Important Notes

4.1 Help Desk

If you experience a technical issue when installing or using your ONE Network VPN-1 SecuRemote Client, please contact your help desk.

4.2 Installation SecuRemote Client for Macintosh

4.2.1 Operating Systems

The SecuRemote Client application is designed for workstations currently using Macintosh 10.5.x (Leopard) Operating Systems.

4.2.2 The SOFA IP Address for your Office

The SOFA IP address for your location is included in the letter containing your ONE Network User ID and password.

If the SOFA IP address cannot be located, the Primary Physician should contact Level 1 support, who in turn contacts eHO. eHO faxes the SOFA IP address to your medical location. The turnaround time for this process is one business day.

4.2.3 The SOFA IP Address of Another Site within your ONE Network Group

The SOFA ONE NETWORK IP address for each site within the ONE Network group can be obtained from the Primary Physician for that medical location.

4.2.4 Connecting to your Office

The ONE Network SecuRemote Client download process can begin once the end user has received their letter containing:

- Username
- Password
- Office SOFA IP address

4.2.5 Connecting to Another Office

Once the end user has received the **User ID** for their main office, the Primary Physician at a second office within that ONE Network Group may complete and sign the **ONE Network Change Form**. To complete this form, the Primary Physician needs to know the individual's **User ID** and the **MSUID** for their office. The completed form initiates the user's ONE Network access to the second site.

The information required to connect to the second location arrives in a letter marked **Private and Confidential**, addressed to the Primary Physician of the new medical location. The turnaround time for this process is three business days once eHO has received the completed form, and any additional time taken by the Courier.

***Note:** User IDs and Passwords are unique to a ONE Network Group. If access is required to sites outside the ONE Network Group it is considered a new order.*

4.2.6 Moving to a New Office

If a user moves to a new medical office outside their current ONE Network group, a new User ID and password are required to access the location. This is considered a new order.

4.2.7 Obtaining a User ID and Password

ONE Network User IDs and Passwords are sent to the Primary Physician in a letter marked **Private and Confidential** via a Courier. If the Primary Physician does not receive the account information within seven business days of eHO receiving the order, the physician should call the Client Level 1 support.

4.2.8 Forgotten User ID and/or Password

If you forget your User ID and/or Password, contact the Primary Physician at your medical facility.

4.2.9 Adding a ONE Network Account

To add additional account(s) the Primary Physician at the medical location completes and signs a **ONE Network Order Form**.

4.2.10 Deleting a ONE Network Account from your Site

To delete a ONE Network account the Primary Physician at the medical location must contact the Client Level 1 support who contacts eHO. The ONE Network account User ID and Password are disabled within four business hours of eHO notification.

***Note:** Only the Primary Contact(s) can remove a user from a site. If the Primary Physician is the hub physician and the account being deleted is a **Hub** and **All Spokes** account he/she can approve the deletions of all sites. A Primary Physician can request that the Back-up Physician be deleted and vice versa.*

4.2.11 Password Change

If a password must be changed, the Primary Physician at the site contacts the Client Level 1 support, who in turn contacts eHO. A new password addressed to the Primary Physician arrives in a letter marked **Private and Confidential** within three business days of eHO receiving the request and any additional time taken by the Courier.

5.0 Uninstall Check Point SecuRemote

The following steps in this section are to be completed **ONLY** if you currently have a version of **Check Point SecuRemote Client** on your computer. If you have any concerns regarding the removal of your current version of SecuRemote, please contact your local technical support.

If you do not have a version of Check Point SecuRemote Client on your computer, proceed to **Section 6.0 Installing the New ONE Network Client**.

***Note:** Should you choose to run other VPN clients along with the ONE Network SecuRemote, there could be implications such as restricted access to other clients or resources. eHO supports only a single instance of remote software, the version identified in this document.*

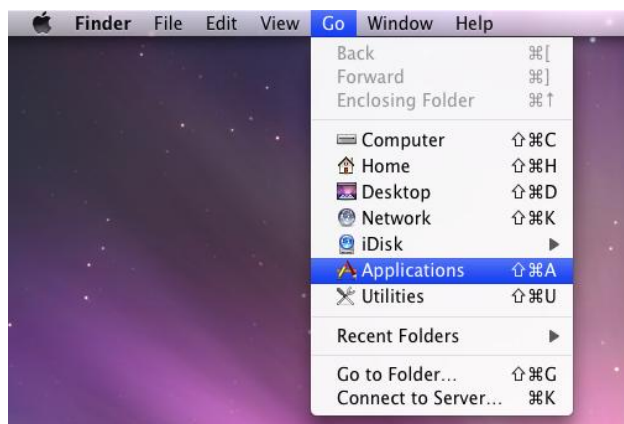
5.1 Save and Close Documents

Before you start this procedure, save and close all documents that are open on your desktop.

5.2 Open the Applications

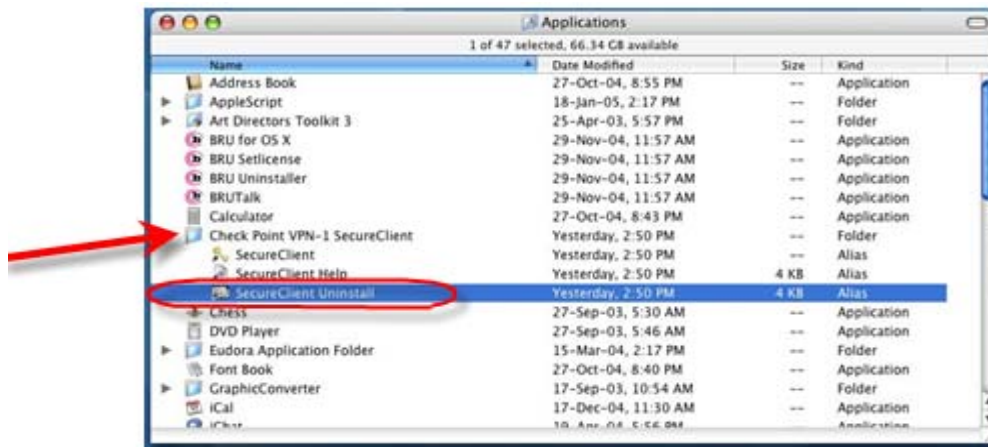
From your **Desktop**, navigate to the **Main Menu**.

Click **Go**, and then select **Applications**.



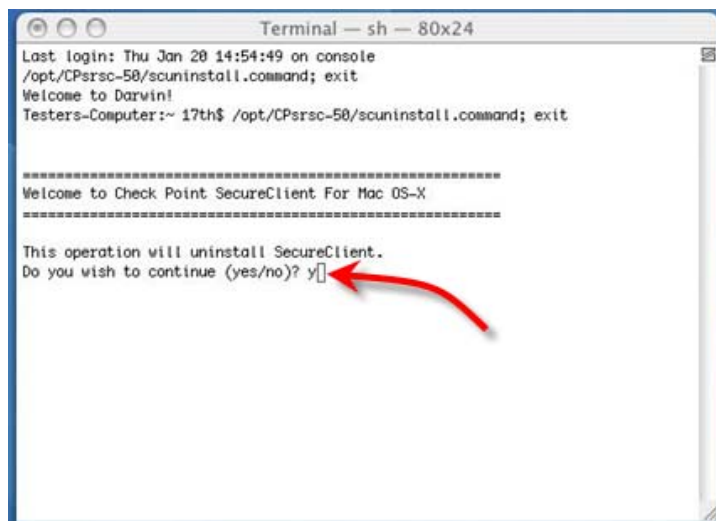
The **Applications** list appears. Click the **Triangle** icon for details.

Navigate to the Check Point VPN-1 SecureClient and double-click SecureClient Uninstall.



5.3 Confirm Deletion

In the **Confirmation** dialog box, enter either **Y** or **Yes**, and press **Enter**, to agree to the **Uninstall** process.



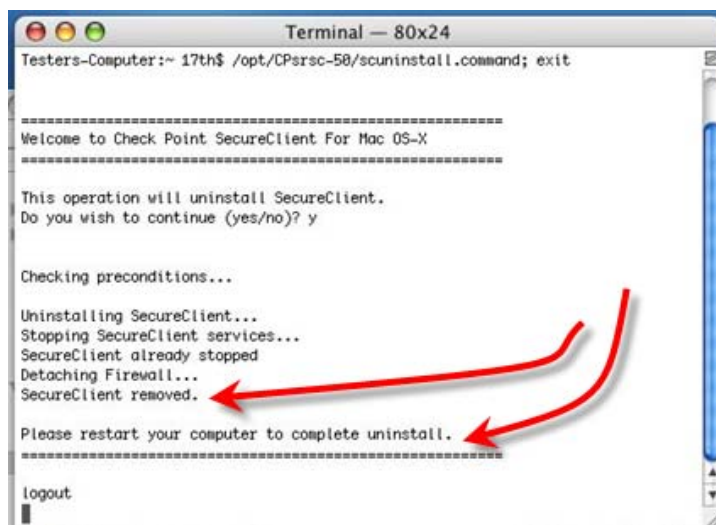
To proceed with the uninstall process you need to authenticate as the **Local Administrator**. Enter your local administrator **Name** and **Password**, and click **OK**.



5.4 Reboot your System

A **Completion** dialog box appears.

You are prompted to **Restart** your computer. To restart your computer, click the **Apple Logo** in the top left corner of the desktop, and select **Restart**.



After your computer reboots, proceed to section **6.0 Installing the New ONE Network Client**.

6.0 Installing the New ONE Network Client

6.1 Save and Close Documents

After your computer has restarted, log into your computer with a **Local Administrator** account.

Save and close all documents open on your **Desktop** before proceeding to the next section.

6.2 Gather Information

Gather the **ONE Network Account Letter** containing the following information:

- Username and Password
- SOFA ONE NETWORK IP address for your office
- SOFA IP addresses of any other sites within your ONE Network group that connection is required (optional).

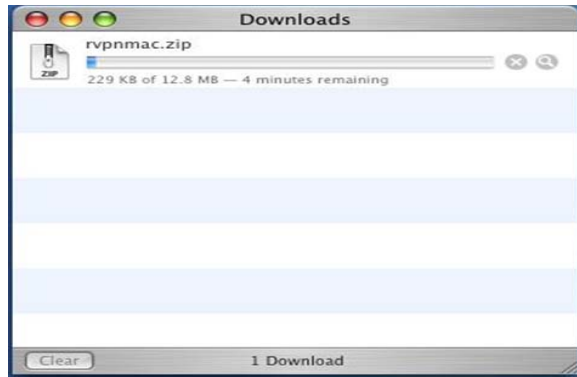
6.3 Download the SecureClient

1. Open your Web Browser.
2. For all versions of the SecureClient software go to the following URL and select the software client to suite your operating system:

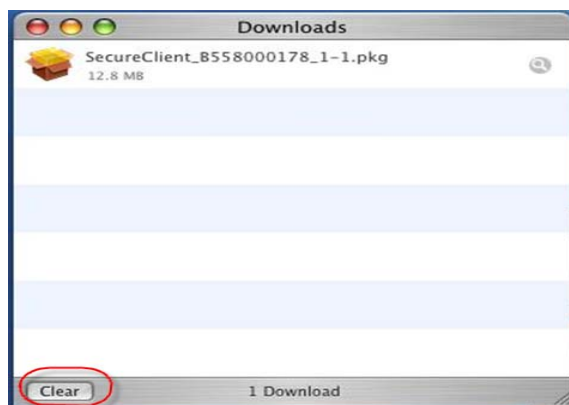
<http://www.ehealthontario.on.ca/downloads>

The file is automatically saved on your Desktop.

Note: *The download is 12Mb, and takes approximately 5 to 10 minutes to complete, depending upon the speed of the connection and traffic volume.*

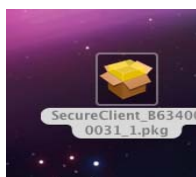


When the download is complete, click **Clear**.



Close the **Browser** window to return to your **Desktop**.

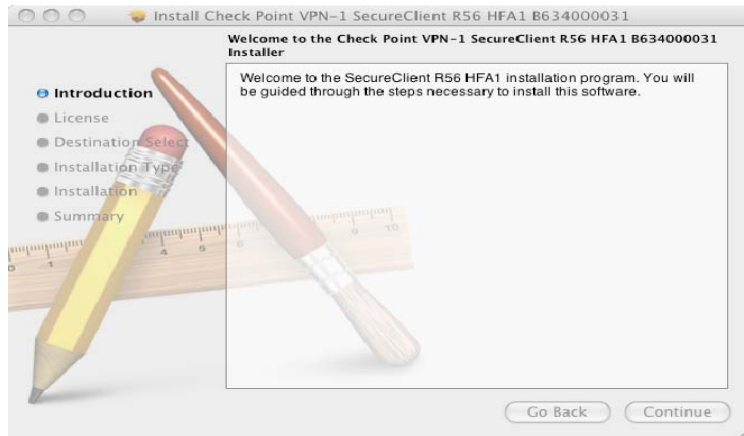
The compressed file is stored on the **Desktop**, and it should launch automatically. If it does not, double-click the **SecureClient** icon on your desktop to start the installation.



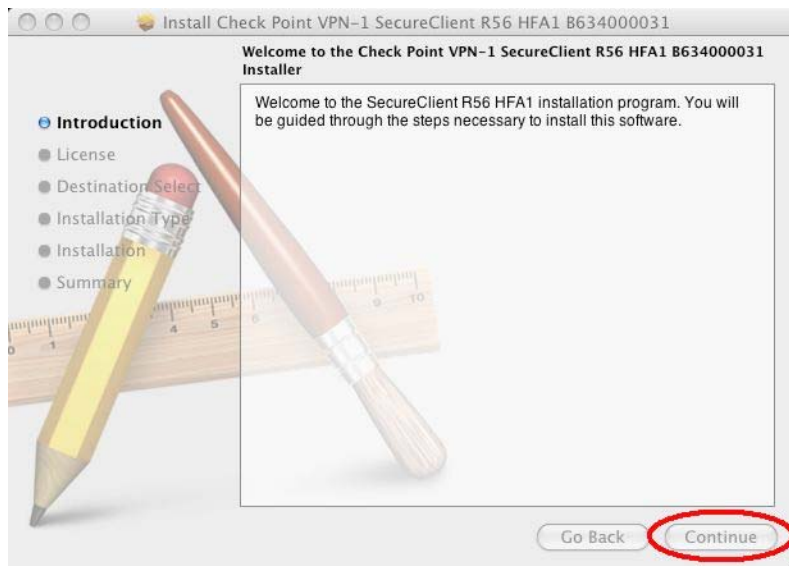
Close the **Browser** window to return to your **Desktop**.

6.4 Launch the Executable

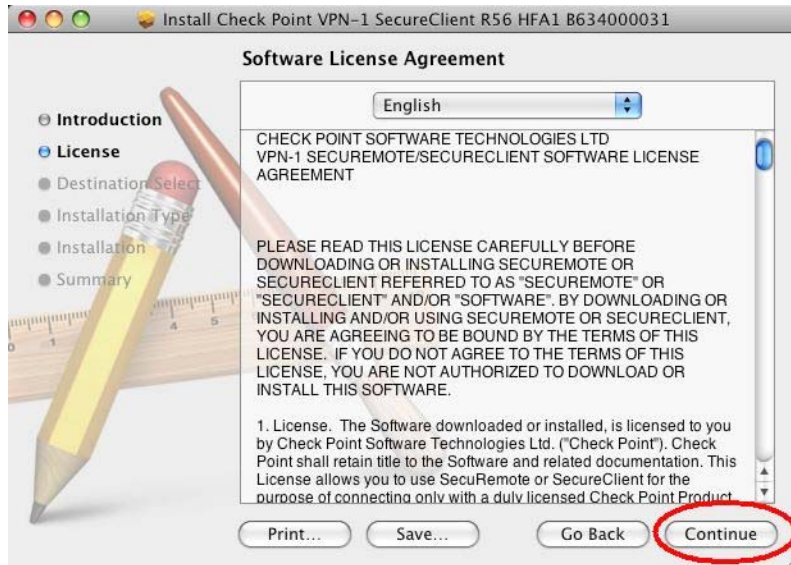
The **Install Check Point VPN-1 SecureClient** dialog box appears. Click **Continue**.



After the **Installer** package checks to determine if the program can be installed, the following screen appears. Click **Continue**.



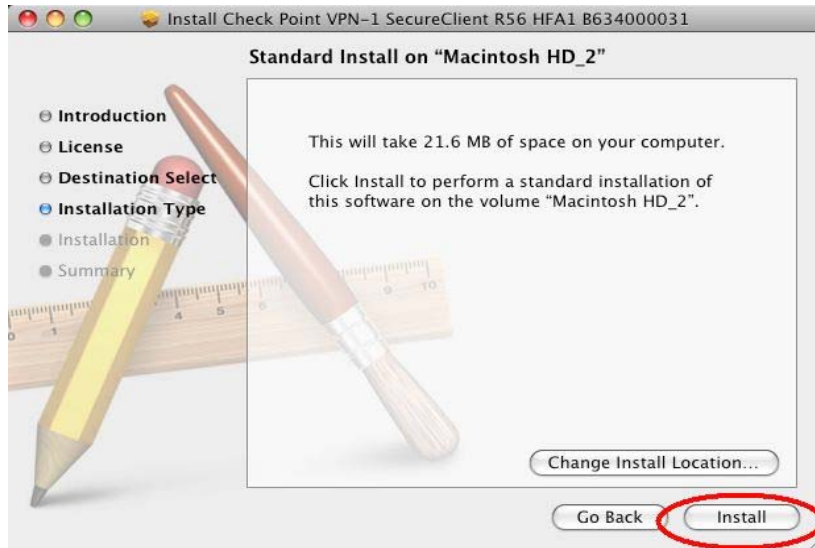
Read the **Software License Agreement**, and click **Continue**.



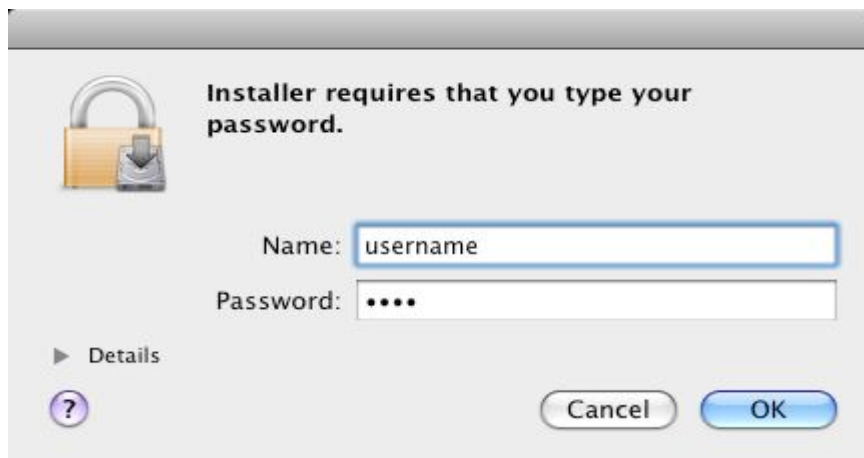
Click **Agree**, to agree with the terms of the software license agreement.



Click **Continue** to select the default designation for the **Installation**.



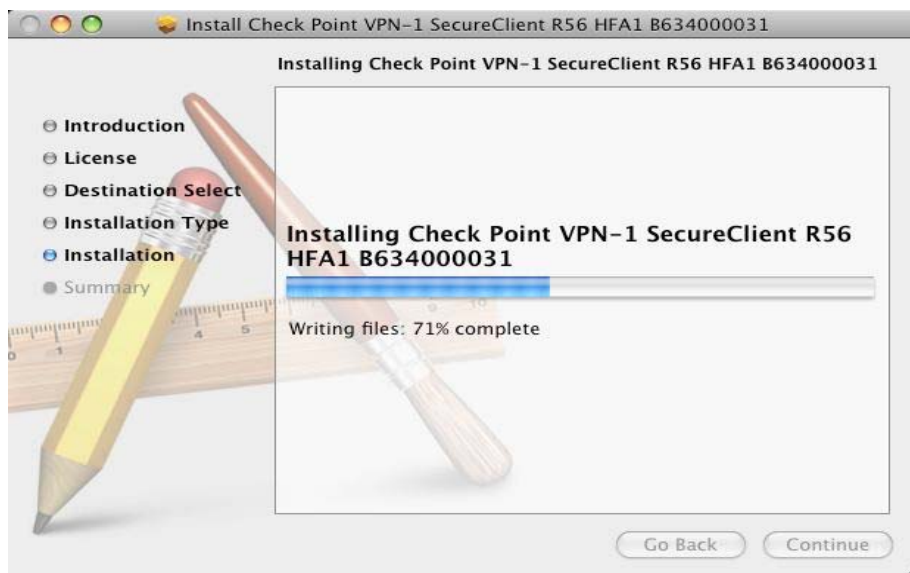
At the **Authenticate** prompt, you are required to authenticate as the **Local Administrator**. Enter your local administrator **Name** and **Password**, and click **OK**.



A **Warning** dialog box appears informing you the installation requires a system restart after the installation is complete. Click **Continue Installation**.



The **Installation** begins. The status bar provides details on the progress.



When the **Installation** is complete, click **Restart** to reboot your computer.



6.5 Save and Close Documents

After your computer has **Restarted**, log into the computer with a **Local Administrator** account.

***Note:** Save and close all documents open on your desktop before proceeding with this section.*

6.6 Create a New Site

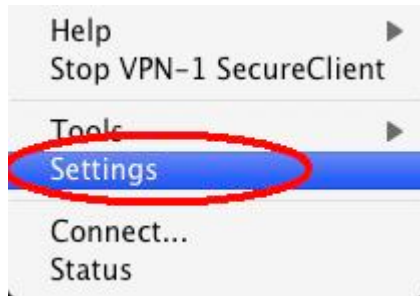
Navigate to the **System Tray** located in the top right corner of your screen. Click the **SecureClient** key icon.



6.7 Open SecureClient

A **Menu** appears.

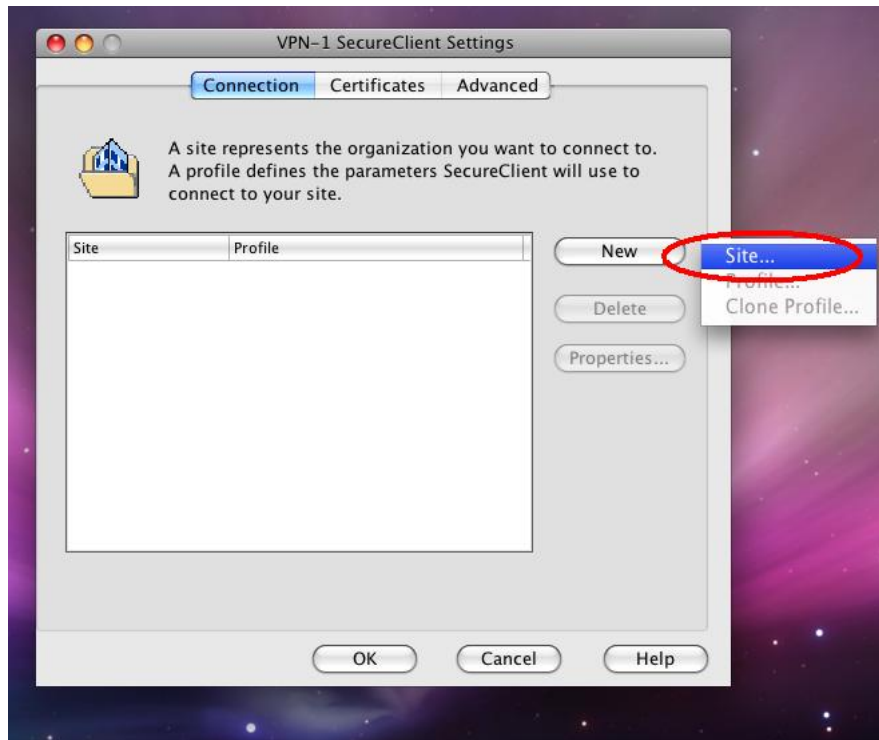
Select **Settings**.



The **VPN-1 SecureClient Settings** dialog box appears.



Click **New** to create a **New Site**.

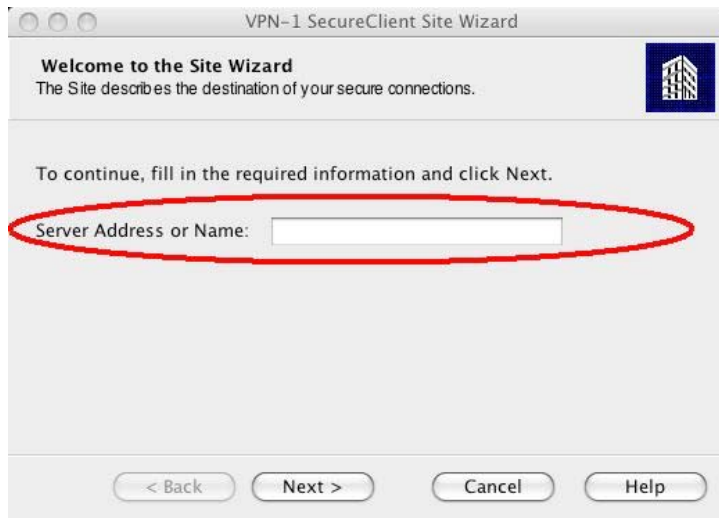


Click **Site**.

6.8 Enter the Connection Information

The **Site Wizard** dialog box automatically appears, to help you work through the connection setup.

From the **ONE Network Account Letter** locate the **Hub** or **Spoke IP** address and enter it in the **Server Address or Name** field. Click **Next**.



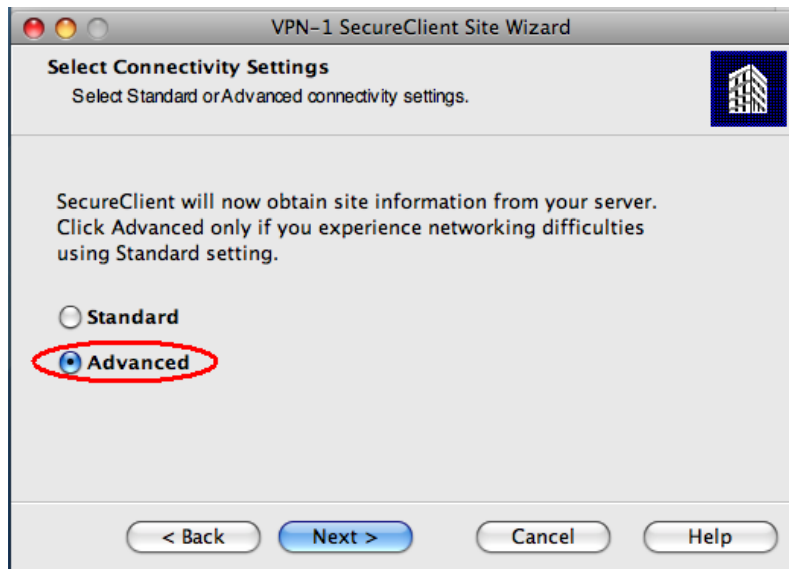
The Authentication Method dialog box appears. Select User Name and Password. Click **Next**.



The **User Details** dialog box appears. From the **ONE Network Account Letter** locate your **Username** and **Password** and enter them in the **User name** and **Password** fields. Click **Next**.



The **Select Connectivity Settings** dialog box appears. Select **Advanced**. Click **Next**.



The **Advanced Settings** dialog box appears. Select **Perform IKE over TCP**. Click **Next**.



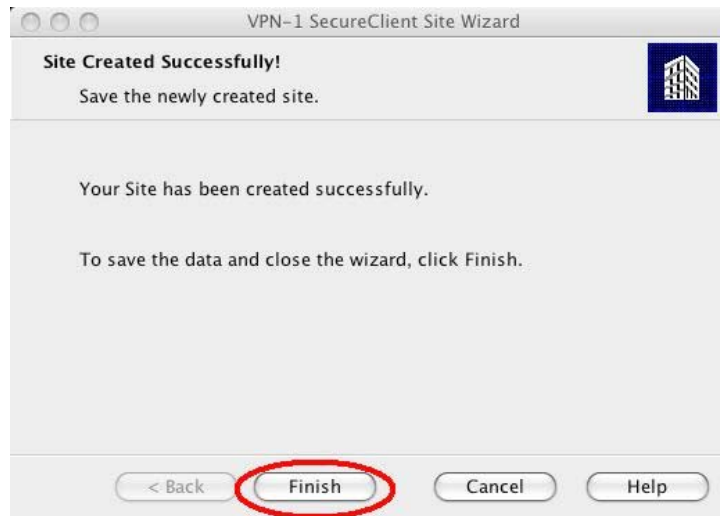
SecureClient attempts to **Authenticate** the connection.



A portion of the eHO **MSUID** is shown in the **Peer DN** field. This helps to identify that the correct site has been reached. Click **Next**.



A **Confirmation** dialog box appears. Click **Finish**.



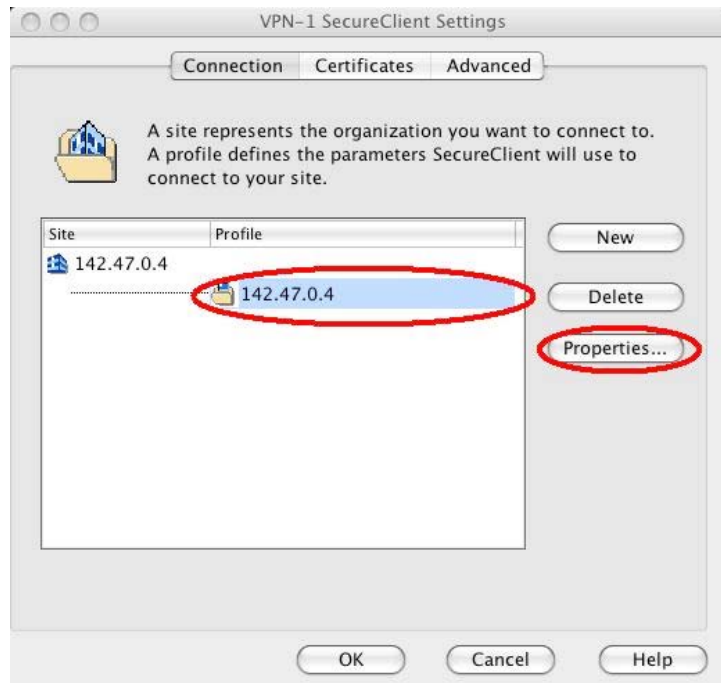
Name the Connection

The **Site Connection** information is displayed.

Verify that the **IP** address is correct.



Highlight the **IP** address under the **Profile** column. Click **Properties**.



Click **Clone Profile**.



In the **Name** field, type the word **Office**.

- OR -

If your office is the hub site for your ONE Network group, type the word **Hub**.

- OR -

If you are connecting to another office within your group, enter a name for the office in the **Name** field.

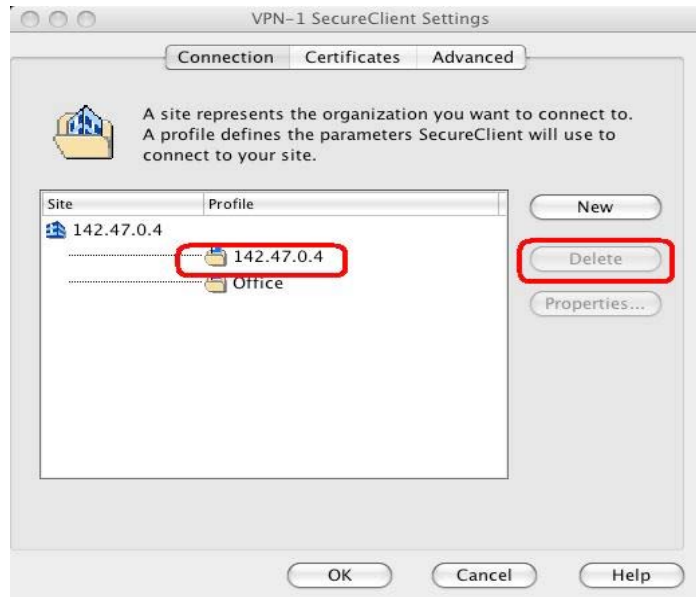


Note: The **Name** must not contain any spaces (e.g. **DrJones** is an acceptable **Name** while **Dr Jones** is not).

Click **OK**.

The **Site Connection** information is displayed again, with both the **Original** connection and the **Clone**.

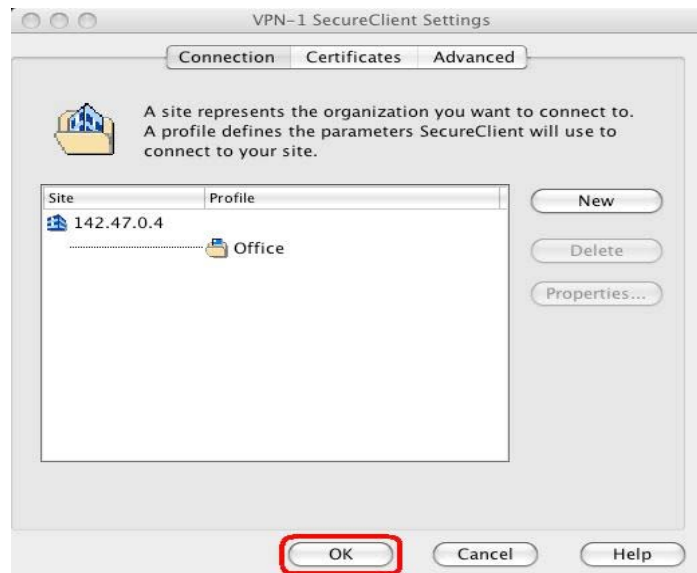
Click **IP** address to highlight it. Click **Delete**.



Click **Yes** to confirm removal of the **Profile**.



The **Site Connection** information is displayed again, with only the cloned connection (e.g. HUB) remaining in the view.



Click **OK** to close the dialog box.

6.9 Adding another Connection

To add another connection for the hub site, or another connection within your ONE Network group, repeat steps 6.5 to 6.9.

6.10 Download the User Guide

Open your **Web Browser**.

Go to the URL: **<http://ONE Network. ehealthontario.ca/Using ONE Network SecuRemote Client Macintosh.pdf>**.

The guide opens.

Save the file to **My Documents**, using the filename provided.

The *Using ONE Network SecuRemote Client for Macintosh* guide is now available on your computer for future reference. Please do not delete this information.

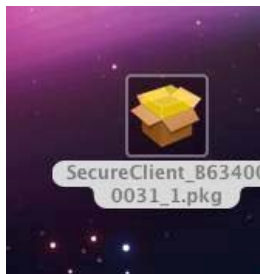
Close your **Web Browser** to return to your **Desktop**.

6.11 Using ONE Network

If you are going to use **ONE Network** to connect to a site, please refer to the document *Using ONE Network SecuRemote Client for Macintosh*.

6.12 Clean your Desktop

On your **Desktop**, drag and drop the following extra icons into the **Recycle Bin**, as they are no longer required.



7.0 Appendix A - Glossary

Term	Definition
CMS	Clinical Management System.
Hub	A common connection point for devices in a network.
MSUID	Managed Service Unit ID.
Spoke	A branch connecting to a Hub Site.
eHO	eHealth Ontario.
URL	Uniform Resource Locator.