

# Using ONE<sup>®</sup> Network SecuRemote Client Macintosh

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**Version: 5.0**

# Document Control

## Revision History

<b>Date</b>	<b>Version</b>	<b>Revision</b>
Apr 2008	5.0	Updated 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)**

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Role 1 Physicians

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Role 2 LAN Installers

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Role 3 Other Health Care Providers

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## 1.0 About this Document

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### 1.1 Document Approach and Scope

This document provides instructions on using ONE® Network SecuRemote Client application for Macintosh 10.5 Leopard.

### 1.2 Audience

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

### 1.3 Reference Material

*Installing ONE Network SecuRemote Client for Macintosh* document

## 2.0 Read Me First

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SecuRemote Client can be used with Macintosh 10.5 Leopard workstations to gain remote access to either an office hosting a CMS server or any site(s) within a ONE Network group.

<b>Triggers</b>	Requirement to connect remotely to your office CMS server or any office within your ONE Network group.
<b>Inputs (Requirements)</b>	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)
<b>Outputs (Deliverables)</b>	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).
<b>Estimated Time to Completion</b>	The installation process for SecuRemote Client software takes approximately <b>15 minutes</b> .
<b>Tools</b>	Access to the Internet. Administrative rights to your system.
<b>Competencies</b>	Basic computer skills.

### 3.0 General Overview of the ONE Network Design

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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 typically 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 (3) 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) are 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 only three types of **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 UserID 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 a delete. Consequently, they receive a new account.

## 4.0 Important Notes

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### 4.1 Help Desk

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

### 4.2 During Installation

#### 4.2.1 Operating Systems

These instructions are for the use of the ONE Network SecuRemote Client application on workstations currently using Macintosh 10.5 (Leopard).

#### 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 addresses for each site within the ONE Network group can be obtained from the Primary Physician for that medical location.

#### 4.2.4 Connecting to Another Office

Once the end user has received his/her 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 current 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 (3) business days once eHO has received the completed form, plus 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.*

#### **4.2.5 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 is required to access the location. This is considered a new order.

#### **4.2.6 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 Courier. If the Primary Physician does not receive the account information within seven (7) business days of eHO receiving the order, the physician should call the Client Level 1 support.

#### **4.2.7 Forgotten User ID and/or Password**

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

#### **4.2.8 Adding an ONE Network Account**

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

#### **4.2.9 Deleting an 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 in turn contacts eHO. The ONE Network **account User ID and password is disabled** within **four (4) 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.*

#### **4.2.10 Password Change**

If a password must be changed, the Primary Physician at the site should contact 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 Connecting to your Office

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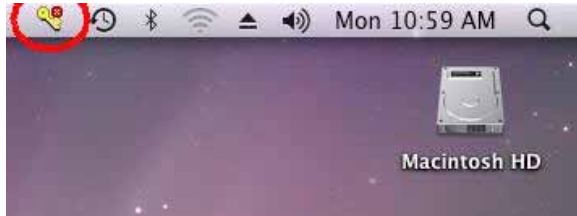
### 5.1 Start your Computer

Turn on your computer.

When your desktop appears continue to the next section.

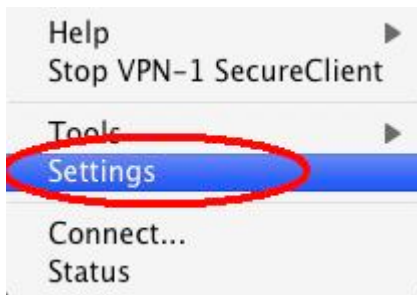
### 5.2 Start SecureClient

In the top right corner of your screen, in the **System Tray**, click the **SecureClient** key icon.



A menu appears.

Select **Connect**.

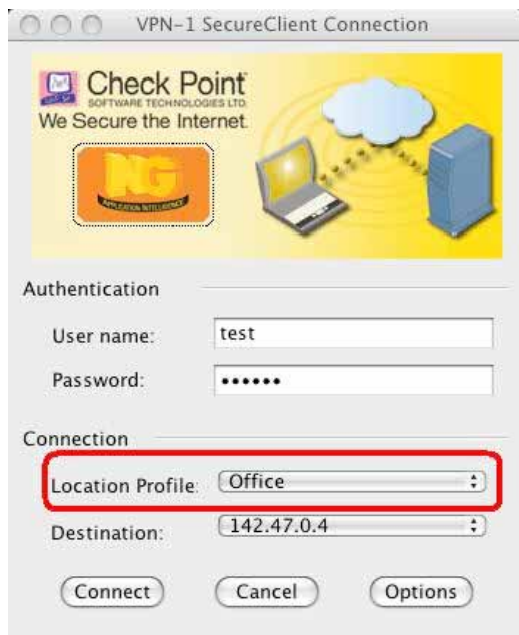


### 5.3 Open the Connection

The VPN-1 SecureClient dialog box appears on your screen.



Select which **Location Profile** you wish to connect to (e.g. Hub, Spoke, or another office with-in your ONE Network group).



## 5.4 Enter your Username and Password

Enter your **Username** and **Password**. Click **Connect**.



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



By clicking the **Details** button you can view the **Connection Status**. Click **OK** to close the view.



A desktop should appear, from which you can open your **CMS** application.

## 6.0 Disconnecting

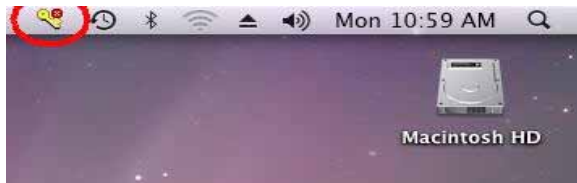
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### 6.1 Close the CMS Application

Close your **CMS** application.

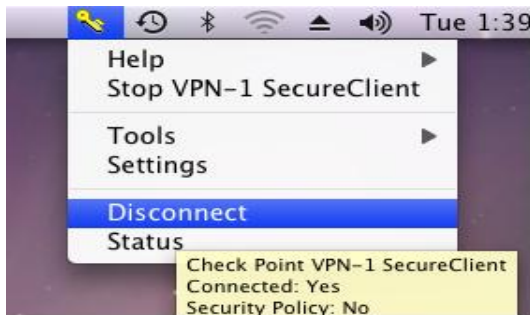
### 6.2 End the Connection

In the system tray in the top right-hand corner of your screen, click on the **SecureClient** key icon.



A **Menu** appears.

Select **Disconnect**.



A **VPN-1 Confirmation** dialog box appears.



Click **Yes** to confirm.

## 7.0 Appendix A – Glossary

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<b>Term</b>	<b>Definition</b>
CMS	Clinical Management System.
Hub	A common connection point for devices in a network.
ONE Network	Remote Virtual Private Network.
Spoke	A branch connecting to a hub site.
eHO	eHealth Ontario.
URL	Uniform Resource Locator.