

Using ONE[®] Network Check Point SecuRemote Client Windows

Document Identifier: 00040

Version: 5.0

Copyright Notice

This document is copyright of eHealth Ontario (eHO).

All rights reserved

No part of this document may be reproduced in any form, including photocopying or transmission electronically to any computer, without prior written consent of eHO. The information contained in this document is proprietary to eHO and may not be used or disclosed except as expressly authorized in writing by eHO.

Trademarks

Other product names mentioned in this document may be trademarks or registered trademarks of their respective companies and are hereby acknowledged.

Revision History

Date	Version	Revision
Apr 2008	5.0	Updates for MS Vista Operating Systems Support
Sep 2007	4.0	Removal of xWAVE Email Address
Dec 2005	3.0	Re-branded to ONE Network Release
Mar 2005	2.0	Updated Terms and Input from Client
Dec 2004	1.0	Initial Release

Authorized Reader

This document is authorized to the following organizational roles:

Role(s)
▪ Physicians
▪ LAN Installer
▪ Other Healthcare Providers

Table of Contents

1.0	About this Document	4
1.1	Document Approach and Scope	4
1.2	Audience.....	4
1.3	Reference Material	4
2.0	Read Me First	5
3.0	General Overview of the ONE™ Network Design.....	6
3.1	Sites.....	6
3.2	Contacts	6
3.3	Accounts.....	6
3.4	Account Changes	7
4.0	Important Notes	8
4.1	Help Desk.....	8
4.2	Installation Check Point VPN-1 SecuRemote Client.....	8
4.2.1	<i>Operating Systems.....</i>	<i>8</i>
4.2.2	<i>The SOFA IP Address for Your Site.....</i>	<i>8</i>
4.2.3	<i>The SOFA IP Address of Another Site Within Your ONE Network Group.....</i>	<i>8</i>
4.2.4	<i>Connecting to Your Office.....</i>	<i>8</i>
4.2.5	<i>Connecting to Another Office</i>	<i>8</i>
4.2.6	<i>Moving to a New Office</i>	<i>9</i>
4.2.7	<i>Obtaining a User ID and Password</i>	<i>9</i>
4.2.8	<i>Forgotten User ID and/or Password.....</i>	<i>9</i>
4.2.9	<i>Adding an ONE Network Account.....</i>	<i>9</i>
4.2.10	<i>Deleting an Account from Your Site</i>	<i>9</i>
4.2.11	<i>Password Change</i>	<i>9</i>
5.0	Connecting to Your Office.....	10
5.1	Start Your Computer	10
5.2	Start SecuRemote.....	10
5.3	Open SecureClient.....	10
5.4	Enter your Username, Password and Location.....	11
5.5	Communication Error	12
6.0	Disconnecting	13
6.1	Close the CMS Application	13
6.2	End the Connection.....	13
Appendix A – Glossary		14

1.0 About this Document

1.1 Document Approach and Scope

This document provides instructions on using the **Check Point SecuRemote Client** application for Windows Vista.

Note: From this point forward, the Check Point SecuRemote Client will be referred to as **SecuRemote Client**.

1.2 Audience

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

1.3 Reference Material

- *ONE Network Remote – What You Need To Know – Document ID: 00731*
- *Installing Check Point SecuRemote Client for Windows – Document ID: 00041*

2.0 Read Me First

The SecuRemote Client can be installed on any Windows 2000, NT, XP or Vista workstation to gain remote access to either an office hosting a CMS server or any site(s) within a ONE Network Group.

Triggers	<ul style="list-style-type: none"> ▪ Requirement to connect remotely to your office CMS server or any office within your ONE Network Group.
Inputs (Requirements)	<ul style="list-style-type: none"> ▪ The ONE Network account letter containing your: <ul style="list-style-type: none"> - Username and password; - Office SOFA WAN IP Address; - Hub site's SOFA WAN IP Address (optional).
Outputs (Deliverables)	<ul style="list-style-type: none"> ▪ 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	<ul style="list-style-type: none"> ▪ It is anticipated that the installation process for SecuRemote Client software will take approximately 30 minutes.
Tools	<ul style="list-style-type: none"> ▪ Access to the Internet. ▪ Administrative rights to your system.
Competencies	<ul style="list-style-type: none"> ▪ 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 one, or more **Spoke sites** connected with IPSec VPN tunnels.

3.1 Sites

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

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 the Managed Service Unit ID (MSUID), a circuit number. The **Hub MSUID** ends in **Hxxe** e.g., **H01e** and the **Spoke MSUID** ends in **Sxxe**, e.g., or **S02e**.

3.2 Contacts

Each site has a **Primary Contact** (typically a physician) and a **Backup Contact**. Both are referred to throughout this document as the **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**.

3.3 Accounts

To receive ONE Network remote access account(s) the Primary Contact 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:

1. **Staff Accounts** are for medical location staff needing remote access to a Hub site and/or their own Spoke site.

Note: If the staff's office is at the Hub site, their remote access is limited to the Hub site only.

- If your site is a CMS Local Configuration 1 or 3, the staff account provides access to your practice location.
- If your site is a CMS Local Configuration 2 Hub Site, the staff account provides access to your medical practice location ONLY.
- If your site is a CMS Local Configuration 2 Spoke Site, the staff account provides access to your medical practice location and the hub location.

2. **Group Accounts** can only be requested by a CMS configuration 2 hub sites.

- This account allows the user to gain access to the hub site and all the spokes associated with the ONE Network Group. This account is typically required for CMS vendors and/or any users who require access to all locations.
3. **Vendor Accounts** are provided to vendors only (referred to as a site account).
- If your site is a CMS Local Configuration 1 or 3, the vendor account provides access to the practice location.
 - If your site is a CMS Local Configuration 2 Hub Site, the vendor account provides access to the medical practice location ONLY.
 - If your site is a CMS Local Configuration 2 Spoke Site, the vendor account provides access to the medical practice location ONLY.

There is no limit to the number of accounts that can be requested for a site or a ONE Network Group. However, there is a limit of 10 concurrent connections allowed and the maintenance of these accounts is the responsibility of the physician who orders them.

3.4 Account Changes

There are only three (3) types of ONE Network account changes that can be requested for an existing account: Add, Delete, and Password Reset.

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

If a staff member moves within the ONE Network Group or to another Group the move is treated as an **Add** and a **Delete**. Consequently, they receive a new account for the new location.

4.0 Important Notes

4.1 Help Desk

If you experience a technical issue when installing or using your Check Point VPN-1 SecuRemote Client, please contact your Help Desk.

4.2 Installation Check Point VPN-1 SecuRemote Client

4.2.1 Operating Systems

The SecuRemote Client application is designed for workstations currently using Windows Vista Operating System. However, it is backward compatible and can be used on earlier versions of Microsoft Windows 2000, NT and XP Operating Systems.

4.2.2 The SOFA IP Address for Your Site

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 Contact should contact your Help Desk for support, who in turn contacts eHO. eHO will fax 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 WAN IP addresses for each site within the ONE Network Group can be obtained from the Primary Contact for that medical location.

4.2.4 Connecting to Your Office

The 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 his/her User ID for their main office, the Primary Contact at a second office within that ONE Network Group may complete and sign the **ONE Network Remote Change Form**. To complete this form, the Primary Contact will need to know the existing **User ID** of the individual 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 will arrive in a letter marked **Private and Confidential**, addressed to the Primary Contact 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.

4.2.6 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 Remote User IDs and passwords are sent to the Primary Contact in a letter marked **Private and Confidential** via a Courier. If the Primary Contact does not receive the account information within seven (7) business days of eHO receiving the order, the Primary Contact should call their Help Desk to initiate an investigation.

4.2.8 Forgotten User ID and/or Password

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

4.2.9 Adding an ONE Network Account

To add additional account(s) the Primary Contact at the medical location completes and signs a **ONE Network Remote Order Form** and sends the completed form to:

Fax: 416-586-4397

Email: servicedesk@ehealthontario.on.ca

4.2.10 Deleting an Account from Your Site

To delete an account the Primary Contact at the medical location must contact their Help Desk who will in turn contact eHO. The ONE Network account User ID and password are disabled within four (4) business hours of eHO being notified.

Note: Only the Primary Contact can remove a user from a site. If the Primary Contact is the Hub Contact and the account being deleted is a **hub and all spokes** account he/she can approve the deletions of all sites.

Note 2: A Primary Contact can request that the Back-up Contact be deleted and vice versa.

4.2.11 Password Change

If a password must be changed, the Primary Contact at the site should contact their Help Desk who contacts eHO. A new password addressed to the Primary Contact arrives in a letter marked **Private and Confidential** within three (3) business days of eHO receiving the request, plus any additional time taken by the Courier.

5.0 Connecting to Your Office

5.1 Start Your Computer

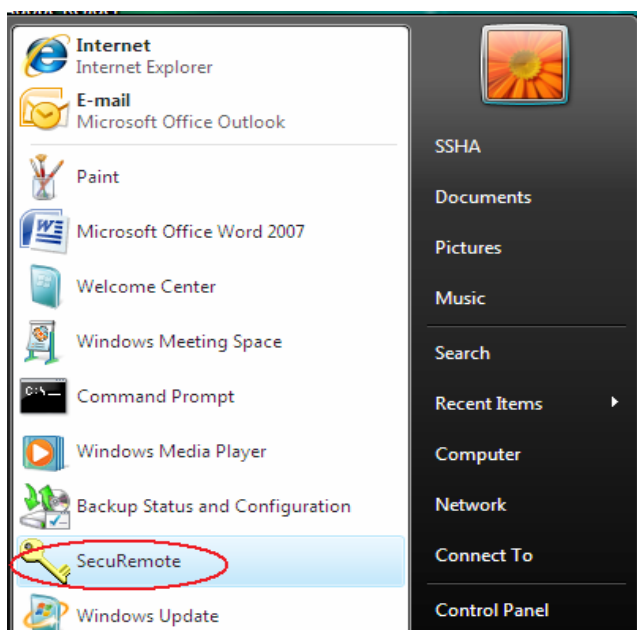
1. Turn on your computer.
2. When your desktop appears continue to the next section.

5.2 Start SecuRemote

1. At the bottom right-hand corner of your screen, on the desktop task bar, locate the **SecureClient** key icon.



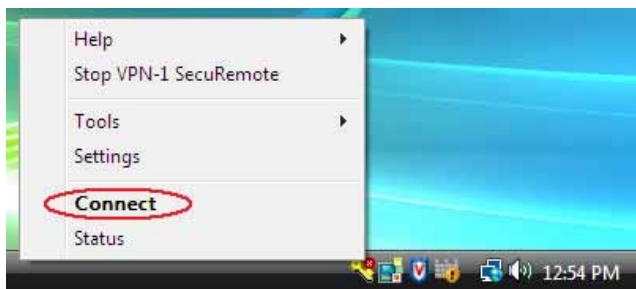
2. If the key is NOT present perform the following steps:
 - Click **Start**.
 - Click **Programs or All Programs (for Vista)**.
 - Locate **Check Point VPN-1 SecureRemote**.
 - Click **SecuRemote**.



5.3 Open SecureClient

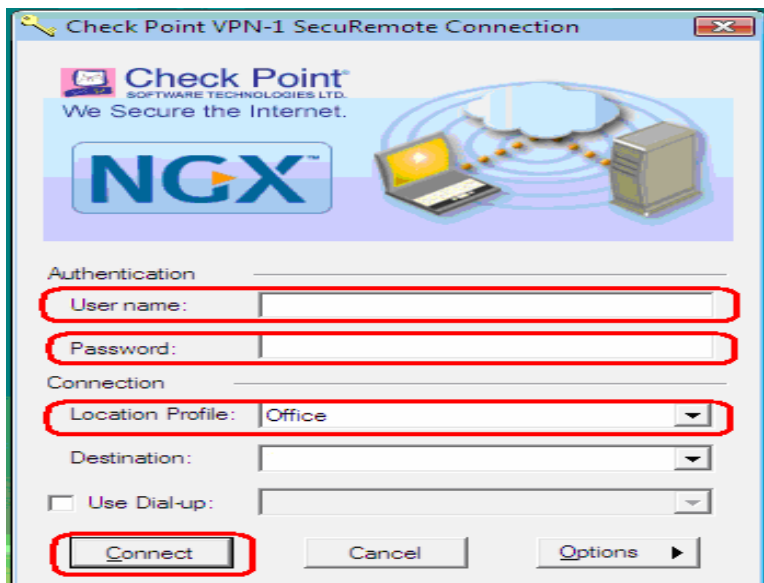
1. In task bar, click the **SecureClient** key icon.

2. Select **Connect**.



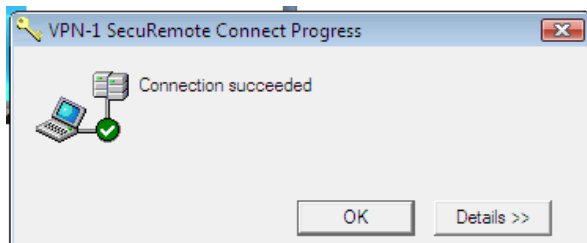
5.4 Enter your Username, Password and Location

1. The **Authentication** dialog box appears.
2. In the **User name** field, enter your username.
3. In the **Password** field, enter your password.
4. Select a location from the **Location Profile** drop down list. If you have a connection to your Hub site or another site within your ONE Network Group, they will be displayed as well.
5. Click **Connect**.



Note: If the connection isn't immediate, the message **Getting data from the site** is displayed.

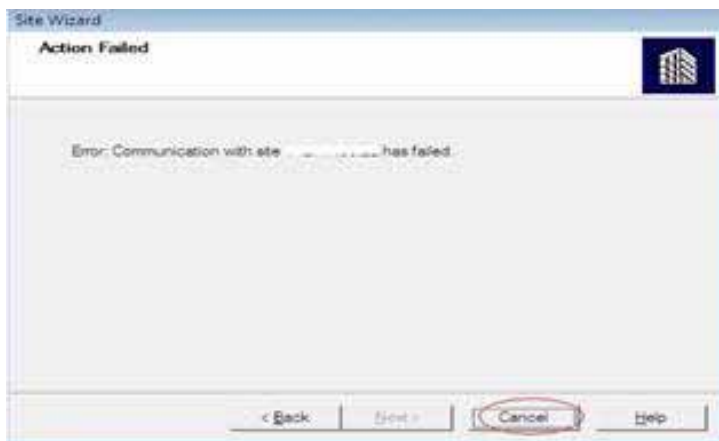
6. If the connection was successful the following screen appears on your desktop.



- 7. You can now access your CMS from the directions of your CMS vendor or LAN technician.

5.5 Communication Error

- 8. If the **Connection fails**, you will receive a **Communication Error**.
- 9. Click **OK** and return to section **5.3 Connecting to your site** and repeat the instructions.
- 10. If the connection fails again, please call your **Help Desk**.



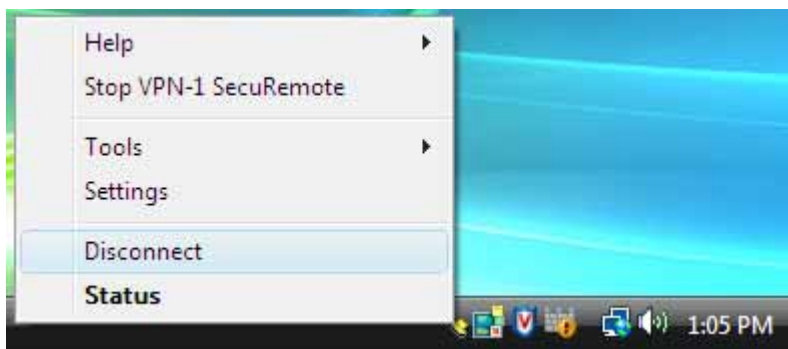
6.0 Disconnecting

6.1 Close the CMS Application

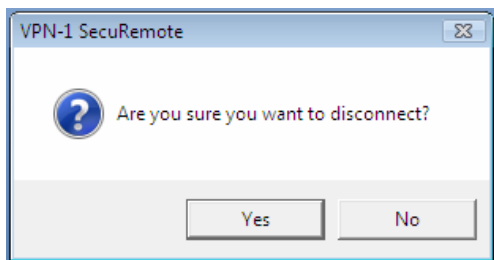
1. Close your CMS application as you would normally.

6.2 End the Connection

1. On your task bar, click the **SecureClient** key icon.
2. Select **Disconnect**.



3. When the following screen appears, select Yes to close the communication session.



4. The **SecuRemote** dialog box disappears and all connections (Hub and/or Spoke) are closed.

Appendix A – Glossary

Term	Definition
CMS	Clinical Management System.
ONE Network Group	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.
Hub	<ul style="list-style-type: none">▪ A common connection point for devices in a network.▪ Typically the central location housing shared group applications such as the Clinical Management System (CMS).
ONE Network	Remote Virtual Private Network.
Site Vendor	A vendor who requires remote access to your medical office location, such as a LAN installer.
Spoke	A spoke site refers to an office within a ONE Network group that requires access to the hub site.
eHO	eHealth Ontario.
URL	Uniform Resource Locator.