

ONE[®] Network Remote

Ontario Network for e-Health

What You Need to Know

Document ID: 00731

Version: 2.0

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What is ONE Network Remote?

ONE Network Remote allows users to securely access their office from any location in the world via the Internet. Specifically, you will be able to access remotely your workstations, servers and Clinical Management System (CMS).

Please note that before you can use ONE Network Remote, your office must first be connected to eHealth Ontario (eHO) with a ONE Network connection.

Primary Contacts

Each location requires a primary contact to distribute user IDs and passwords to all other authorized users. If you are the primary contact at your site, please read Section A –

Primary Contacts

Primary Contacts on page 4.

ONE Network Remote Users

Users who have requested a ONE Network Remote account from their primary contact, please read Section B – ONE Network Remote Users on page 6.

Section A - Primary Contacts

You must have an existing ONE Network connection in your office before you can add on eHO's ONE Network Remote service to it.

Ordering and installing ONE Network Remote requires three easy steps:

1. **Order** — Complete the order form and send it to eHO
2. **Prepare** — Upon receipt, distribute user IDs and passwords
3. **Install** — Use your new service

1. Order

ONE Network Remote Order Form

You can order ONE Network Remote service by submitting and completing the *ONE Network Remote Order Form*. A separate form is required for each location.

Send completed forms to:

Fax: 416-586-4045

Email: dmo@ehealthontario.on.ca

Checklist
<ul style="list-style-type: none"> • Order form complete • Order form sent to eHO

Important:

You must complete all fields. If the form is incomplete, it will result in processing delays. If a field does not apply to your site, indicate 'not applicable' or 'N/A' instead of leaving it blank.

Attention Macintosh Users

Accounts will be issued for all requested users. However, only those individuals who are currently using version 10.3.8 on their remote machines will be able to connect. Other versions are scheduled to be released at a later date.

2. Prepare

User IDs and Passwords

You will receive an envelope in the mail with the following:

- A packing list with envelope's contents
- Envelopes for each requested individual with user IDs, passwords, IP information, and URL where installation and user guides can be downloaded

This information takes three business days plus mail delivery time. If you do not receive this information within seven business days, please contact your help desk.

You will likely receive your account information after the installation and configuration of your office.

Storing the Packing List

Please store the packing list in a secure location. If you lose it, call your help desk immediately

Distribute the envelopes to your account users

Checklist

- Received envelope in the mail
- Verified contents of envelope
- Stored packing list in a secure location
- Distributed envelopes to correct individuals

3. Install

Follow the instructions in the ONE Network Remote installation guide to install your software. The ONE Network Remote User Guide will help you set up your connection once the software is installed.

As the primary contact, you are responsible for contacting the help desk on behalf of your users for the following requests:

- To delete a ONE Network Remote account, call your help desk
- To replace a lost or forgotten user ID or password, call your help desk and allow three business days plus mail delivery time for your password to arrive

Important:

It is the primary contact's responsibility to manage the user names at each practice location.

Section B - ONE Network Remote Users

Your ONE Network Remote connection can be setup with two easy steps:

1. **Prepare** — Ensure you have received all required information for installation
2. **Install** — Download the ONE Network Remote software onto your remote computer

1. Prepare

A letter with your account information will be delivered to the primary contact at your location. Verify the following information has been assigned to you:

- User ID
- Password
- IP address

Storing Your User ID and Password

- Store user ID and password information in a secure location
- If you lose this information, please call your help desk immediately

Checklist

- Obtain your account information from your primary contact

2. Install

You will need to install the **Cisco VPN Client** software onto your home computer to use ONE Network Remote to connect to your office.

Refer to the document *Installing ONE Network Remote Cisco VPN Client* for a step-by-step guide on installing your software. This document contains information on downloading the user guide. Make sure you install either the PC or Macintosh version depending on the type of computer you are using.

Refer to **Using ONE Network Remote Cisco VPN Client** for detailed instructions about how to use ONE Network Remote. Make sure you refer to either the PC or Macintosh version depending on the type of computer you are using.

Checklist

- Install software onto your home computer
- Download user guide
- Verify your office is connected to ONE Network

Important:
 BEFORE using ONE Network Remote, verify with your primary contact that your office is connected to ONE Network.