SoFHA Remote access procedures for Windows Operating Systems.

State of Franklin Healthcare has implemented a new remote access program for use by physicians, managers and employees that need remote access to SoFHA computer systems in performance of their corporate duties. This guide will focus on Microsoft Windows Operating Systems. There will be a companion guide to cover Apple Mac OSX.

If at any point you need further assistance, please call the SoFHA Help Desk at (423) 794-5506.
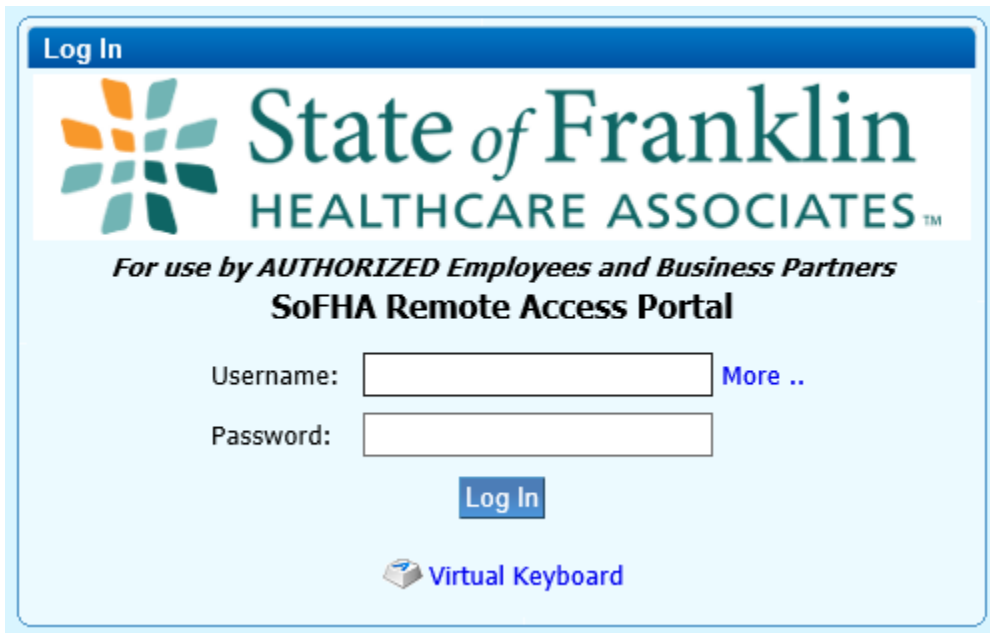
Prerequisites:

- An active SoFHA Windows login account
- An active SoFHA EMR login account (if accessing EMR)
- Personal Computer running a supported Microsoft Windows Operating System
    - Microsoft Vista with Service Pack 2
    - Microsoft Windows 7, 8, or 10
- Internet connectivity
- Internet Explorer or Firefox Browser (Chrome or Edge will not work)
- Current Release of Java (http://www.java.com)
    - Java Checker (http://www.java.com/en/download/installed8.jsp)

Access Procedures:

1. Open Internet Explorer or Firefox and go to https://remote.sofha.net (link on Internet website as well)

<p style="text-align:center"><strong style="color:red">*****NOTE: GOOGLE CHROME or MICROSOFT EDGE WILL NOT WORK*****</p>

2. Enter your "windows" Username and password, not your EMR username and password

3. You will now be presented with a portal page that includes the familiar AllScripts Globe for EMR Access. Click on the icon to launch your session.
4. If all of your prerequisites have been met, you may see a couple of "Are you sure" and "Do you want to run" dialog boxes then you will be presented with the same Remote Desktop window you would receiver before.

Troubleshooting and Frequently Asked Questions:

Q: I receive errors messages that I do not have Java installed, or I have an older version of Java?

A: Go to http://www.java.com. Click on the Free Java Download button and install the latest version of Java. If it asks to remove older version, click yes.

Q: It still says I don't have Java installed.

A: In some cases, the browser you are using does not support Java. Try using Internet Explorer or Firefox. Google Chrome and Microsoft Edge no longer support 3rd Party Plug-ins such as Java. Also, you may have to remove the older version of Java before installing new Versions. Go to Control Panel > Add/Remove Programs or Control Panel > Programs and Features. Find Java in the list and uninstall. Return to http://www.java.com and install the latest version.

Q: I have a SoFHA owned machine and it is asking for credentials when I try to install/update Java?

A: These systems are locked down to help protect our patient information. You will need to contact SoFHA Help Desk at (423) 794-5506 for assistance. Keep in mind, this will require physical access to the system.

Q: I am logged into the site and nothing happened. Under the "My Resources" tab, I have no Icons?

A: Your account is not setup to allow you remote access. Please call the Help Desk at (423) 794-5506 to request access. Keep in mind, access is for Physicians, Managers, and specialized support staff that have a requirement for remote access to do their jobs.