SoFHA Remote access procedures for Mac OSX 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 Apple Mac OSX Operating Systems. There will be a companion guide to cover Microsoft Windows.

** Note: You no longer need to use the "candy bar" icon in the Status Area of the Apple Menu Bar. **

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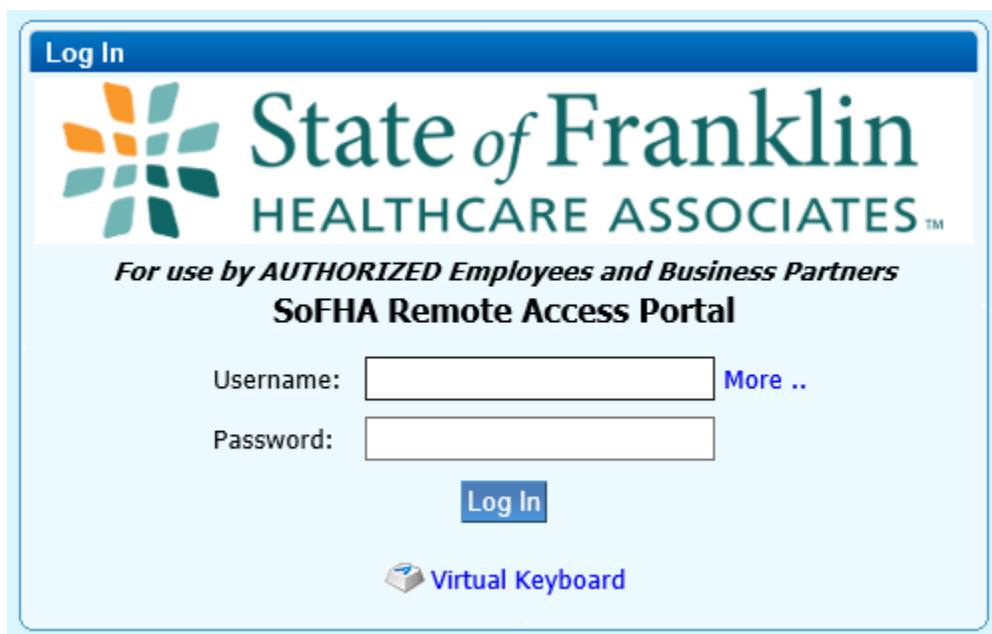
Prerequisites:

- An active SoFHA Windows login account
- An active SoFHA EMR login account (if accessing EMR)
- Apple hardware running Mac OSX
- Internet connectivity
- Apple Safari Browser (Google Chrome will not work)
- Current Release of Java (http://www.java.com)
    - Java Checker (http://www.java.com/en/download/installed8.jsp)
- Microsoft Remote Desktop (available for free in the App Store)

Access Procedures:

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

    *****NOTE: GOOGLE CHROME WILL NOT WORK*****

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 this is your first time access this site, you will receive an error message. If so, then:

   a. Go to the **SAFARI>PREFERENCES** menu from the Dynamic Top Bar on your Mac desktop.
   b. From the **Preferences** windows, go to the **Security** tab.
   c. Ensure the check box is checked for **Allow Plug-ins** next to **Internet plug-ins**. Then click on the **Manage Website Settings** or **Plug-in Settings...** button.
   d. Ensure **Java** is highlighted on the left side
   e. Setup Java Security Setting in one of 2 ways (depending on system):
      i. Option 1 (older systems):
         1. In the drop-down box to the right of https://remote.sofha.net, Select **Allow Always**.
         2. Once again, in the same drop-down box to the right of https://remote.sofha.net, click the drop-down and select **Run in Unsafe Mode**. A popup window will pop up, click **Trust**.
         3. Click **Done**.
      ii. Option 2 (**newer systems**):
         1. In the drop-down box to the right of https://remote.sofha.net, Select **On**.
         2. Once again, in the same drop-down box to the right of https://remote.sofha.net, hold down the **[OPTION]** key and click the drop-down and uncheck **Run in Safe Mode**. A popup window will pop up, click **Trust**.
         3. Click **Done**.

   f. Now you can select the SoFHA EMR MAC connections from the VPN page and it should now load Java properly and open the remote desktop connection for the resource you selected.
5. 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 Safari or Firefox.

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: Then, your account doesn't have permissions to allow 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.