Meditech Expanse Web Setup of Remote User

General

Remote Users will connect to the Remote Desktop Servers at the hospital and run Meditech Expanse Web. The Remote Users will only see the Meditech application and it will appear to run on their remote computer. Remote Users connect with a "RemoteAPP" Icon called an RDP File. This file has the connection and application information imbedded in the RDP file.

Preparation:

Windows User will have to be added to the Remote Desktop Security Group in Active Directory if not already (This is the hospital's IT responsibility)
User will have to have a one-time PIN for Meditech if they have not already logged in to Meditech. Call the Hospital Help Desk 830-258-7100 to obtain your One-time PIN. (user's responsibility)

Setup Steps - (outline) Assumes user has never logged in to the hospital network

1. Copy the RDP file named Meditech Expanse Web.rdp from the Peterson website to the remote users computer desktop.
2. Double-Click the Meditech Expanse Web Icon
3. Provide SPMH Windows Credentials at the remote server level
4. Provide windows password for Security Challenge
5. Follow the prompts to change password (if required)
6. Provide SPMH\ Credentials for ADFS screen (required for Expanse web)
7. Provide windows password for ADFS (required for Expanse web)
8. Meditech Web Launches

These steps are as follows:

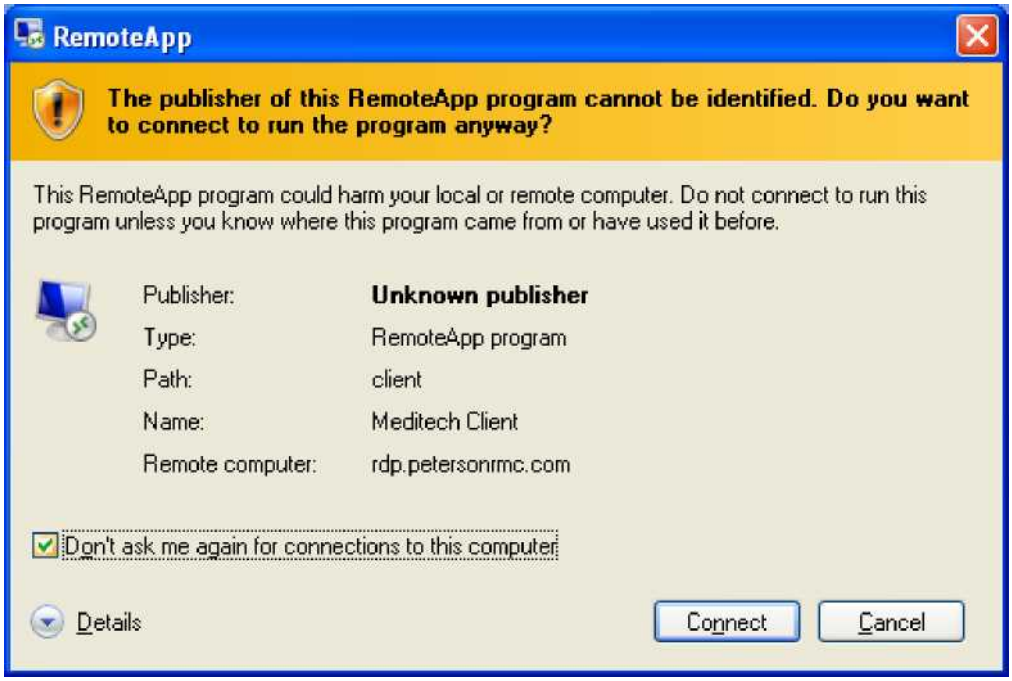
Copy RDP file from SPMH WebSite

Go to http://www.petersonhealth.com

Select the Emp / Phys Access link at the bottom of sites page.
Complete the Employee Login
Click the Software Downloads Link
Locate the Meditech Expanse Web.rdp file and follow download instructions.

Save to the desktop.
Double-Click the Meditech Expanse Web Icon.

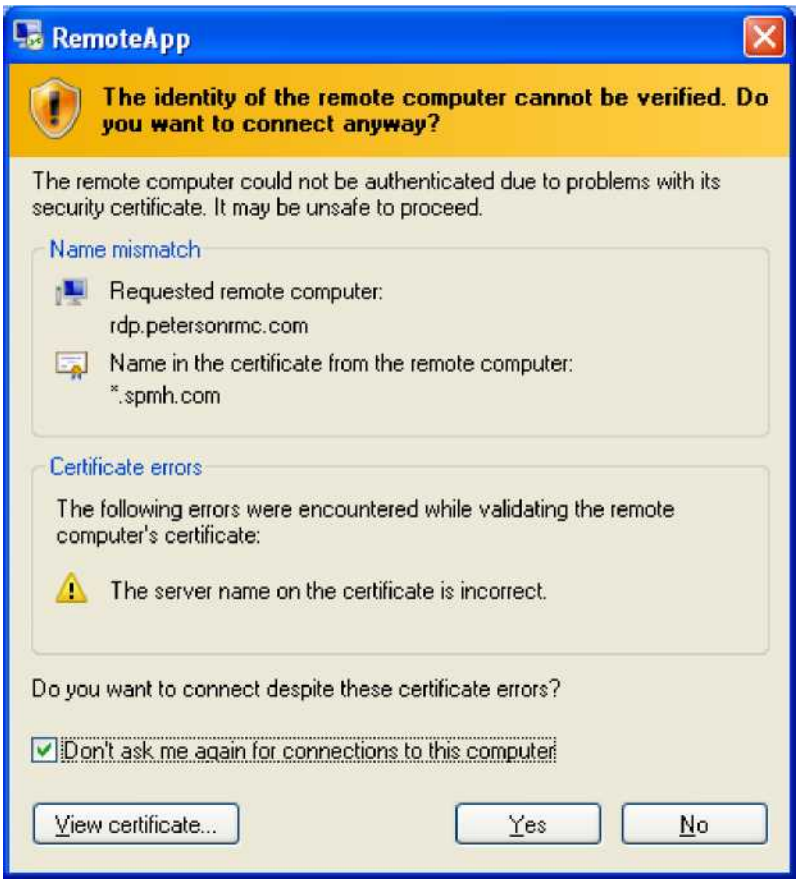
Double-click the Meditech Expanse Web Icon. This will begin the "RemoteApp" process of connecting to the Remote Desktop Servers at the Hospital. The first screen is the "Unknown Publisher" Warning. Click the box that says "Don't Ask me again for connections to this computer", then Click **Connect**. See the figure below. This window will not appear on subsequent connections.



Provide SPMH Windows Credentials

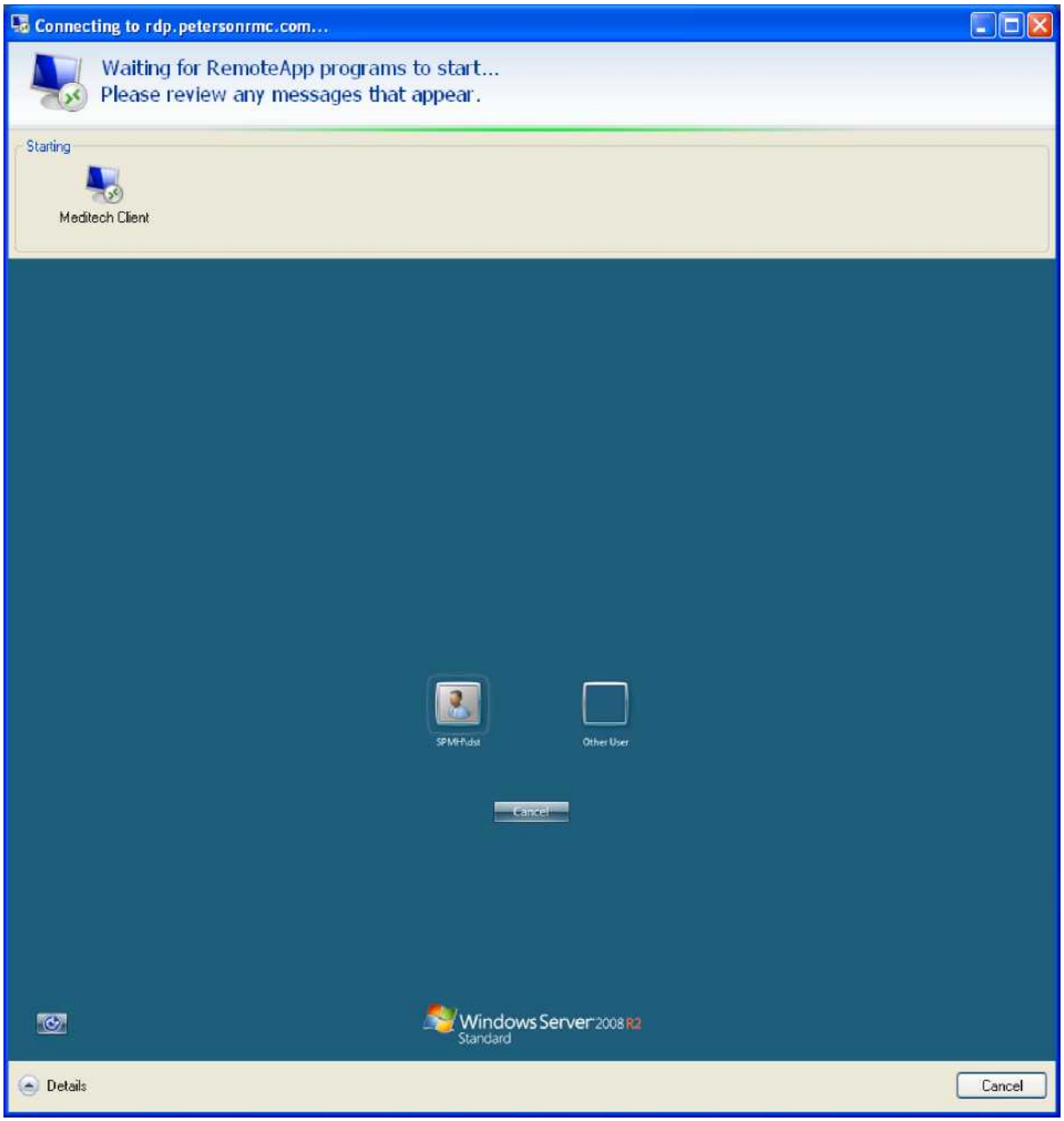
Next you will be prompted for Credentials. Enter the users' SPMH Windows login information: Username and Password. Press OK to continue. See figure below: (Screen may vary in display but provide same basic function.)

Next you will see the Certificate Warning. As before you will only see this the first time. Click the box at the bottom that says "Don't ask me again for connections to this computer". Then press **Yes** to continue. See the figure below:

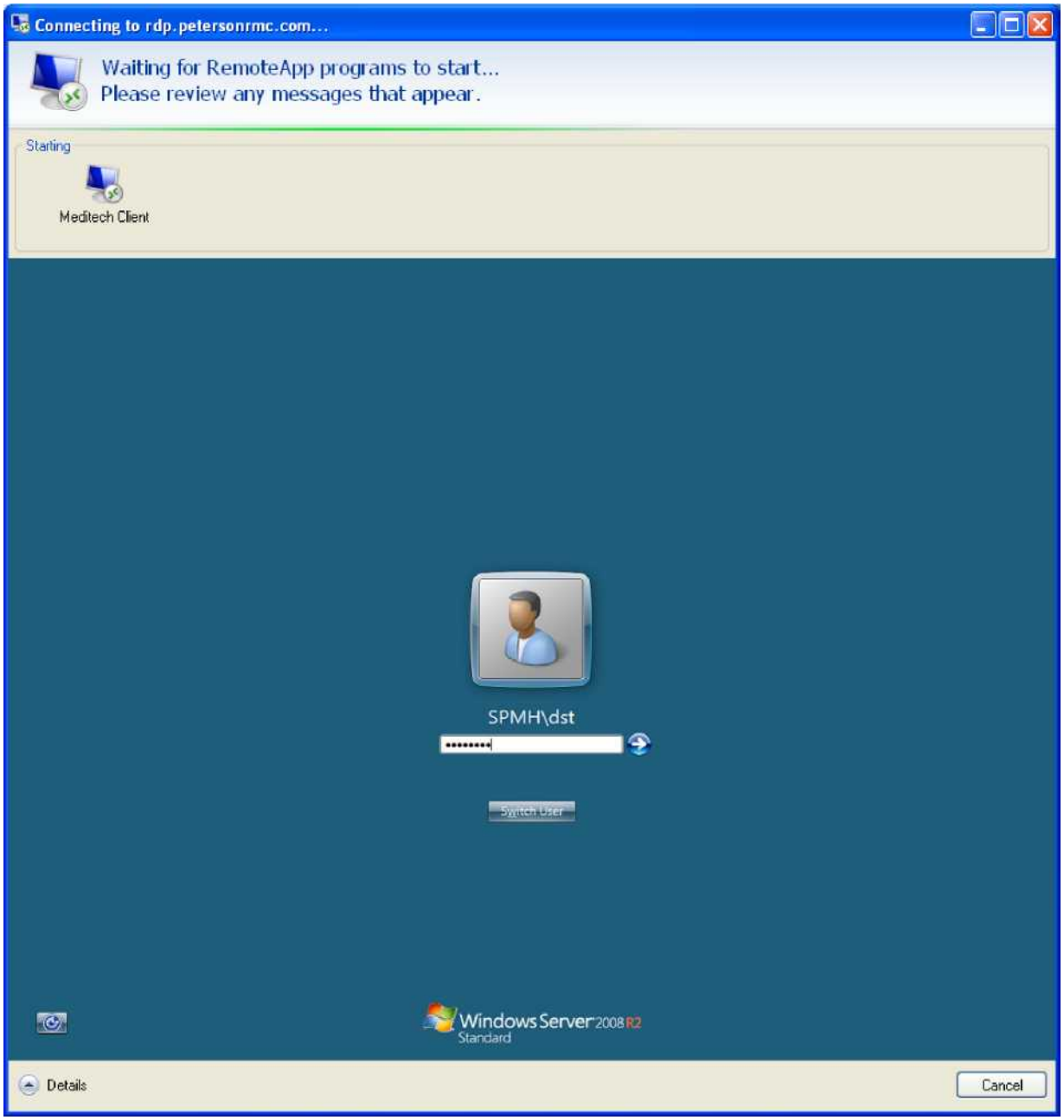

RemoteApp
The identity of the remote computer cannot be verified. Do you want to connect anyway?
The remote computer could not be authenticated due to problems with its security certificate. It may be unsafe to proceed.
Name mismatch
Requested remote computer:
rdp.petersonrmc.com
Name in the certificate from the remote computer:
*.spmh.com
Certificate errors
The following errors were encountered while validating the remote computer's certificate:
The server name on the certificate is incorrect.
Do you want to connect despite these certificate errors?
Don't ask me again for connections to this computer
View certificate...
Yes
No

Provide Windows password to Security Challenge

Next you will see the main logon page with the security challenge. Click the Icon with your user ID in the screen and provide the user's windows password (same password as your main login)

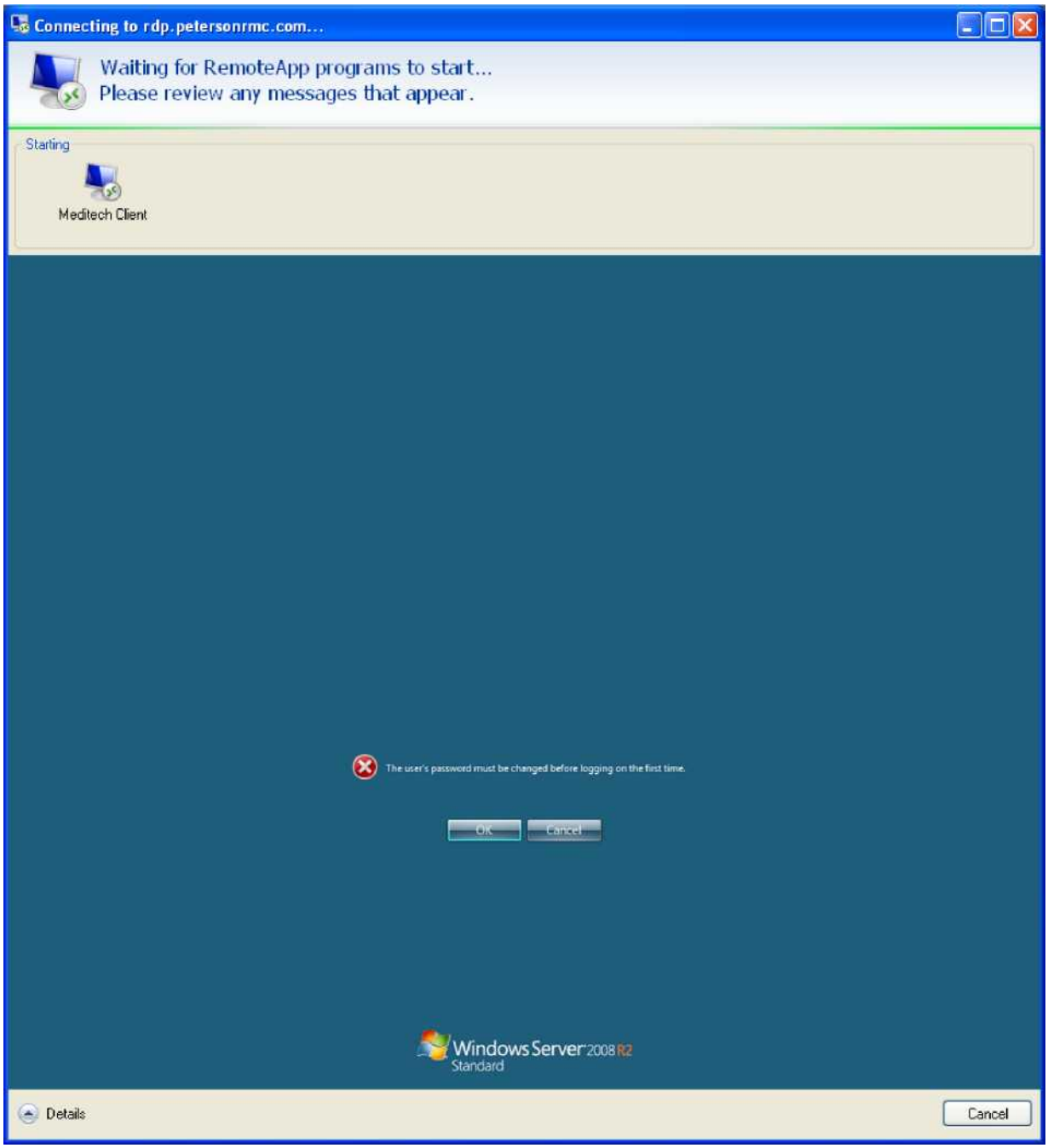


After providing your password, click the small blue arrow near the right side. This will log you in.



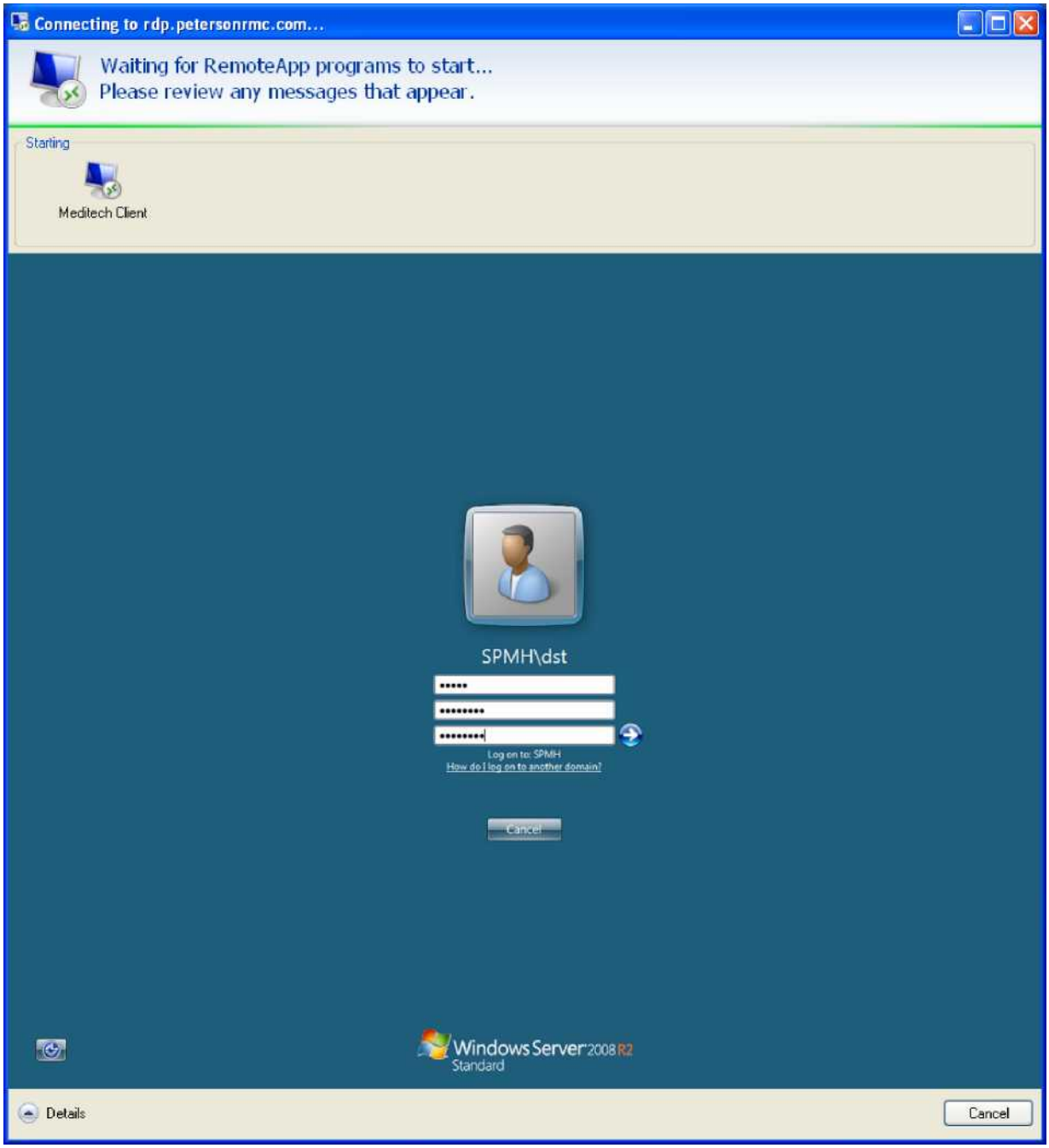
Follow the prompts to change password (if required)

If this is a first-time login or if the password has expired, the user will be prompted to change the password. Click **OK**. See the figure below:

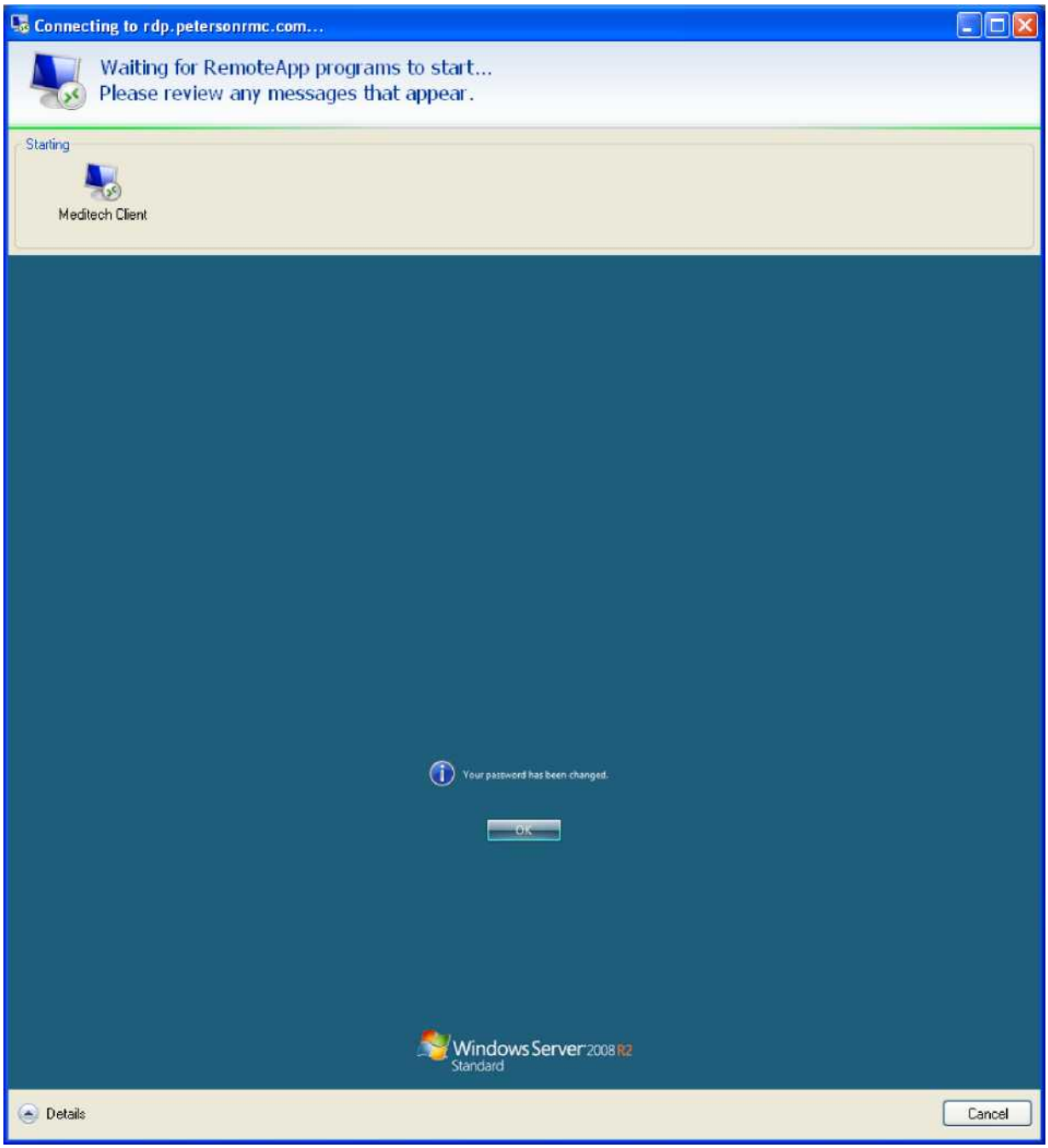


Provide and confirm a new password. Note: The password needs to be at least 8 characters long and should contain a Capital letter and a number or special character use no words in it, or a worded Pass Phrase 16 or more characters. Remember this windows password for future connections. DO NOT write it down . Never share it with anyone !

Click the blue arrow on the right to continue. See figure below:



A confirmation message is presented showing that you have successfully changed your password. Be sure to remember this password, this is now your SPMH Windows password. Click OK to continue. See figure below:



ADFS login

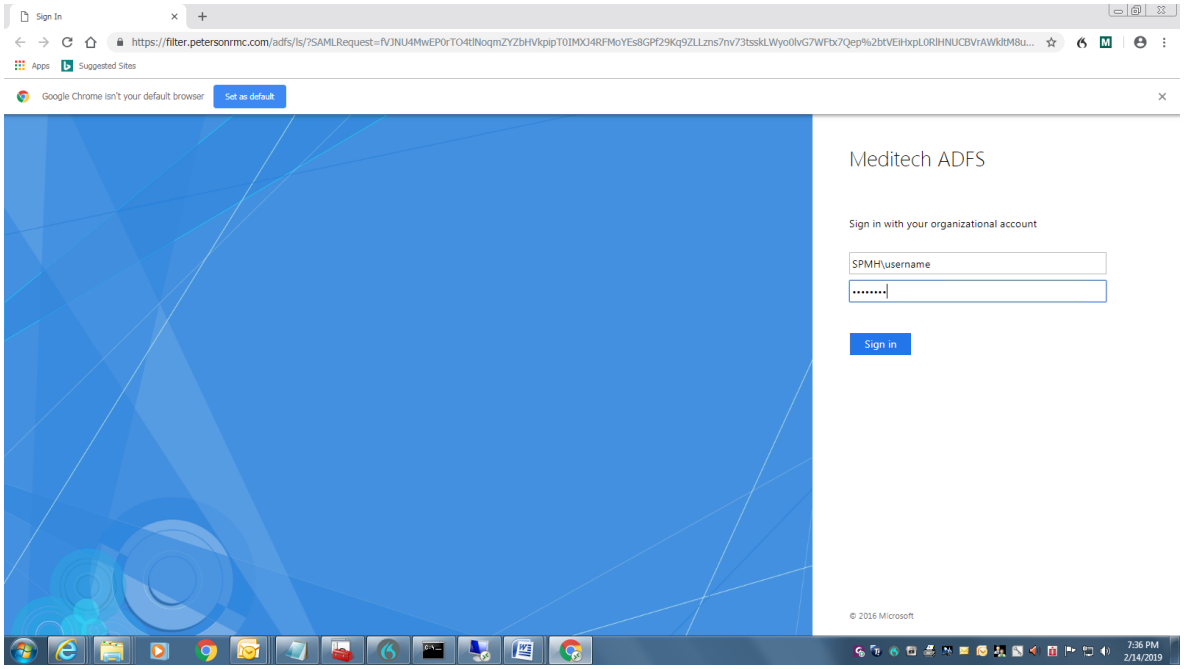
First, Maximize the screen

In this screen follow this general format:

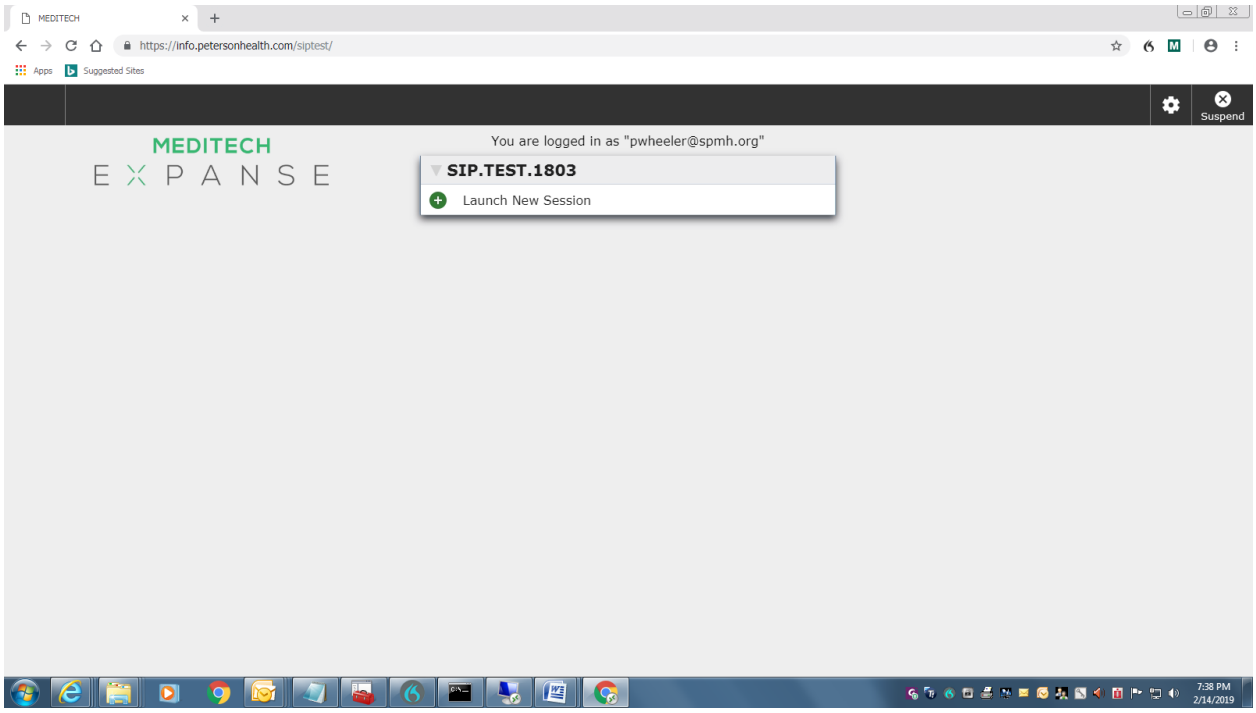
SPMH\username (SPMH\ must always precede your username)

Then your password in the next field

See below example :



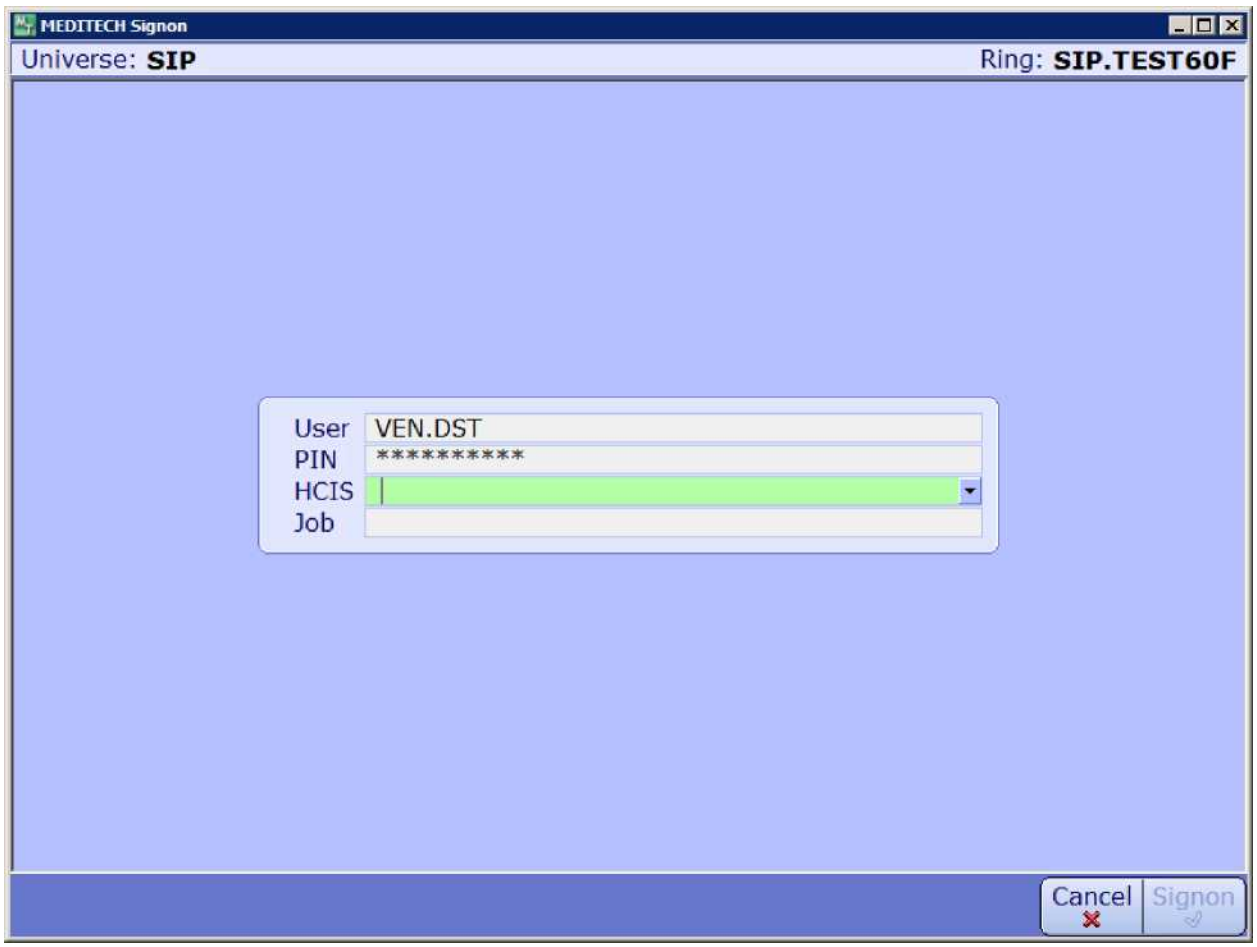
Sample of successful login into Meditech Expanse Web for remote users.



Click the “launch new session” to get your menus. (**Green Plus**)

Meditech Launches

There may be a short delay as the windows profile is built the first time. Several messages may pop up and go away. Finally the Meditech application will appear and you are ready to go.


MEDITECH Signon
Universe: SIP
Ring: SIP.TEST60F
User
VEN.DST
PIN
****
HCIS
Job
Cancel
Signon