

# Installing/Using OnsiteHealth on a Windows XP PC

(11/22/2010)

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Note: If you need further assistance at any time, please contact the Hospital Help Desk at 212-263-6868

## Introduction

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Welcome to NYULMC OnsiteHealth - our remote access portal.

In addition to this implementation, we will be re-building our existing OnsiteHealth sites (Physicians, Professionals (non-Physician employees), & Business Administrators (Vendors, Consultants, non-employees) to provide a greater degree of customization and portalization based on your user role(s). For example, we envision numerous portals (i.e. Physician, Patient, NYULMC IT, Student, etc.) that are each tailored to discrete roles and requirements. Yet within each of these portals, we will offer a good degree of personal customization to the end user.

Please note that these instructions contain many screen shots via windows XP, and that your system functionality and display may be slightly different.

**Important Note:** This is ONLY for accessing NYU Hospital Center's computer network remotely (off the network campus) such as from your home or satellite office.

You may want to print these instructions now, as there will be re-boot requirements as part of the installation process.

## 1. Installation Checklist

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- ✚ Verify System Requirements
- ✚ Browser Security
- ✚ Install Juniper VPN Client --- Reboot when installed
- ✚ Citrix Client Update
- ✚ Go to OnsiteHealth home page and access VPN

### Verify System Requirements

1. These instructions are for Windows XP. The complete list of Windows operating systems that are supported is: Windows XP, Windows Vista (32-bit or 64-bit), or Windows 7 (32-bit or 64-bit). There are separate instructions for the other Windows operating systems. If you are not using any of these operating systems, please do not proceed. It is recommended that you have all Operating System updates and service packages installed.

This application has not been fully tested with the following browsers: Safari (for Windows), Firefox, and Chrome browsers. These browsers are currently under assessment. Please use Windows Internet Explorer (version 6 or 7).

**Note:** Please be aware that this installation process carries a small amount of risk. There is the potential of losing all Internet connectivity from your system if the instructions are not followed.

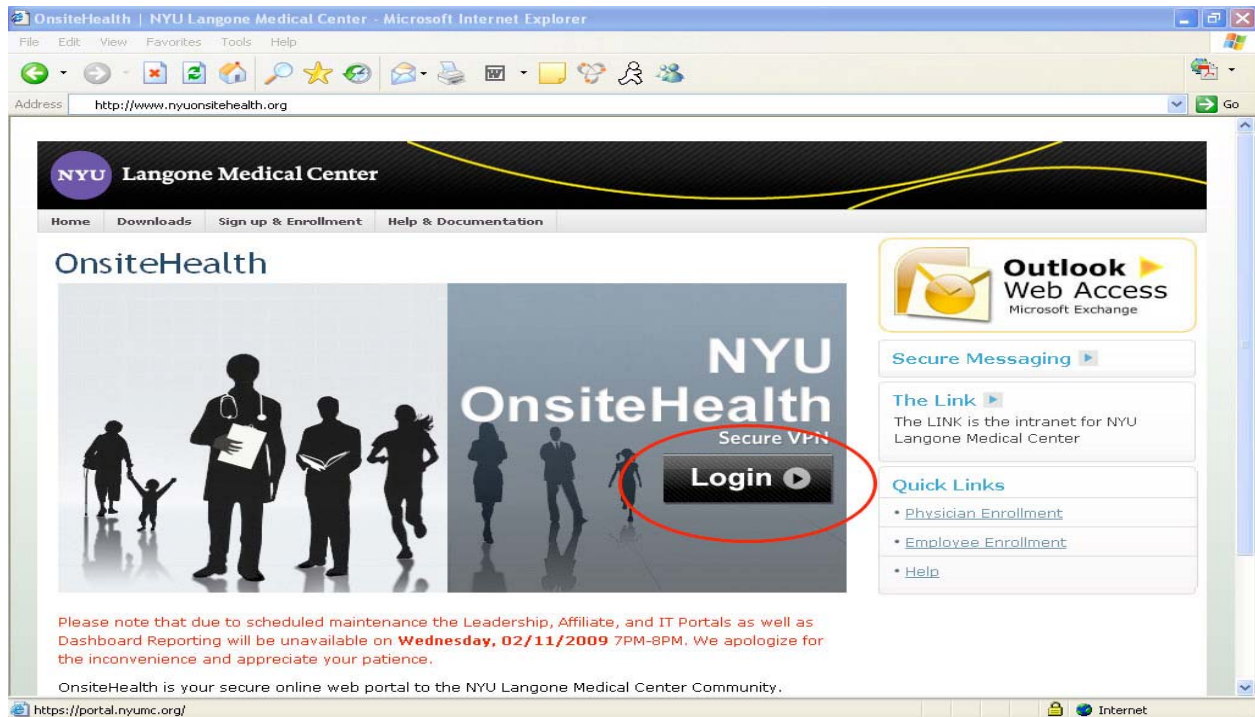
If you experience any problems with the procedure below, please make detailed notes (including noting errors received, and steps taken) for our deployment staff to analyze. You can also send feedback/comments to [#JuniperAdmins@nyumc.org](mailto:#JuniperAdmins@nyumc.org).

### Browser Security

1. Your browser must be **enabled** (or 'Prompt') for **ActiveX** download & execution. For detailed instructions on this, please see the section entitled "ActiveX Enabling".
2. All **Pop-up blockers** should be turned **off**. Please note that many browser add-ons or plug-ins (i.e. Google, AOL, Anti-Virus, etc.) may have their own discrete pop-up blocker installed. They should all be turned off. For detailed instructions on this, please see the section entitled "Pop-up Blocker Setting".

## 2. Install Juniper VPN Client

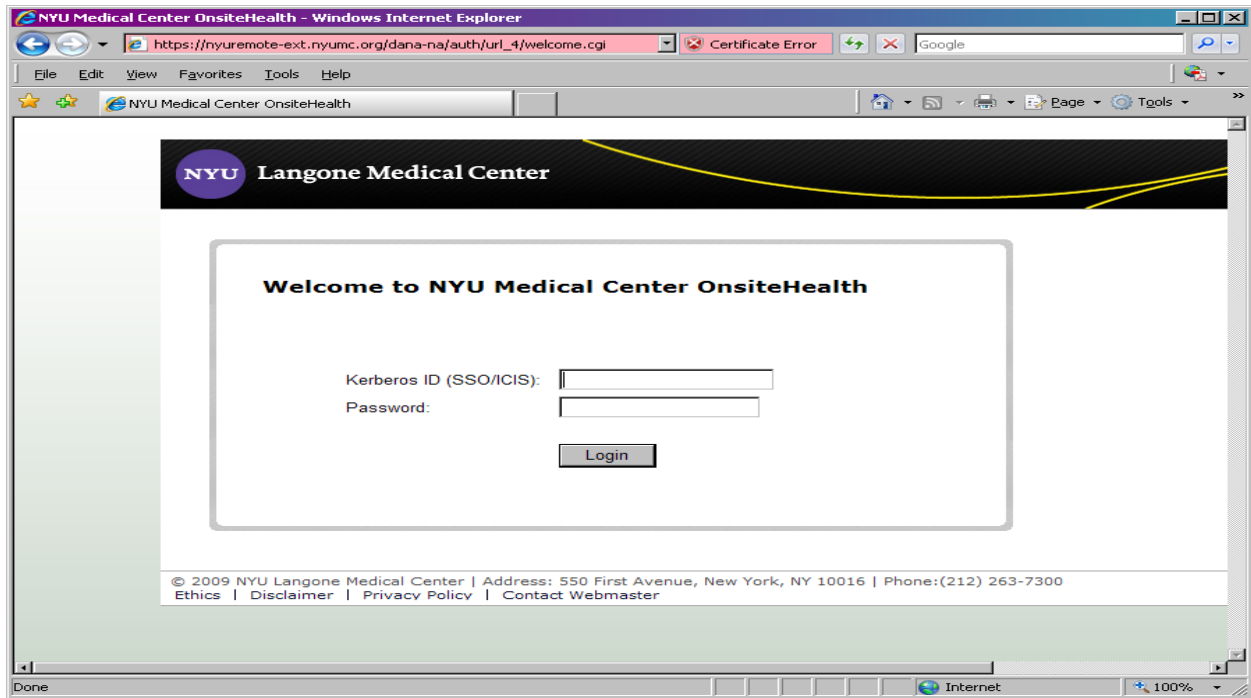
1. Launch the Internet Explorer (IE) browser, and go to the OnsiteHealth homepage ([www.nyuonsitehealth.org](http://www.nyuonsitehealth.org)).
2. Click on the "Login" button for access to the VPN:



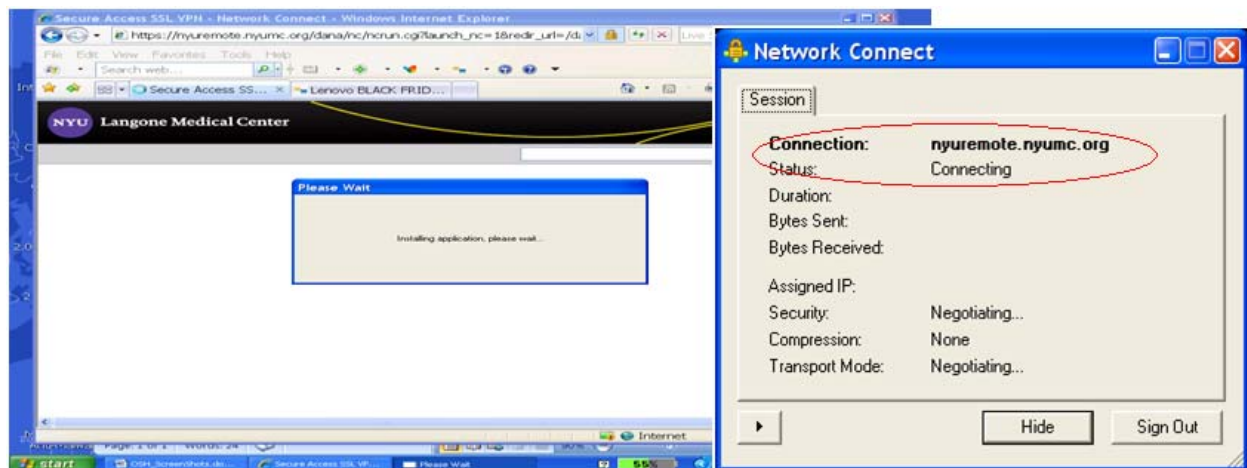
3. If you receive the following Certificate warning, click on 'Yes'.



4. You should now use your Microsoft Exchange e-Mail user id and password for login.



**Note:** In general, the new VPN client will install automatically. There will be a few screens indicative of the process. You may be prompted to re-boot, in which case, click "Yes". **Please see section "Browser & System Security Information", below, regarding potential security intervention.**

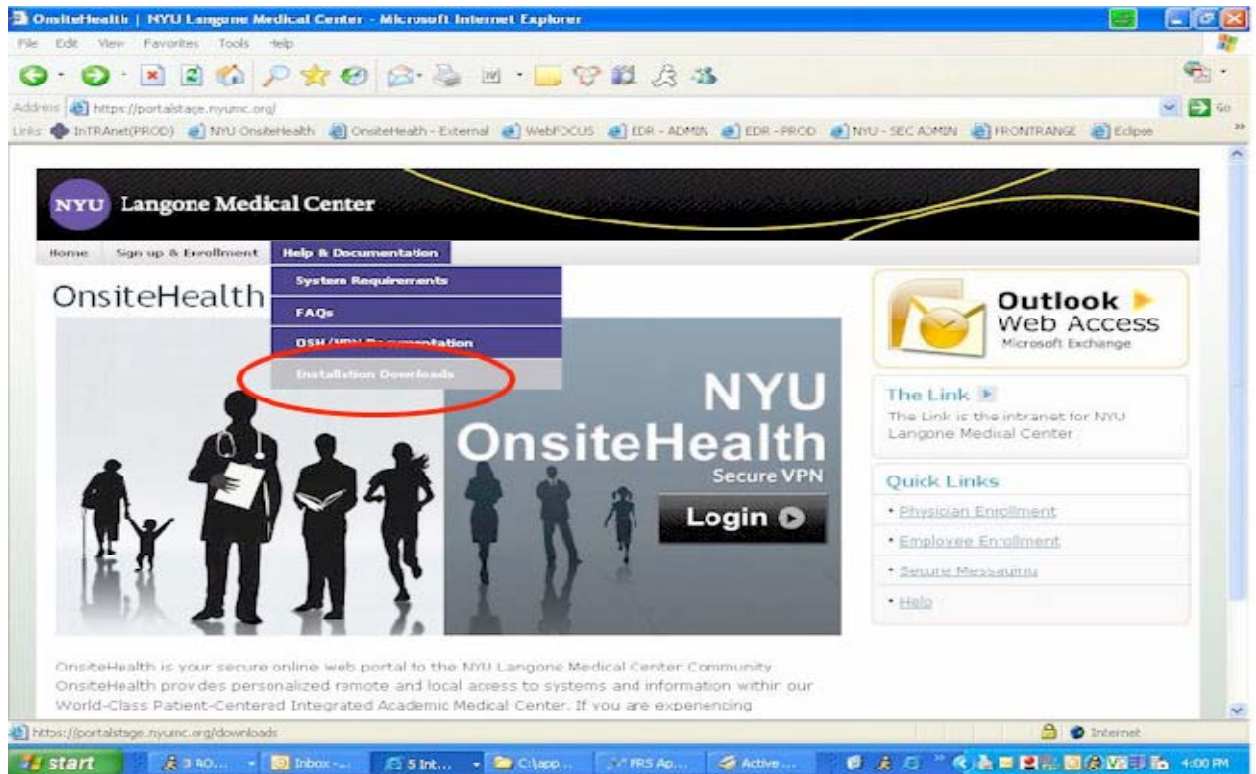


### 3. Citrix Client Update

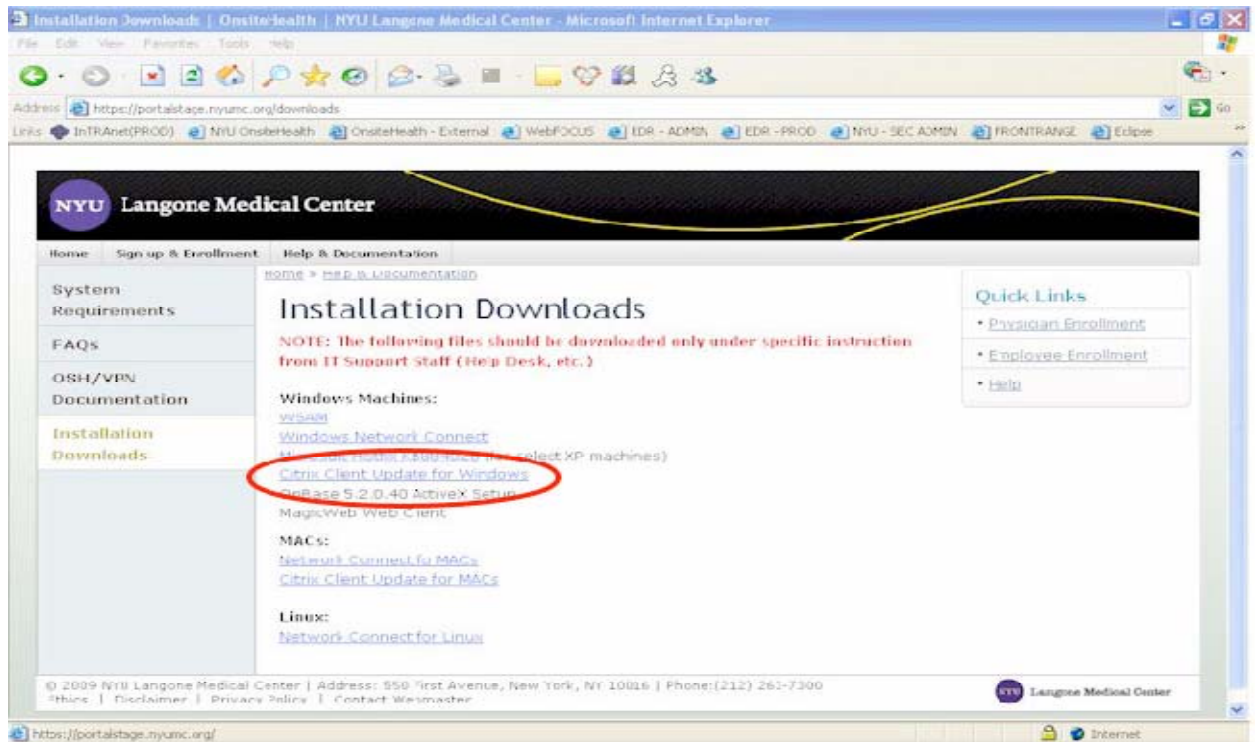
#### Download/Install the Citrix Client Update:

**Note:** you do not need to be logged into OnsiteHealth to install the Citrix client.

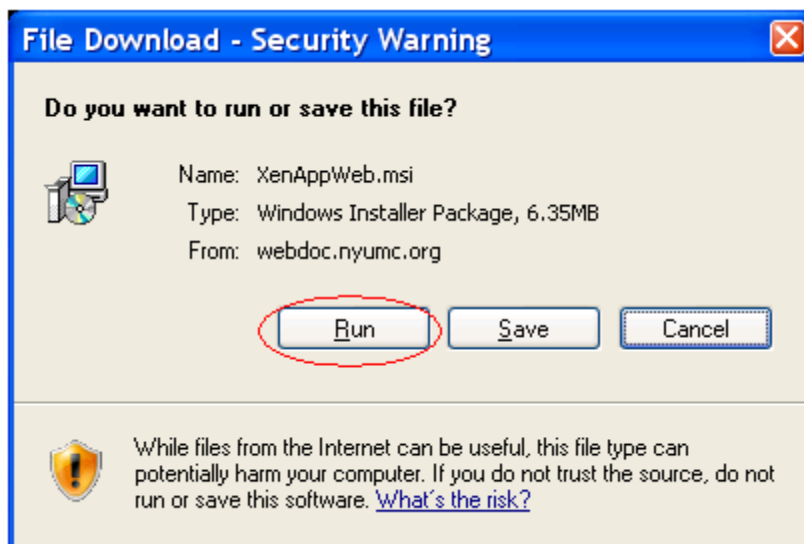
1. Launch the Internet Explorer (IE) browser, and visit the OnsiteHealth Web page (<http://www.nyuonsitehealth.org>).
2. From the top navigation bar, mouse over “Help & Documentation”, and then select “Installation Downloads”.



- Under “Windows Machines”, click on “Citrix Client Update for Windows”:

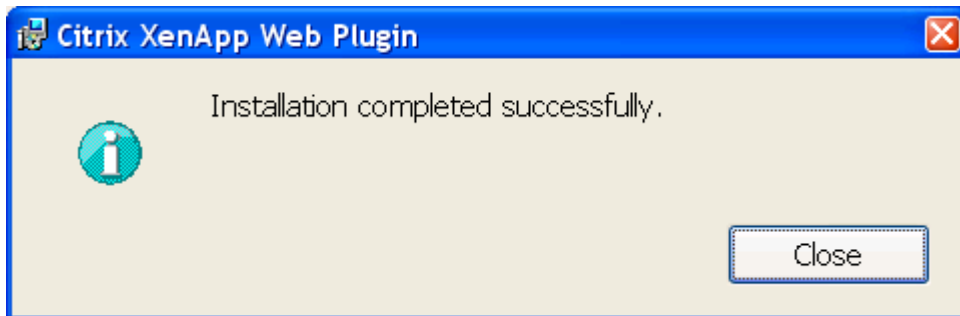
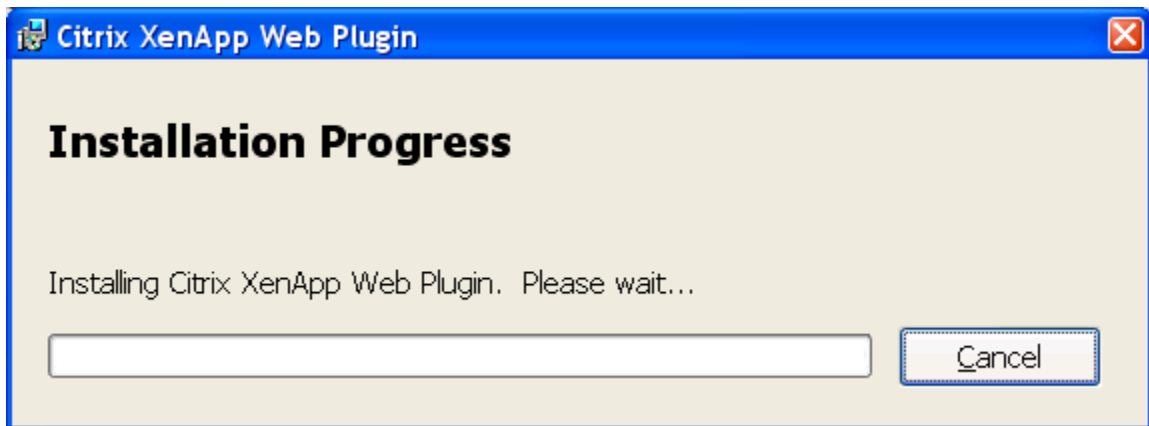


- Click on “Citrix Client Update for Windows”, and select “Run”.



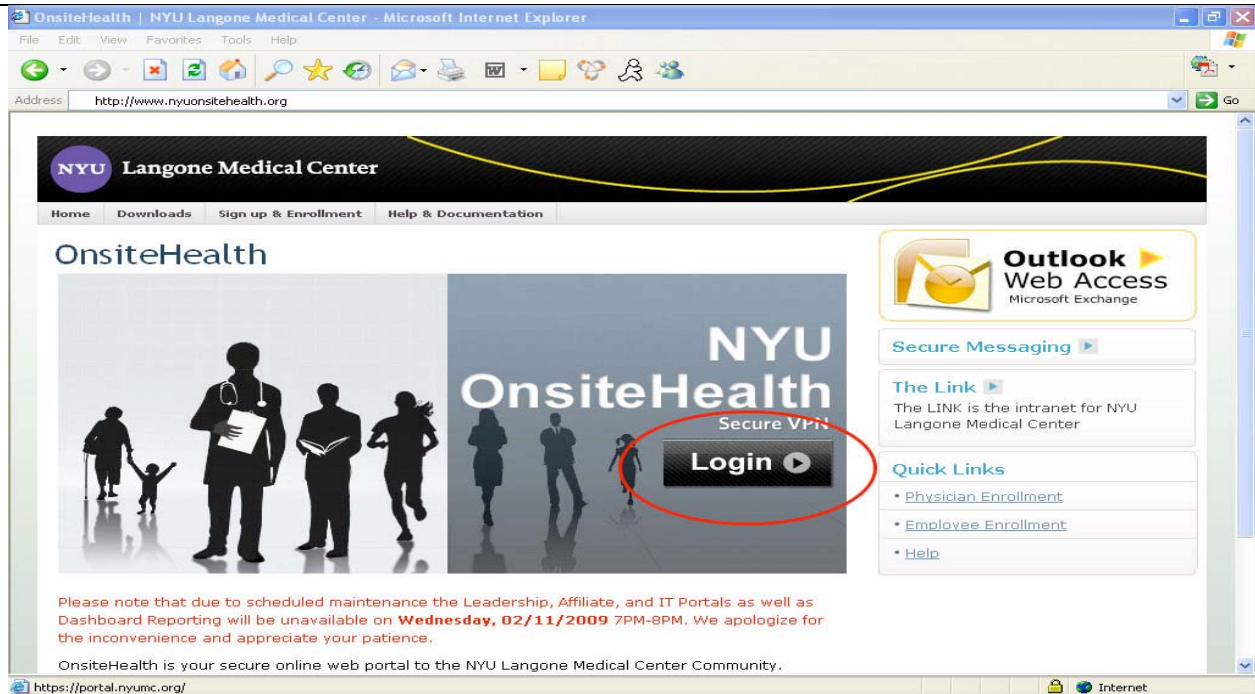
5. Accept and/or select any default settings when prompted.

Note: The Citrix client may take time to install. You will be notified when the installation has completed successfully:

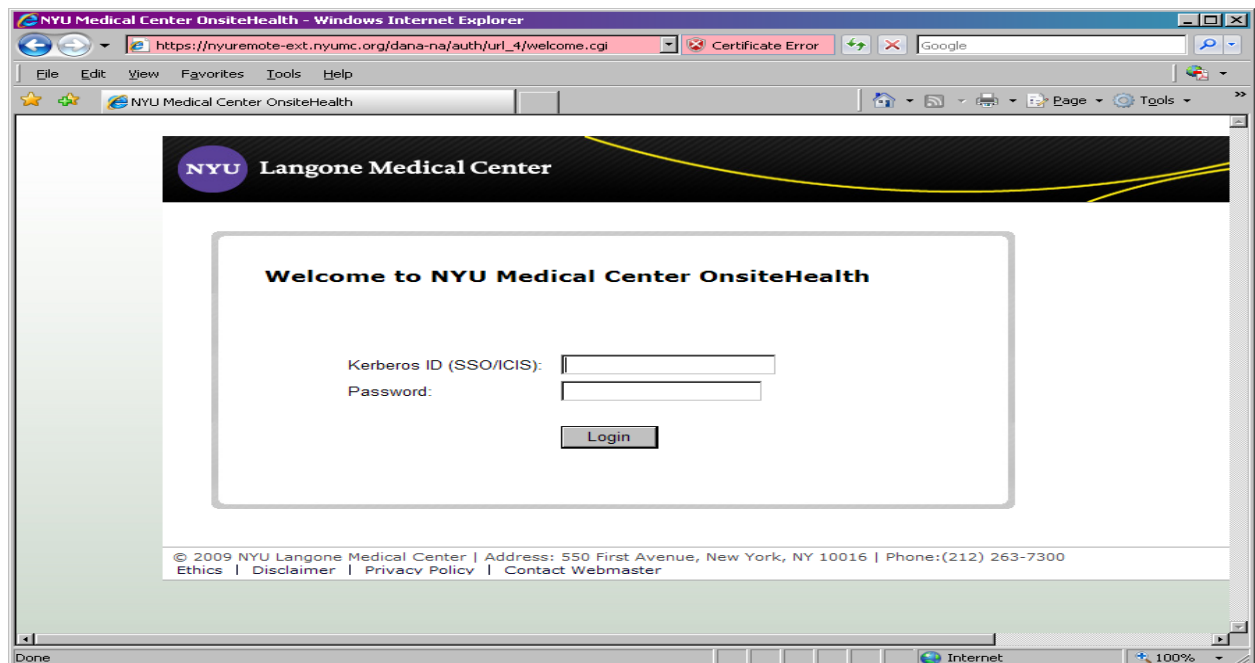


## Go to OnsiteHealth home page and access VPN

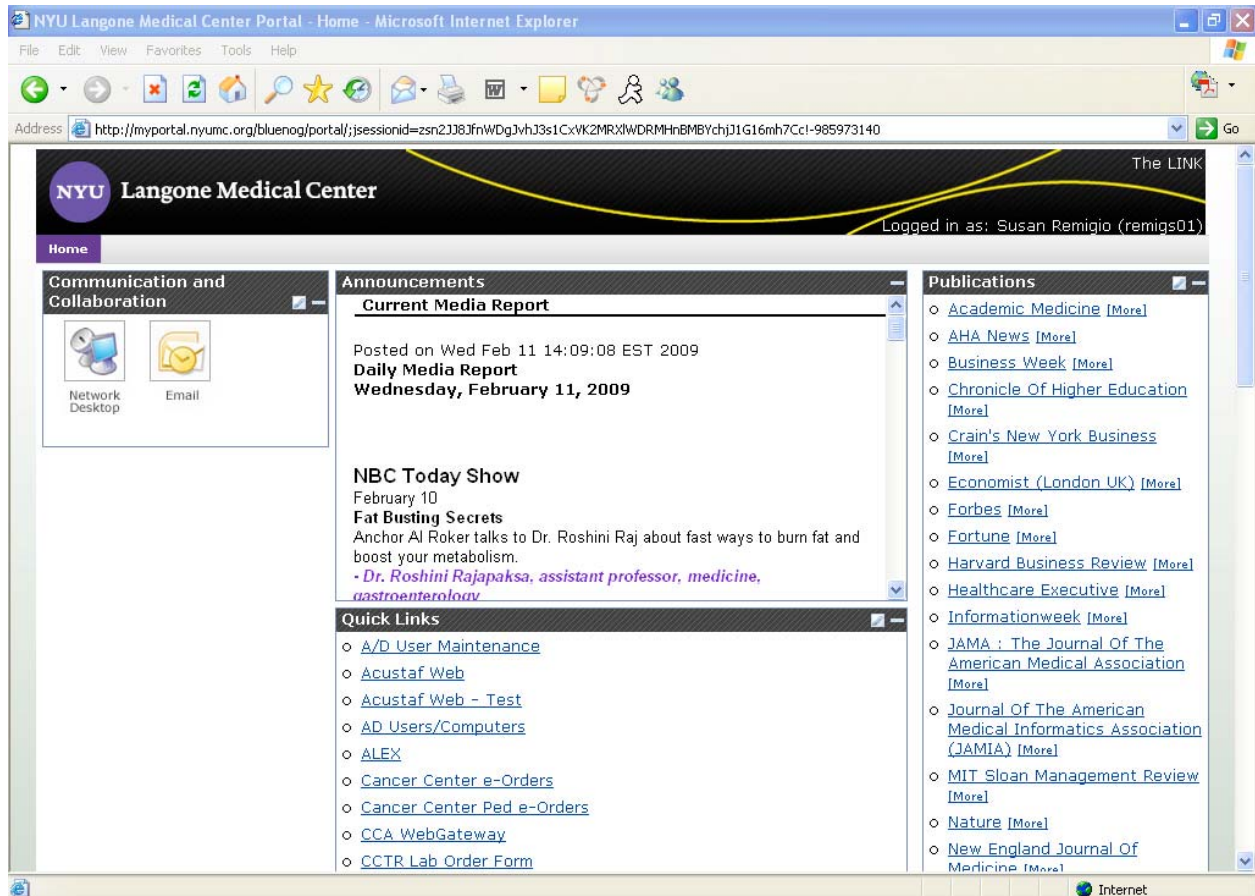
After the Citrix Client installation completes, you can now login into OnsiteHealth by clicking on the "LOGIN" button from the OnsiteHealth home page for access to the new VPN:



1. Launch the Internet Explorer (IE) browser, and go to the OnsiteHealth homepage (<http://www.nyuonsitehealth.org>).
2. Use your Microsoft Exchange e-Mail user id and password to login.



3. After Juniper (Secure Application Manager) launches, you should see the NYULMC Enterprise Portal:



## Browser & System Security Information

**Note:** A few words on anti-virus/security software are in order. This installation will install an Active-X component (for Windows-based systems). You should verify that your browser and anti-virus settings will prompt for Active-X installation.

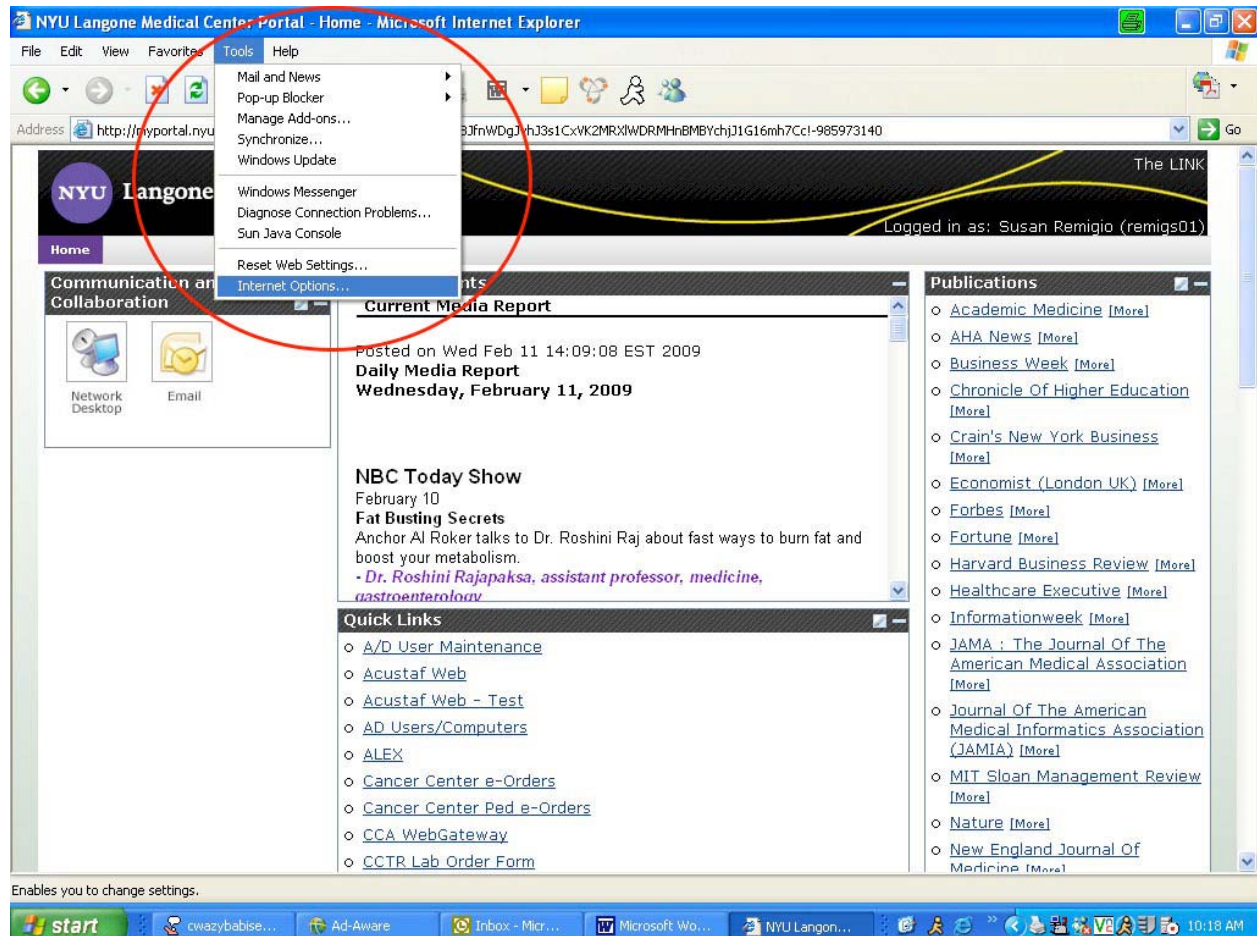
You may see the following prompt, in which case, click "OK" to continue the installation.



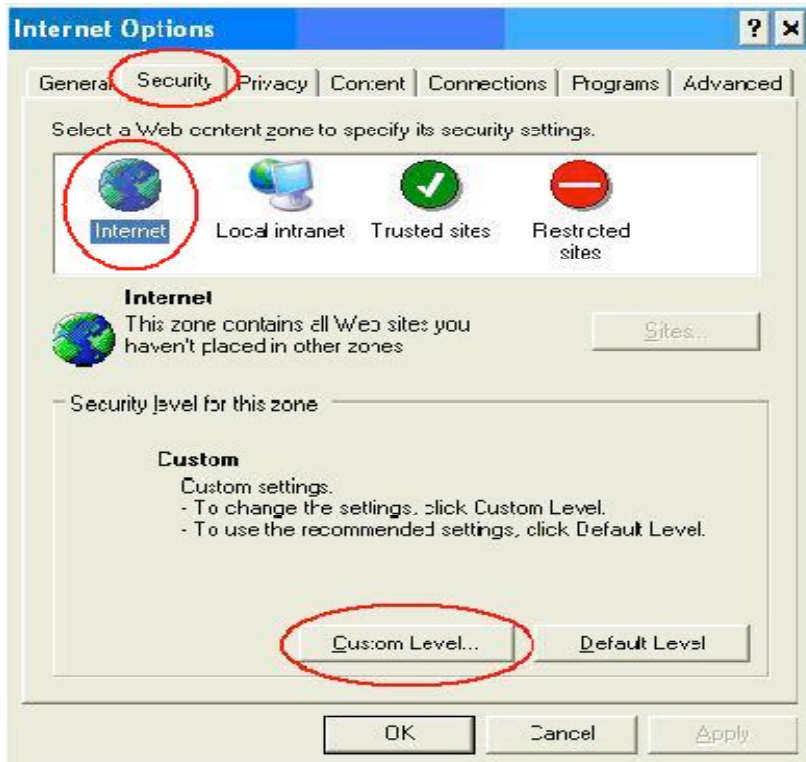
## ActiveX Enabling

In case you need to enable ActiveX:

1. From the Microsoft Internet Explorer (IE) perspective, select Tools, and then Internet Options:

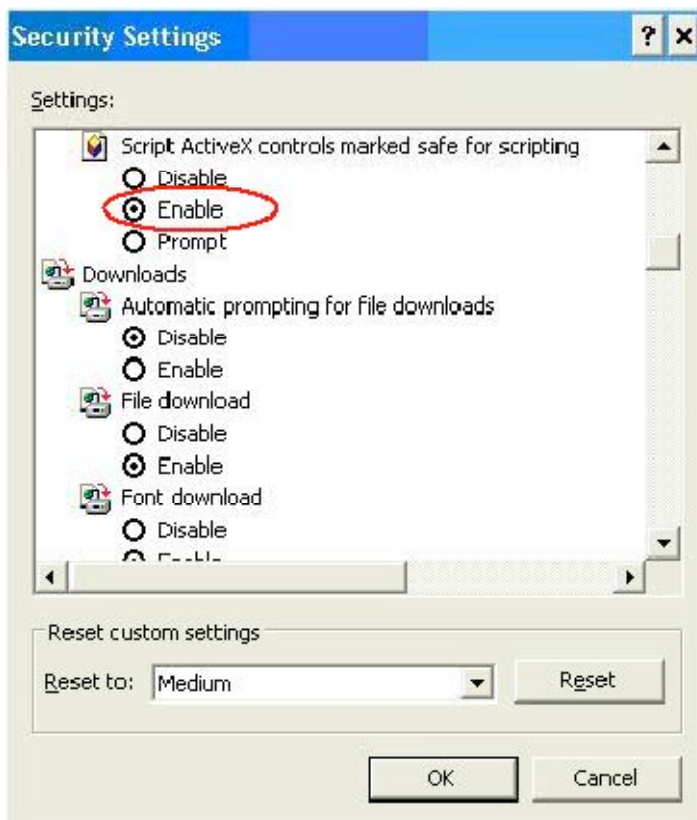
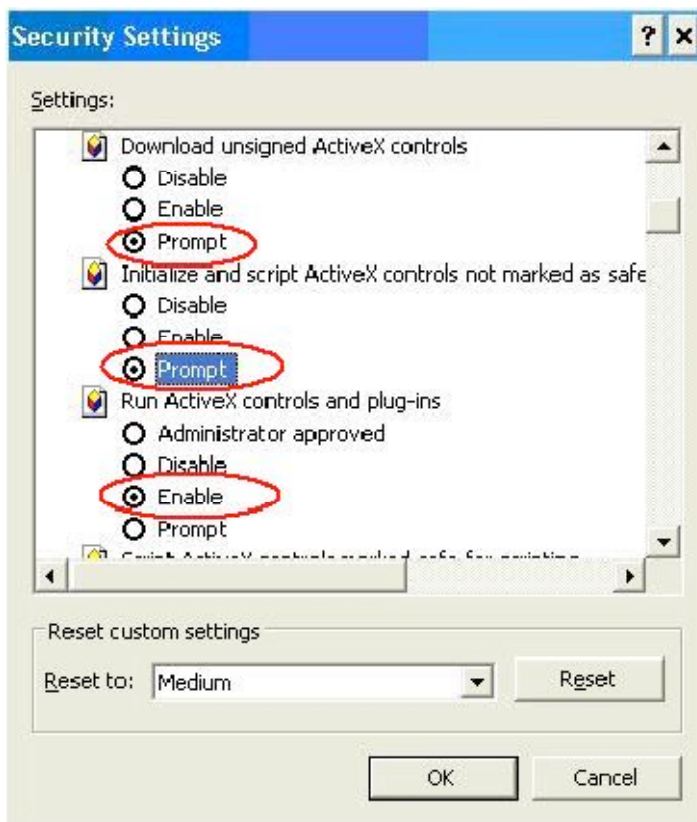


2. Select the "Security" tab
3. Highlight the globe icon, labeled "Internet"
4. Click on the "Custom Level..." button



5. Adjust the "Security Settings" required to match in the sequence of screenshots that follow below:





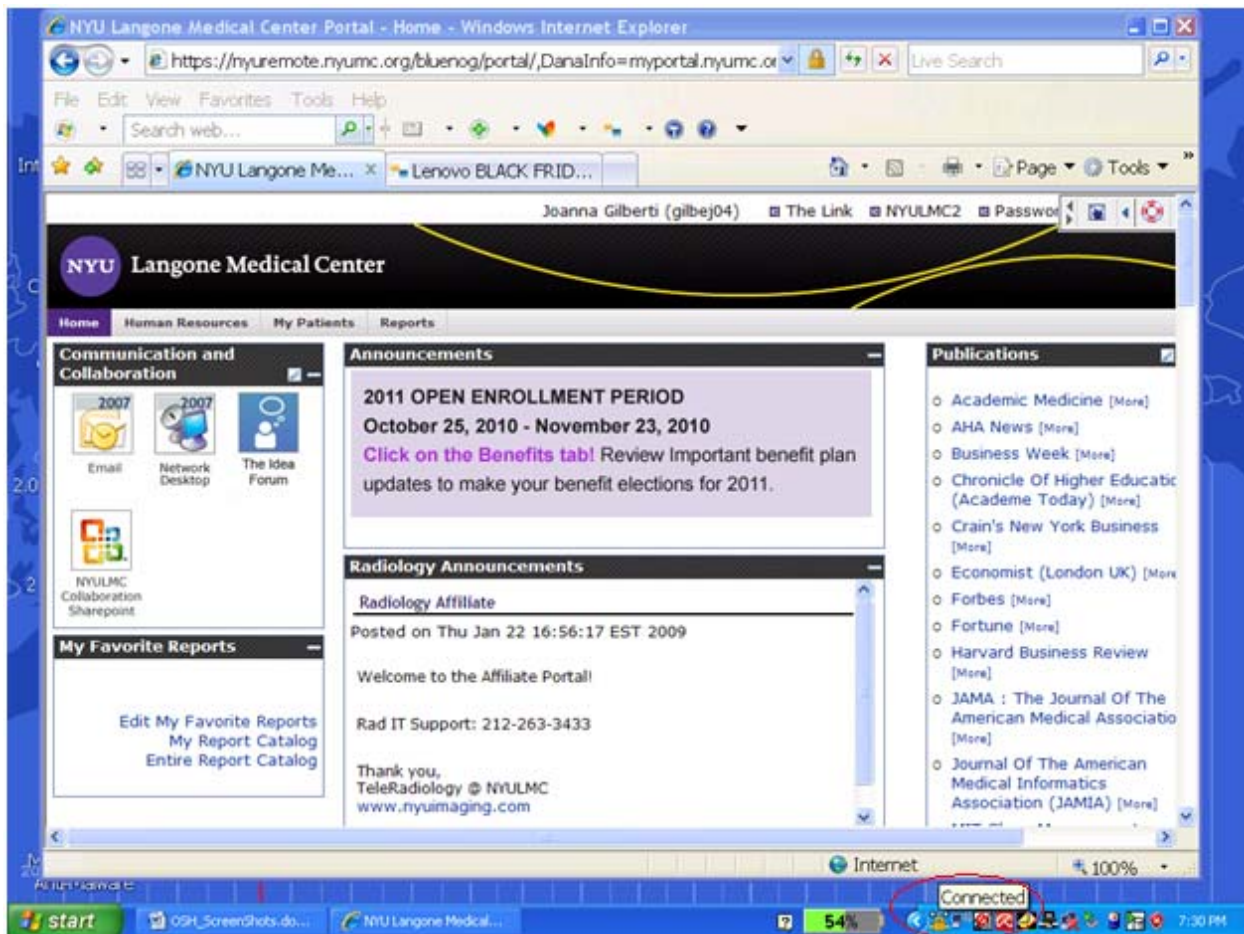
When the above criteria has been satisfied (and during the course of installation), you may be prompted or notified by your anti-virus/security software or browser security settings as to 'suspicious' behavior for this application. You should **allow** access for the installation to proceed.

As an example, using Zone Alarm, click "Allow" to allow the installation to proceed:

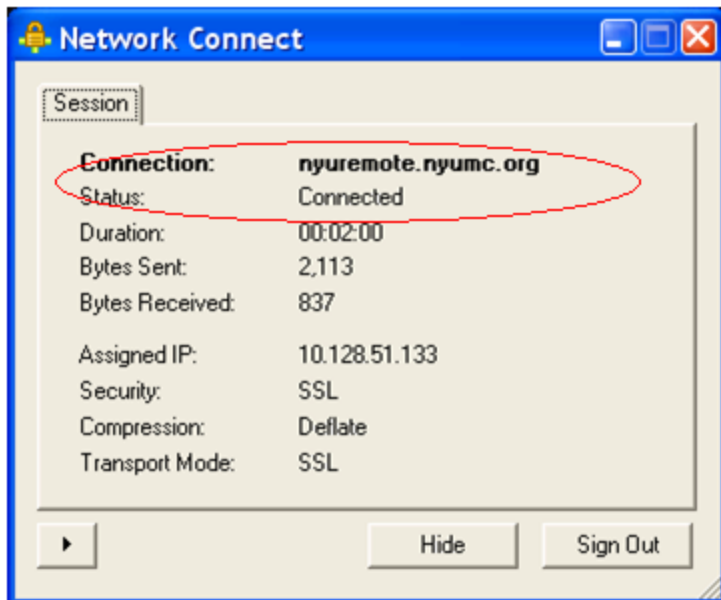
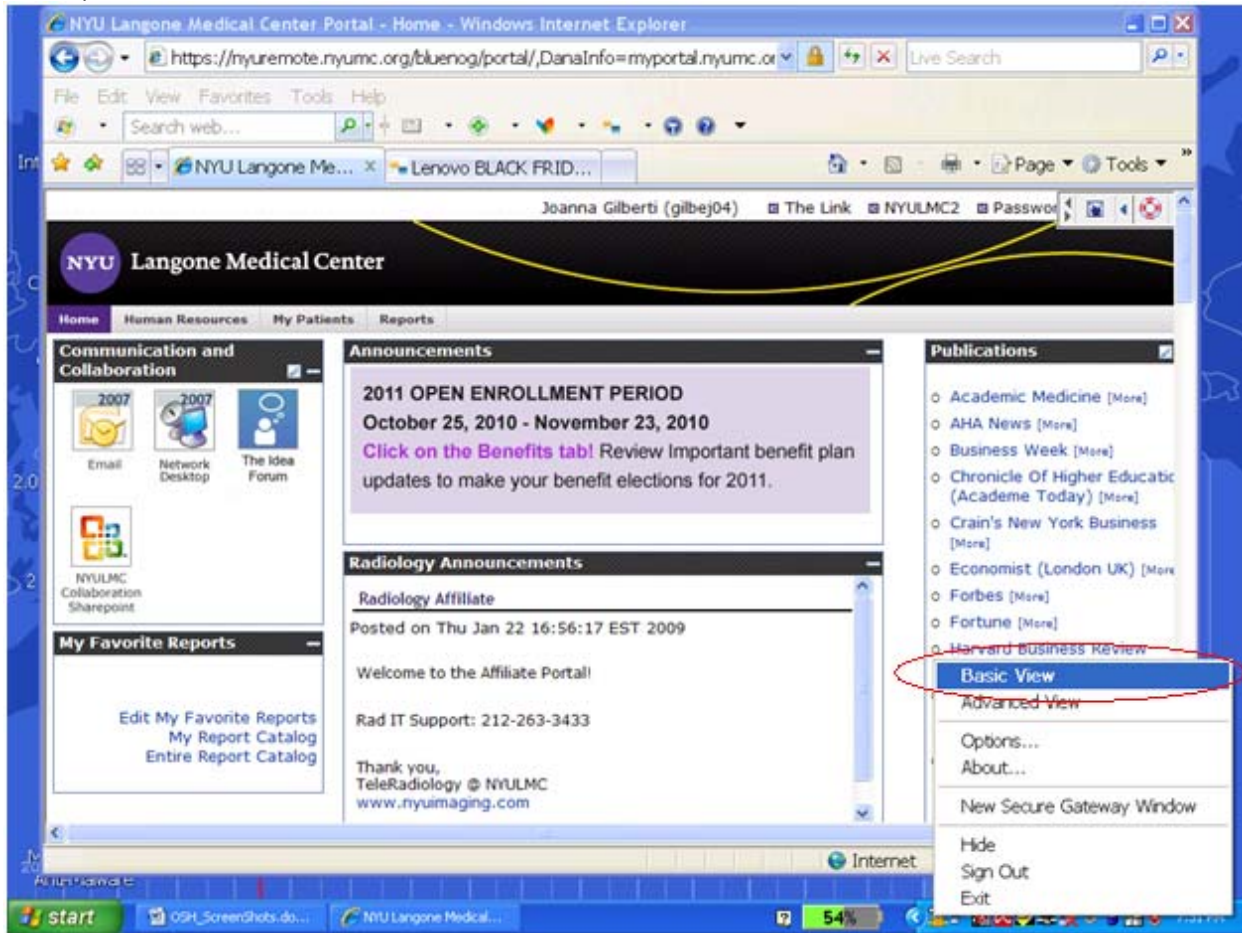


## Confirming Juniper Network Connect Established a VPN Connection:

1. Look for the Juniper Network Connect client icon in your system tray (lower-right-hand corner of your computer screen where your clock is located). The Juniper Network Connect client icon will appear as a yellow padlock with two dots above it. Mouse over the Juniper Network Connect icon. A tool-tip will appear with the message: "Connected" (see below):



As an alternative confirmation, right-click on the Juniper Network Connect icon, and select "Basic View". A pop-up will display with connection details (see screenshots below):

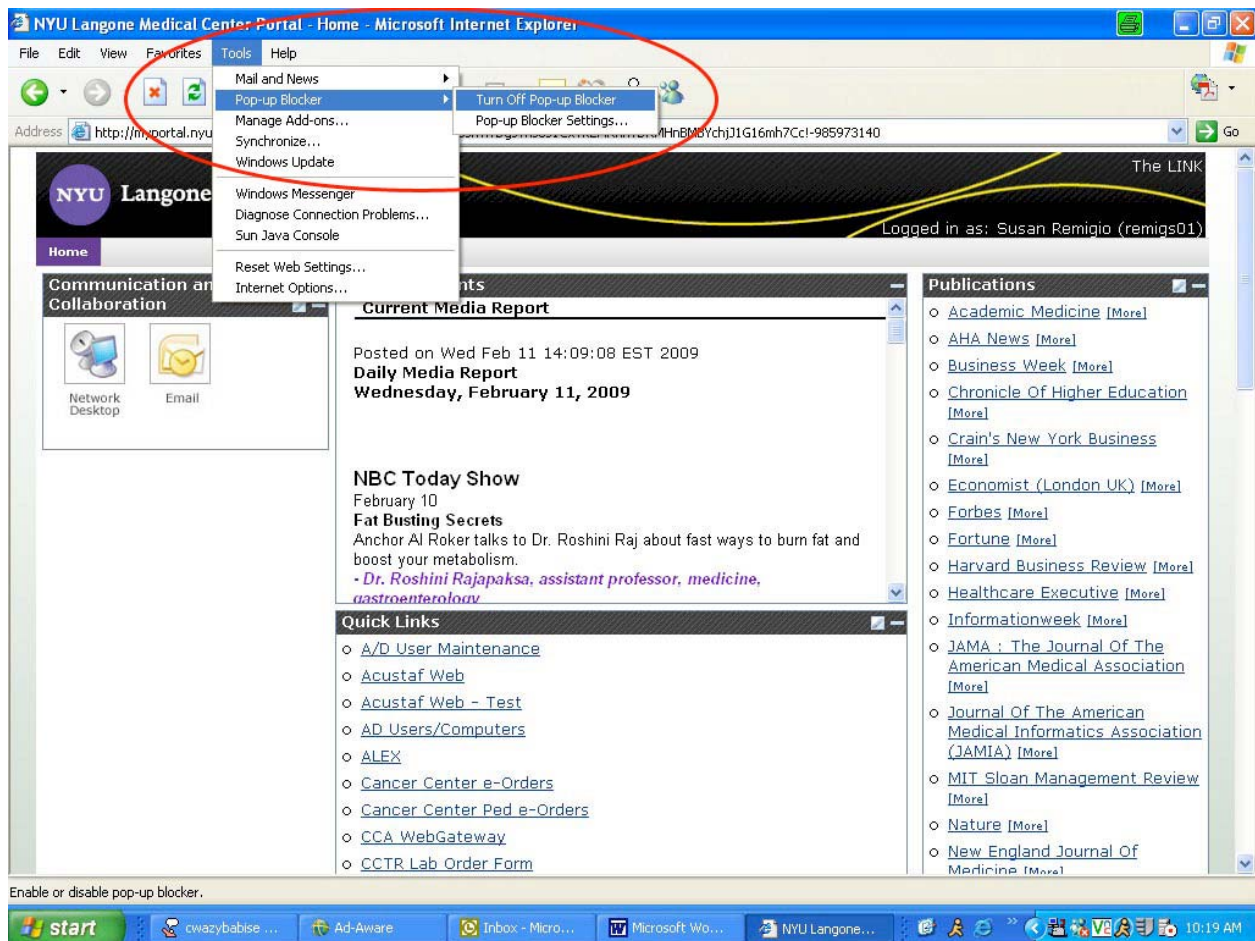


## Pop-up Blocker Settings

To adjust the pop-up blocker settings:

1. From the Microsoft Internet Explorer (IE) perspective, select Tools, and then Pop-up Blocker. Click on "Turn Off Pop-up Blocker".

**Note:** This menu option toggles between "Turn Off Pop-up Blocker" and "Turn On Pop-up Blocker". For Pop-up blockers to be disabled, this menu option should read as "Turn On Pop-up Blocker"

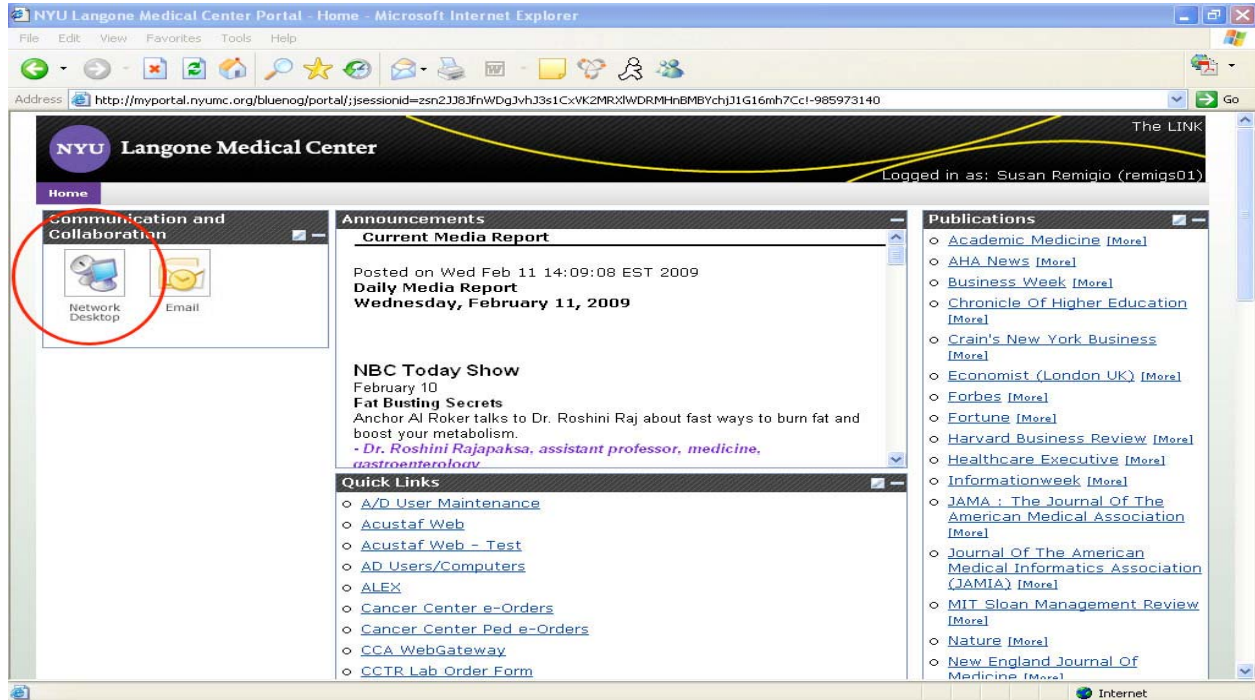


2. Under Tools, Pop-up Blockers, select "Pop-up Blocker Settings" and add the ".nyumc.org" under Exceptions:
3. After entering in the address, click the "Add" button, and then click the "Close" button.



## Accessing the New Citrix Desktop via the VPN

To access “My Networked Desktop”, click the icon in the “Communications and Collaborations” area, shown below:



Below is a screenshot of “My Networked Desktop” launched via Juniper VPN:

