



Remote Access (VPN)

User Instructions

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First Time Remote Access (VPN) Users

You will receive your Remote Access user id and password from IS&T Security.

You will be prompted to change your password after you log on for the first time. Your password must be at least 7 characters and contain at least three of the following – an uppercase letter, a lowercase letter, a number or a special character (& % / \ etc.).

If you are a KPass user please be sure to review page 5 of this document.

NOTE: This new account will prompt you to change your password every 90 days.

NOTE: Kaleida Health managed laptops should already be configured with Cisco VPN Client. Please contact the Technology Assistance Center for problems with Kaleida Health managed laptops (716) 859-7777.

KPass and Remote Access (VPN)



Registered users of KPass can reset their RA password via the KPass portal.

Reminder: Remote Access (VPN) Accounts are also synchronized via TSync when you change your Network/AD account every 90 days.

What is KPass?

KPass Portal is a password reset application that allows you to reset passwords for many of the applications that you work with each day. After you have registered your profile, using **KPass** you can choose to reset one password or several passwords at once.

What is TSync?

Once you have registered your profile, whenever you change your Network ID password, **Tsync** will automatically change (synchronize) all of your accounts that are available in KPass to this new password making them the same.

Which Passwords Can I Reset via KPass?

The application (or system) must be available within KPass. At this time, the systems that are available for password resets and Tsync synchronization are:

- Cerner Millennium (*Appbar, FirstNet, PathNet, PharmNet, PowerChart, RadNet...*)
- Cerner Bridge Medical
- Eclipsys Web
- Eclipsys Text
- Kaleidascope / Infoclique
- Lawson Unix (LID)
- Network Account

Note: *The following applications use Network Account Authentication.*

- EPSi Operating Budget Application
- Kronos
- Lawson Portal
- Magellan Balanced Scorecard
- Talent Management
- **Remote Access (VPN)**

Please contact the Technology Assistance Center at (716)859-7777 with any questions related to KPass.

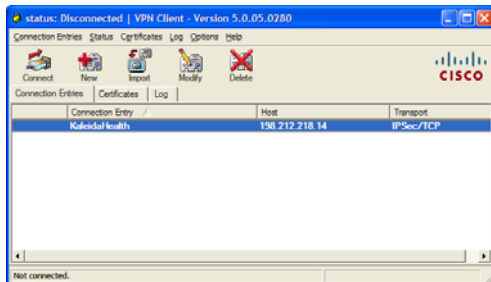
Using and Installing Remote Access (VPN)

Cisco VPN Client - Using

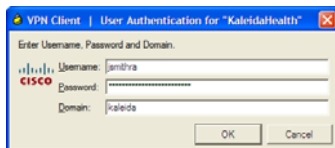
1. Locate the Kaleida Health VPN Client icon on your desktop and double click on the icon. The Cisco VPN Client is installed on every Kaleida issued Laptop. For install instructions on a personal PC go to page 8 of this document.



2. The VPN Client will then launch.



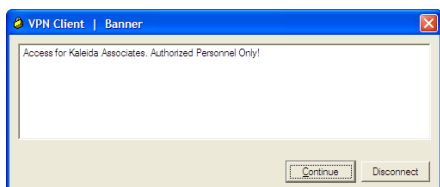
3. Click on Connect to login into VPN. You will then be prompted with the VPN Client User Authentication screen. Enter your Remote Access (RA) user id and password. Click OK to continue.



4. On a Kaleida Laptop you will see the Login Script Executer launch.




5. Once authenticated you will receive the connection confirmation window. Click Continue.



6. On a Kaleida Laptop after clicking continue you will get the IST Access Request Security Agreement

Login Script: NORMAL_VBS

**KALEIDA**
H E A L T H

User:	MCD24
Domain:	KALEID
Computer:	cnu0362b
IP:	10.16.17.161;192.168.
Time:	3/15/2011 23:28:50

Use of the Kaleida Health network is subject to the terms and conditions contained in the IST Access Request Security Agreement.

[Read Agreement](#) [I Accept](#) [Log Me Off](#)

7. If this is a personal PC the Kaleida Drive Mapper window will then open. You will need to enter your network id and password. This will map your H, I and J network drives. If you don't need access to these drives just click Cancel.

Kaleida Health Drive Mapper

Welcome to Kaleida Health
Please login to map network drives

User name: jks123

Password: ••••••••

Domain : KALEIDA

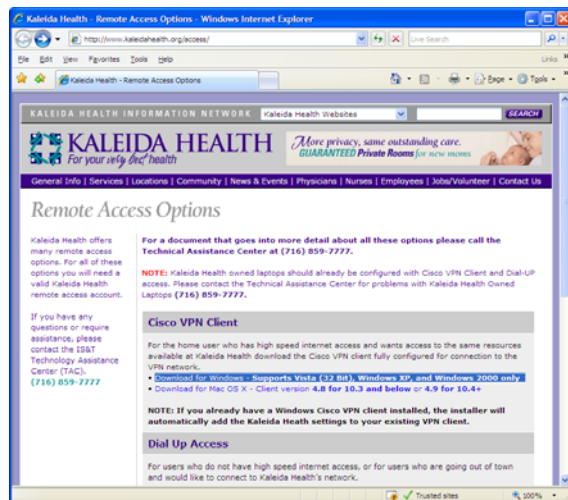
Cisco VPN Client - Installing

Download and install the Kaleida Cisco VPN Client:

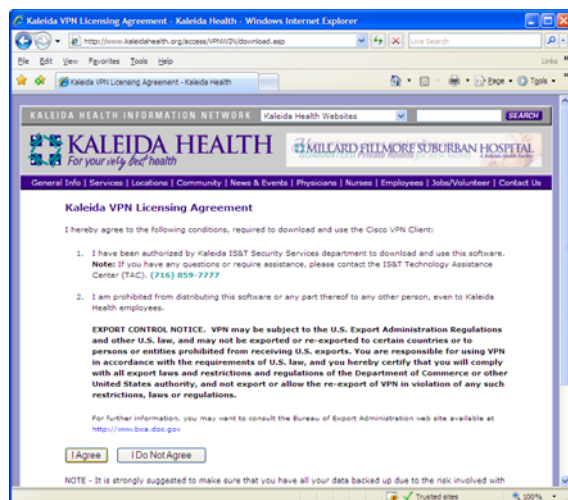
1. From Internet Explorer access the Kaleida Health Remote Access Options site at the following address:

<http://www.kaleidahealth.org/access>

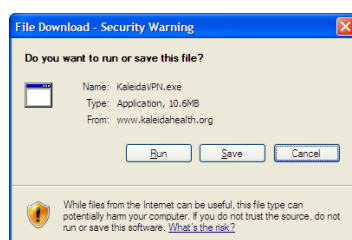
2. From this site click on Download for Windows under the Cisco VPN Client section.



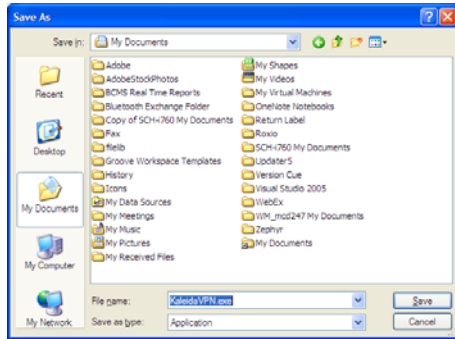
3. The Licensing Agreement screen will then appear. Click on I Agree to continue.



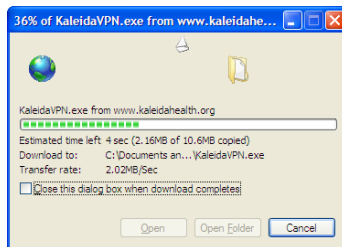
4. You will then get a File Download window. Select Save to continue.



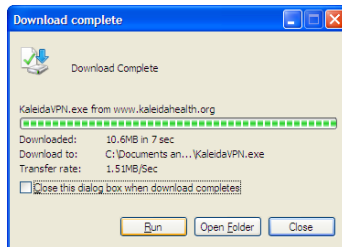
5. Save the file to a location you will be able to access. In this example I'm saving the KaleidaVPN.exe file to the My Documents folder.



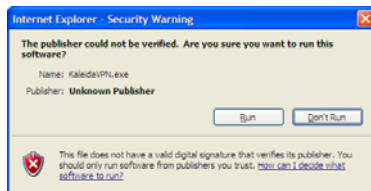
6. Once you click save the file download will begin.



7. Once the download completed click on Run to continue.



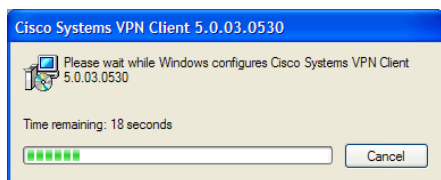
8. You may get a security warning. If you do... Click Run to continue.



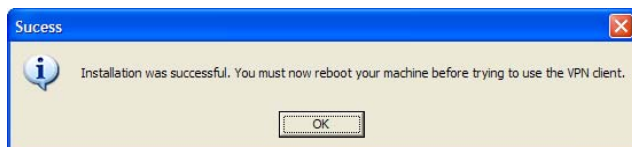
9. The Kaleida Health VPN Client will then launch. Click Extract to continue.



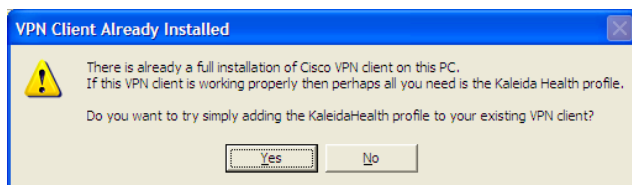
10. The installation will then start...



11. Once the installation completes Click OK. You will then need to reboot your computer.



12. **Note...** If you already have the Cisco Systems VPN client loaded you will get the following message. Click Yes and it will load the KaleidaHealth Connection Entry/Profile.



Drive Mapping Applications

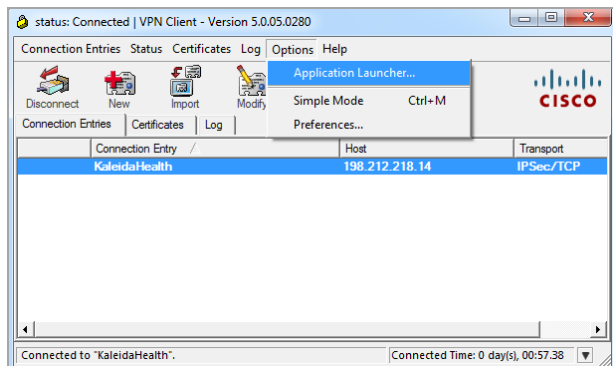
Drivemapper.hta (Non-Kaleida PC)

To be used by NON-Kaleida imaged PC's. This utility only maps drives after you have connected to Kaleida with your Remote Access (VPN) account and have logged into the Helper Utility using a valid Network Login account.

LoginScriptExecuter.vbs (Kaleida Imaged PC)

To be used by Kaleida imaged PC's, This utility runs the full Kaleida Health Login Script and is automatically run after you connect to the Kaleida Health's network.

NOTE: To disable either of these two scripts from running uncheck the Enable button in the Application Launcher.



Installing the Citrix Online Web Plugin and Accessing the Citrix application Portal

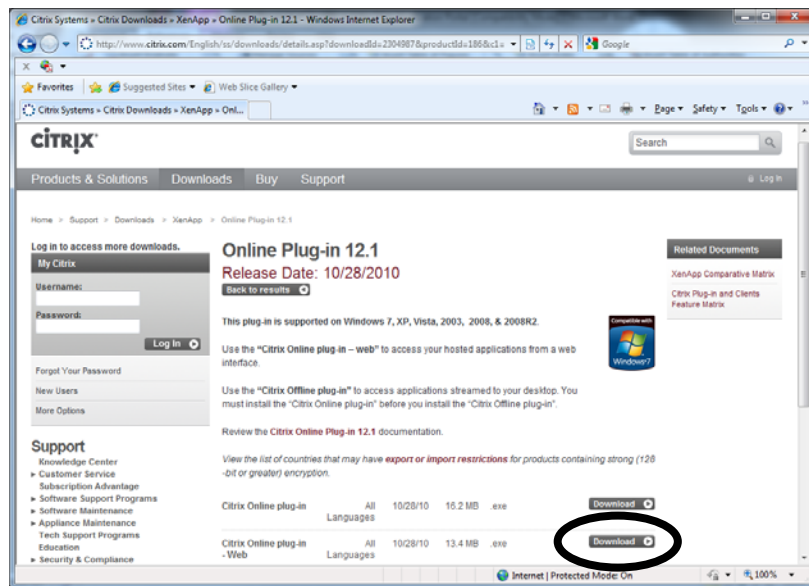
Installing the Citrix Online Plugin (Non-Kaleida PC)

Download and install the Citrix Online Web Plugin:

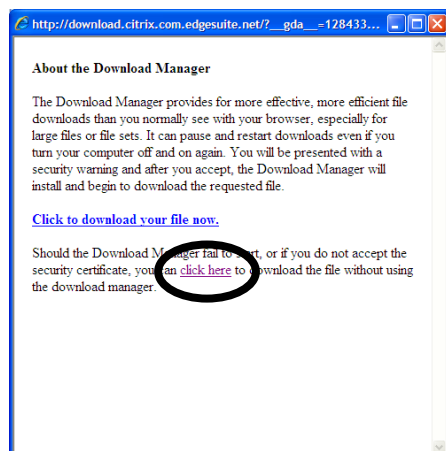
1. To download and install the Citrix Online Web Plug-in you will need to access the web site link listed below. To launch it from this document place you mouse pointer over the link and hit Ctrl and click to launch. If that does not work you can copy the entire line into the address line in Internet Explorer and hit enter.

<http://www.citrix.com/English/ss/downloads/details.asp?downloadId=2304987&productId=186&c1=sot2755>

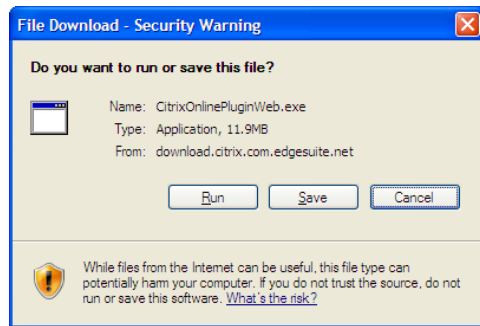
Once the Citrix Online Plug-in 12.1 site is displayed you will need to click on the Download link for the Citrix Online plug-in – Web shown circled below.



3. Once you click on the Download link you will be presented with the Citrix Download Manager window. To initiate the download click on the click here link shown circled below.



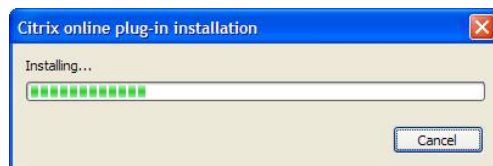
4. You will then see the File Download – Security Warning window. Click Run to continue.



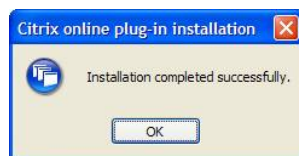
5. Once downloaded you will be prompted with the following security warning. Click Run to continue.



6. You will then see the Installation Progress

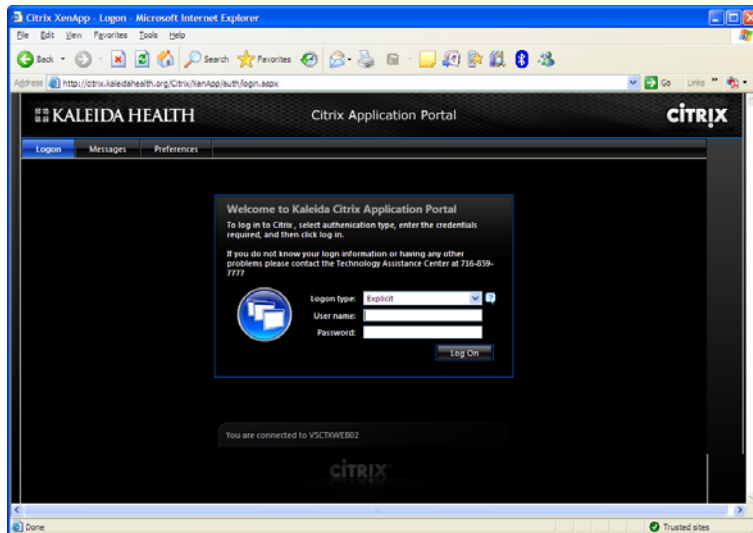


7. Once the install completed you will receive a message that the client has been installed successfully. Make sure that you close all Internet Explorer web browser windows prior to logging into the Kaleida Citrix Application Portal for the first time.

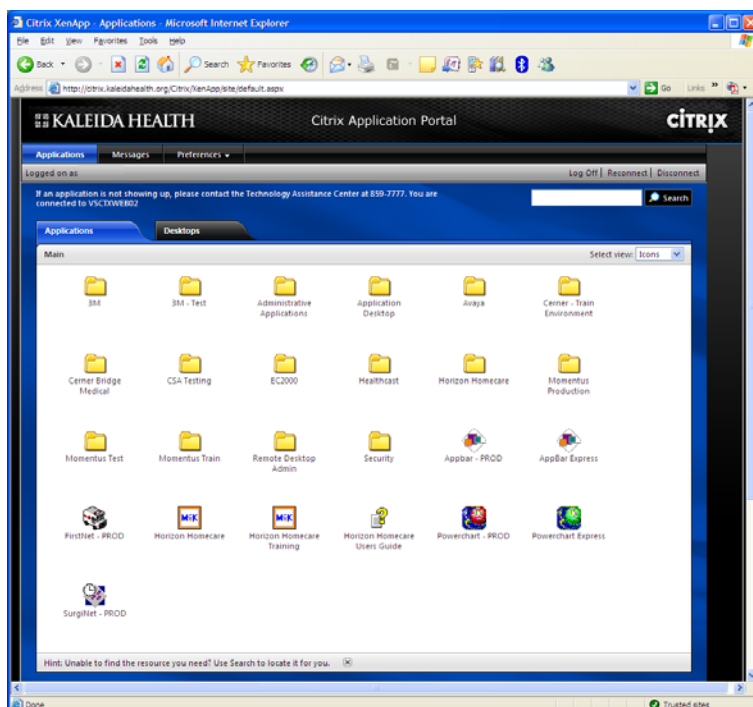


Accessing the Kaleida Citrix Application Portal

1. Connect to the Kaleida network using Cisco VPN Client.
2. Launch Internet Explorer and type <http://citrix> on the address line and it will take you directly to the Kaleida Citrix Application Portal.
3. The Citrix Application portal will then launch. Make sure that the Login Type is set to Explicit User. You will then need to enter your Kaleida network user id and password. Click Log On to continue.



4. Once logged on you will see the Applications windows for Citrix.



Installing the Synapse Cardiovascular Client

Computer Requirements

- Processor - Intel Core 2 Duo 2.33 GHz
- RAM - 2 GB (Windows XP) 3 GB (Windows 2008/7)
- Internet Explorer 6 & 7 & 8
- Hard Disk - 40 GB available, SATA 3.0
- Video Display
LCD color display set to one of the following native resolutions
1280 x 1024 pixels, 1600 x 1200 pixels, or 1680 x 1050 pixels
Only Landscape display orientation and Native resolution is supported
Medical grade displays are highly recommended
- Graphics System
32-bit color and native video display resolution
256 MB dedicated Video RAM for image viewing
- High Speed Internet Access - Cable Modem or FiOS required

Kaleida Health Cisco Systems VPN Client

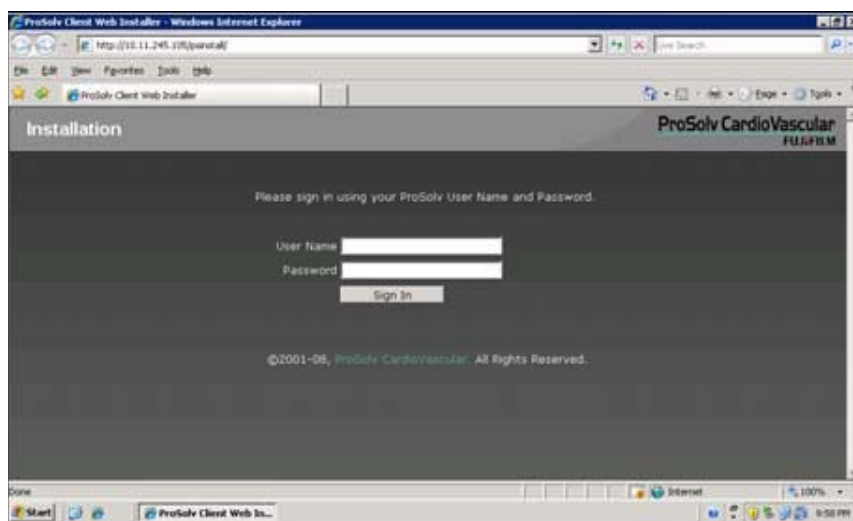
If you already use Cisco VPN client, skip this step and proceed to Installing Synapse Cardiovascular Client outlined in the section below.

Installation instructions can be found on Page 8 of this document.

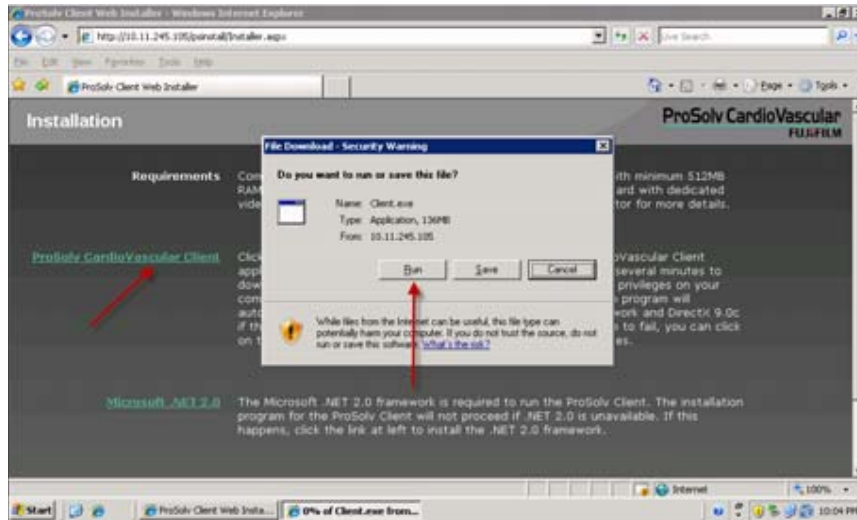
Installing Synapse Cardiovascular Client

NOTE: User must have logged in to Synapse CV system at Kaleida Health before installing remotely.

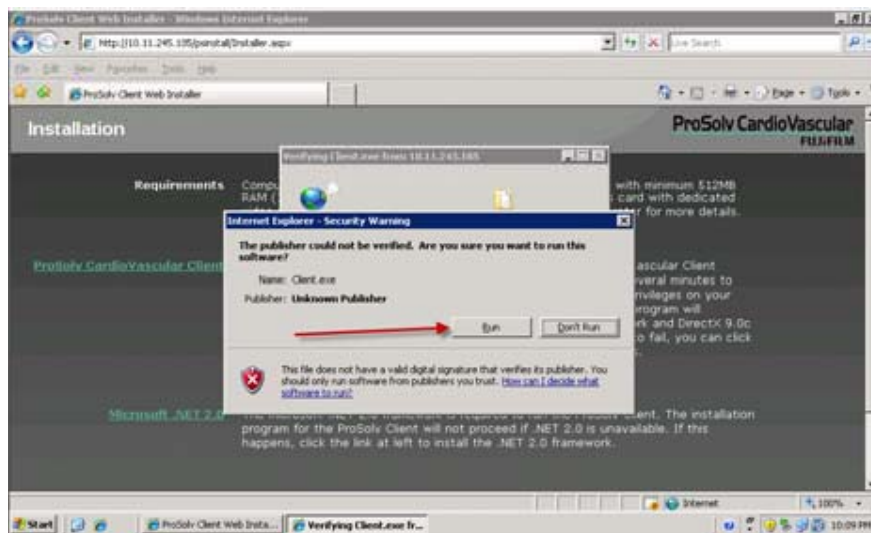
1. Connect to the Kaleida network using Cisco VPN Client.
2. Navigate to <http://10.12.208.210/psinstall> using Internet Explorer. You will be prompted with an authentication screen as shown below. Enter your username and password and click the Sign In button.



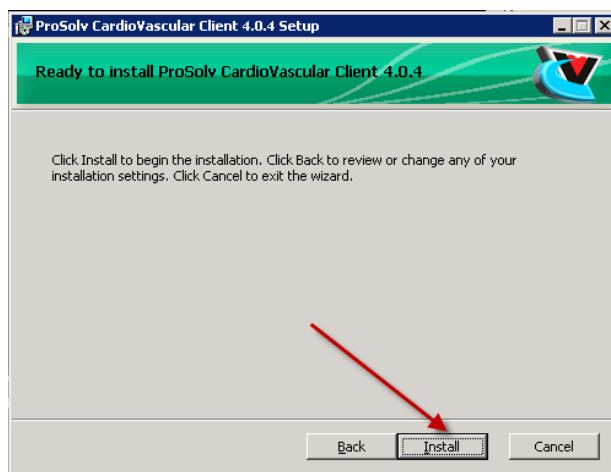
3. On the screen that appears, click the ProSolv Cardiovascular Client hyperlink and you will be prompted for a file download:



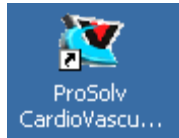
4. Click Run in the File Download dialog and run again if a security warning is displayed. The files will extract and the setup wizard will start:



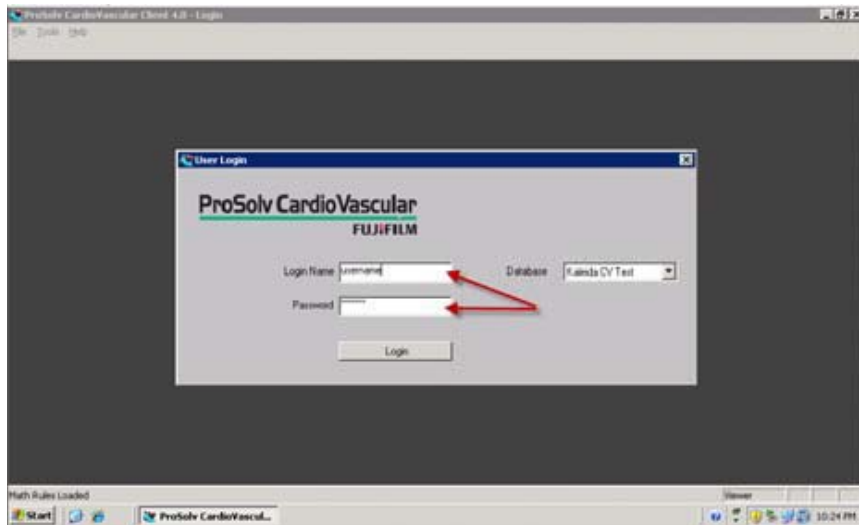
5. Click Next twice in the setup wizard to accept the defaults and then click Install:



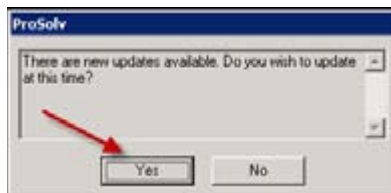
6. After the install completes, click finish and navigate to the desktop. DoubleClick on the ProSolv Cardiovascular Client 4.0.4 icon:



7. Enter a username and password when presented with the login screen and click login:



8. After you initially login, there may be updates available the need applied to the workstation (these are usually reports, etc). If you are prompted, click Yes to accept the updates:



9. After the updates complete, you will be returned to the login screen and the system is ready for use.