Windows VPN and Epic Installation Instructions

Contents

Read Me First

Requirements and other facts

1. To connect to the network, you must have a working token generator, and know how to generate a token code.
2. You will need to know whether you have administrative access on the computer you want to install the software on. Typically, if you have a Health System computer you will *not* have Administrative access.
3. Windows supports both 32 and 64 bit versions of Internet Explorer. Which version you have is dependent on your operating system; 32 bit Operating systems will only support 32 bit Internet Explorer, 64 bit systems will have both. **Currently the software is only supported by the 32bit version of Internet Explorer.**
4. Token codes cannot be reused. If the code is older than 10 minutes you should generate another token code before using it.
5. **If you have trouble installing this software or questions call the Helpdesk @ (434) 924-5334**

Click here to return to main menu.

Windows 8 VPN installation instructions

When using Windows 8, Internet Explorer 11 can be opened either using the "Metro" (tile) interface or from the Desktop shortcut.

Metro:

The version of Internet Explorer 11 provided in the Metro interface does not allow ActiveX plug-ins (http://msdn.microsoft.com/en-us/library/ie/hh968248(v=vs.85).aspx) which means that it cannot load the F5 components necessary to create a VPN connection. If a user attempts to install and connect to the VPN in this mode they will they will receive the message: **Sorry. ActiveX control is required to view this page**

ActiveX error:
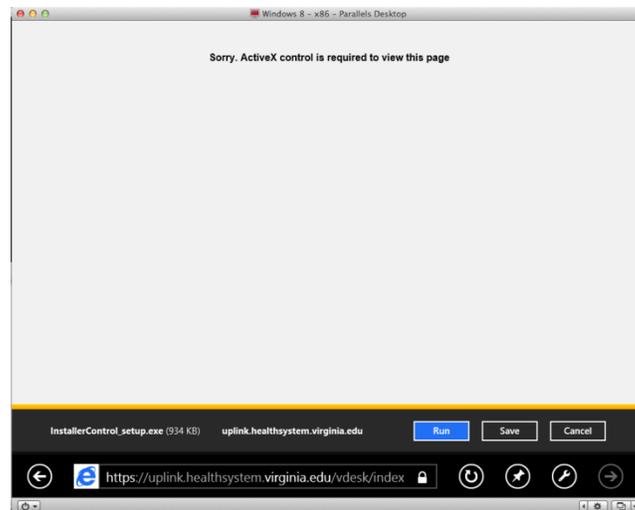
In order for the user to connect to the VPN on Windows 8, they will first need to access the Desktop by using the keyboard shortcut (Windows key + D)

⊞ +D

Windows 8 Desktop:
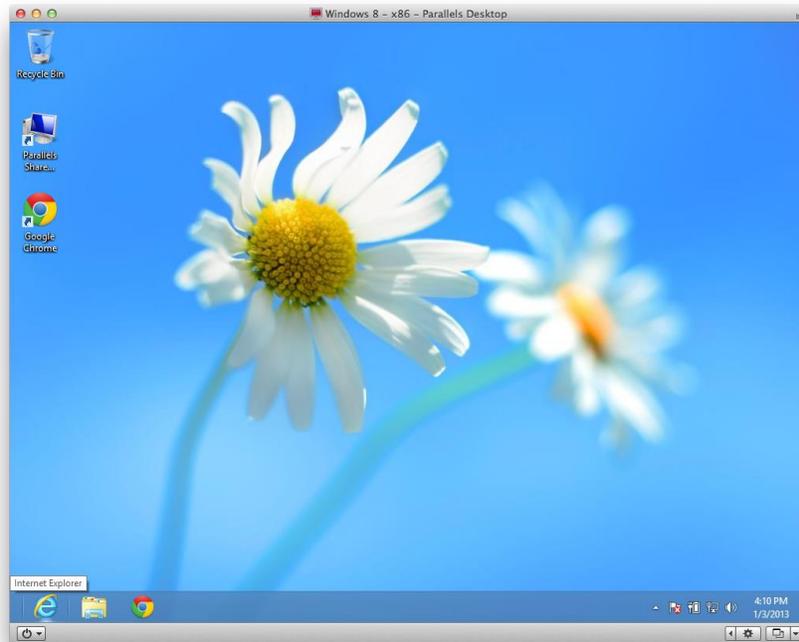
Click here to continue.

Windows 7 VPN installation instructions

The first time you want to connect to the Health System network you will need to install addditional components. Select from the options below.

Option 1

If you have administrative permissions on the computer, you should install the BIGIPEdge FAT Client component; **click here** to continue.

Option 2

If you have a Health System Computer and do not have Administrative privileges, **click here** to continue.

If you have questions or need assistance installing this software call the Helpdesk @ (434) 924-5334

Note: If you have a personal computer that you do not have administrative privileges on you will not be able to install this software.6

BIGIPEdge FAT Client installation instructions

Use the following link to download the BIGIPEdge client:
https://download.hscs.virginia.edu/BIGIPEdgeClient.exe. **Accept all the default settings to install.** Once you have done this you will find the the BIG-IP Edge Client icon listed under Start -> All Programs and towards the top of the left hand column
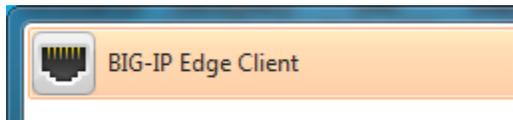
Double click the icon to open the BIG-IP Edge FAT client, and click Connect.
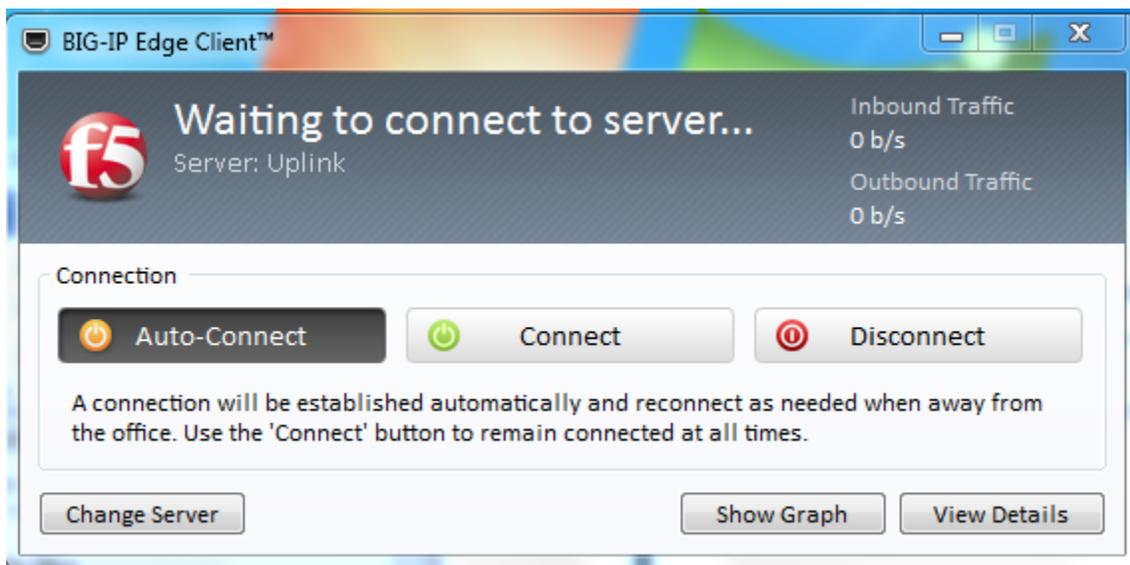
Generate a token code and connect to the Health System network by entering

- ➢ Username – Standard UVa logon ID
- ➢ Password – The token code generated by the Token Code Generator (either hardware or software)
- ➢ Domain Password – Your email password
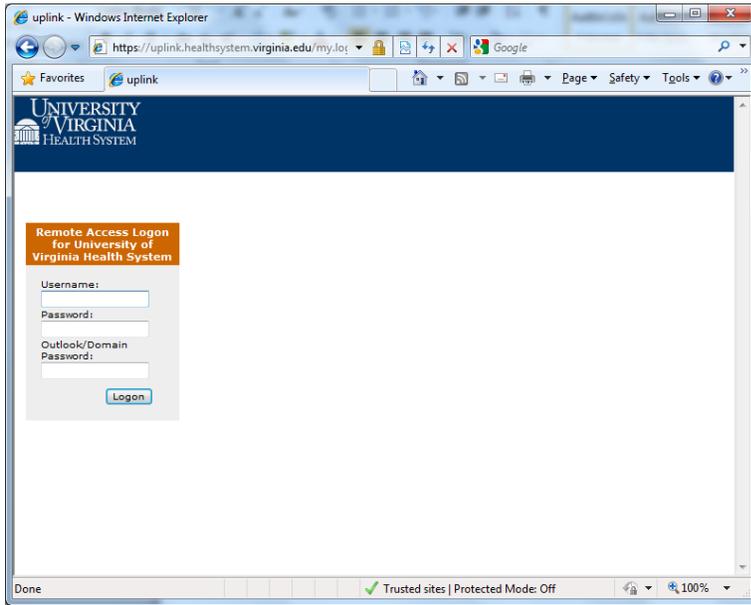
Your network drives should automatically map. If you get the Window below simply click"Cancel." If may pop up several times, click "Cancel" to close.
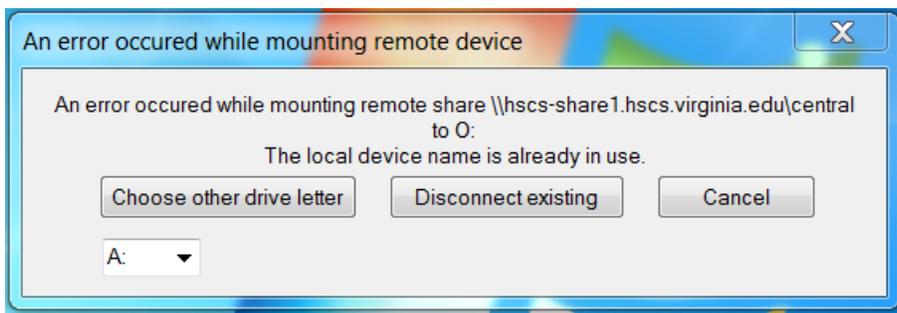
For instructions on connecting to your desktop click here.

For instructions on connecting to Epic click here.

To go back to the top of the document click here.

BIGIPEdge Thin Client installation instructions

If you have decided to continue with the installation open a web page with the following link:
https://uplink.healthsystem.virginia.edu; click on, "Install the new browser component and continue"…
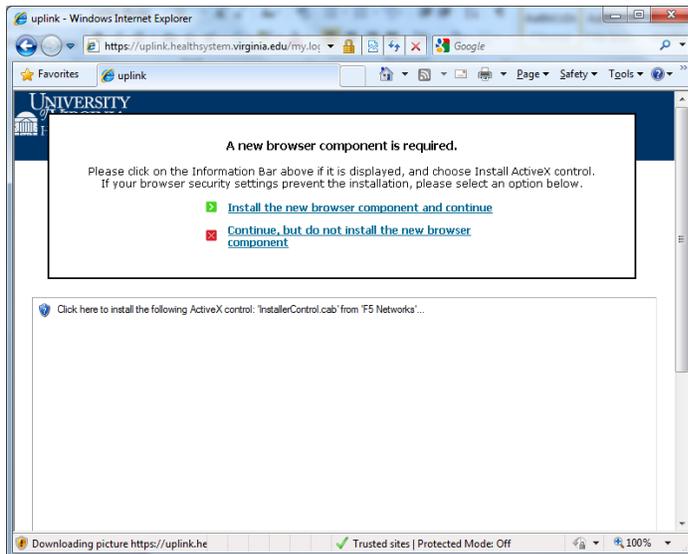
Click on, "Download and run installation instructions"…
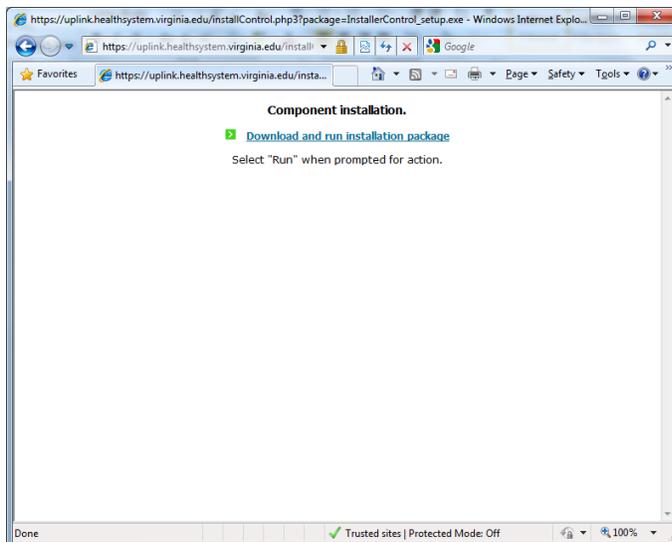
...click "Run"
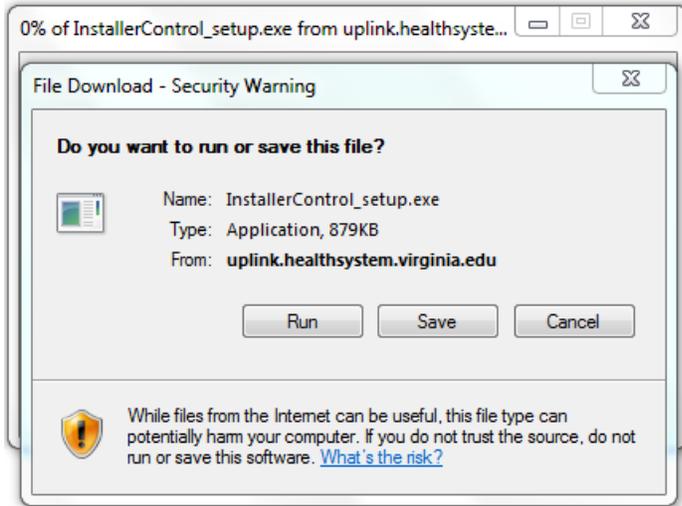
The speed of the connection and the speed of the computer will determine how long it takes to install. It shouldn't take very long. The only indication it has completed is a cancel installation dialog box that will open, and then close when complete (if you blink you will miss it). When installed click the, "Continue" link

HSTS Information Security VPN Hardware Installation Instructions: UVA Health System
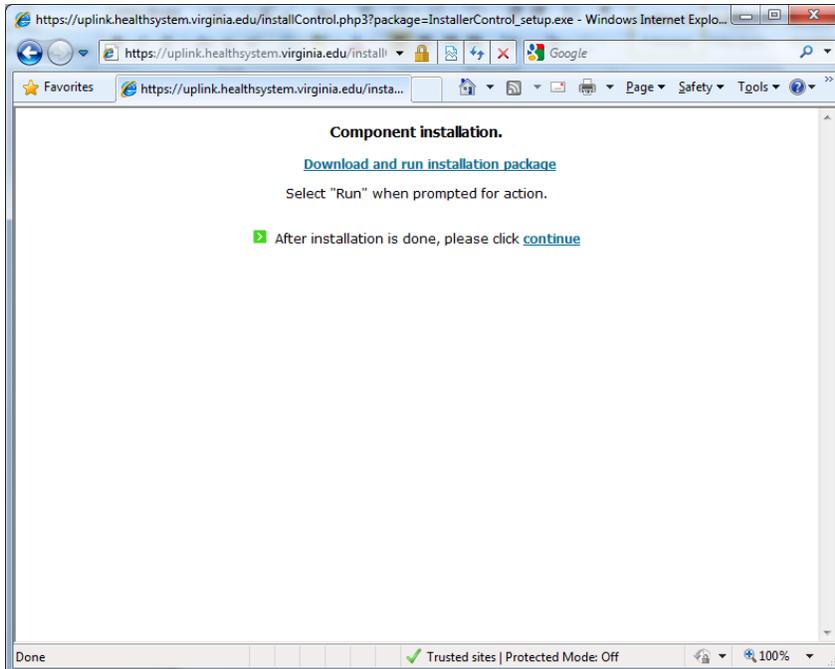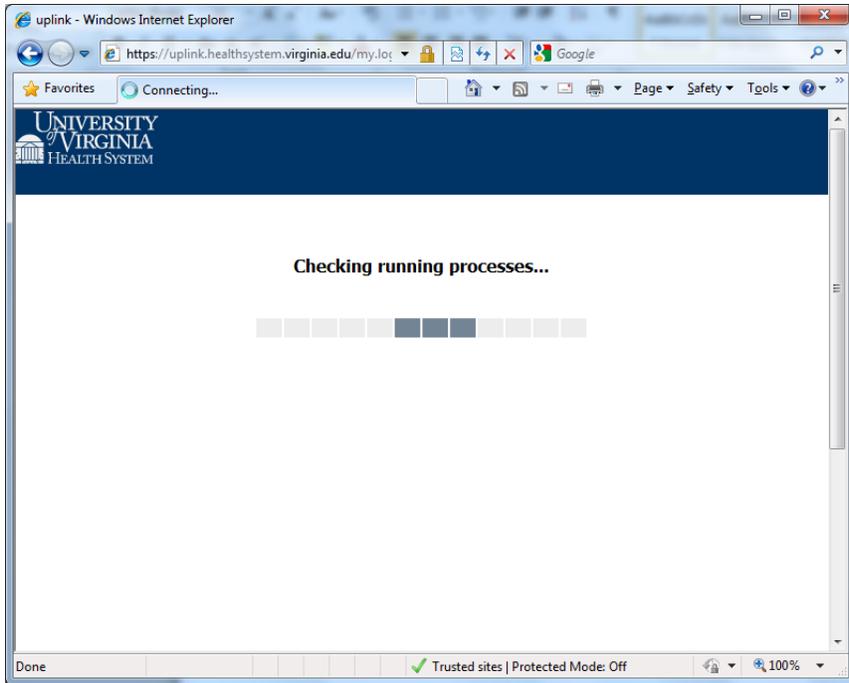
Generate a token code

Sign onto Uplink.

➢ Username – standard UVa logon ID
➢ Password – is the token code generated by the Token Code Generator (either hardware or software)
➢ Outlook/Domain Password –This is your Health System email password

Enter these values into the fields and click "Logon".
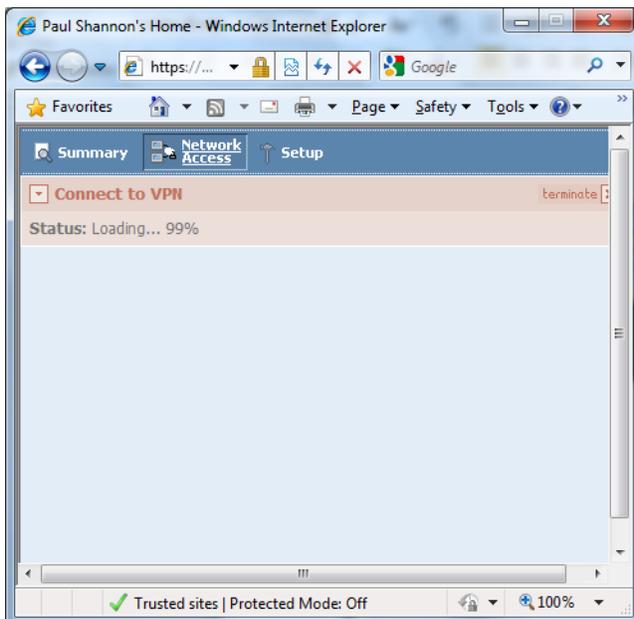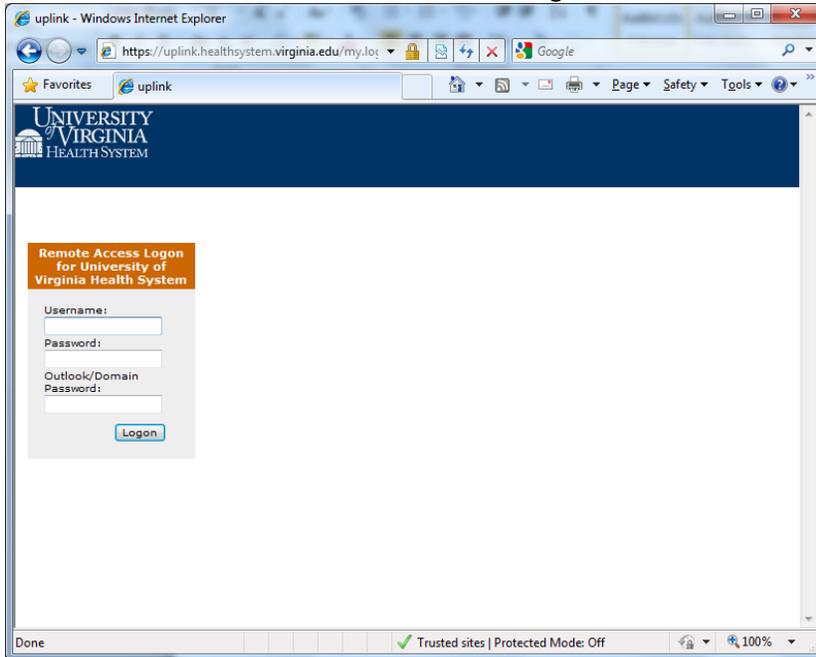
If you get the dialog box below, check the box to the left, and click, "Install"

This portion can take several minutes or more to complete. When it is done this window will go away.
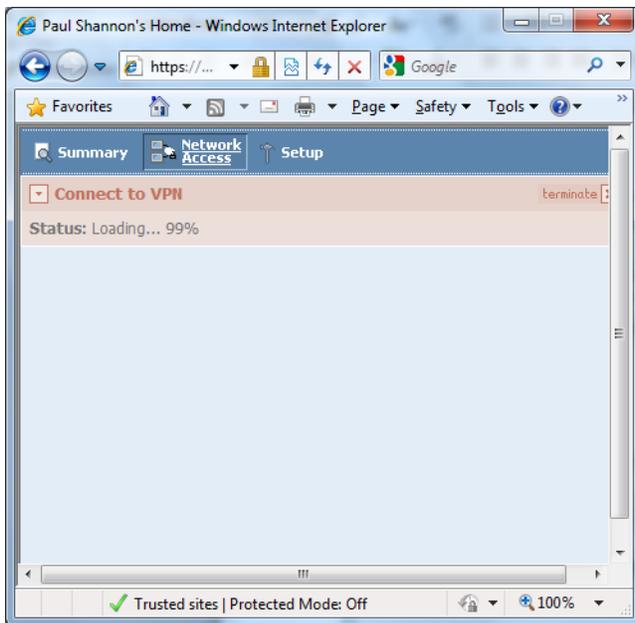
If the following window opens click "Cancel" (it may open multiple times).
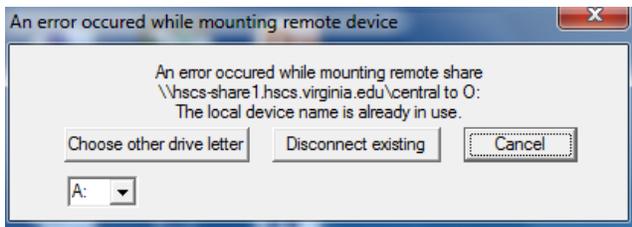
Select "Work network" by left clicking on it.

...click "Close"

HSTS Information Security VPN Hardware Installation Instructions: UVA Health System
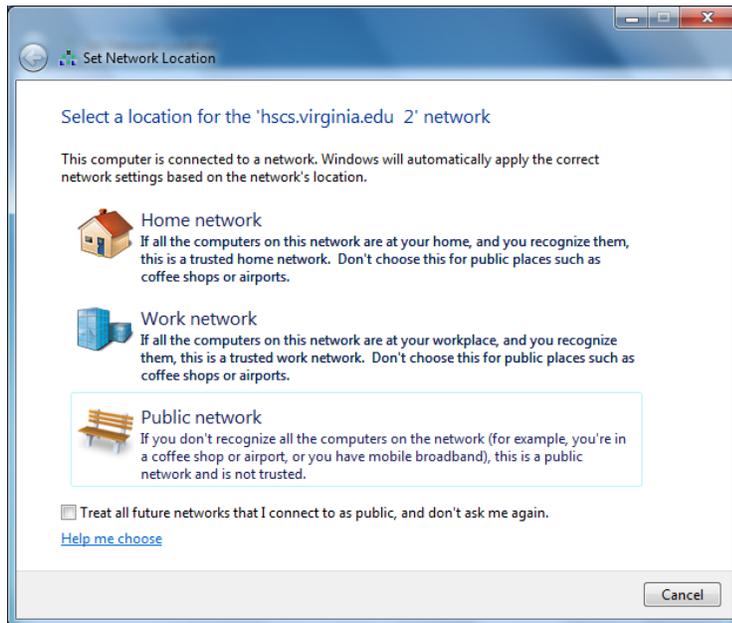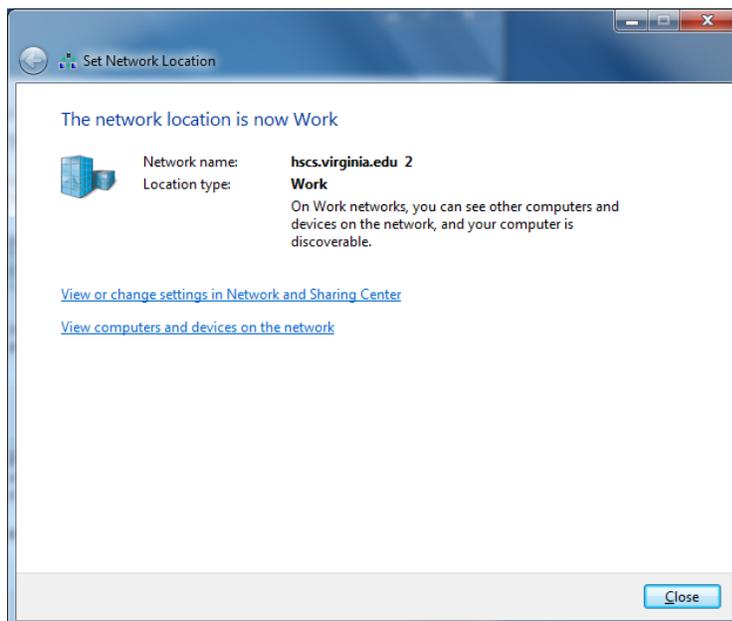
The F5 Firepass Client still needs to be installed…by clicking "Yes".
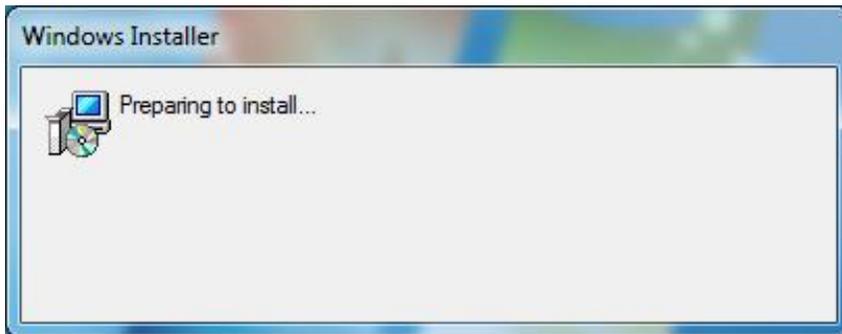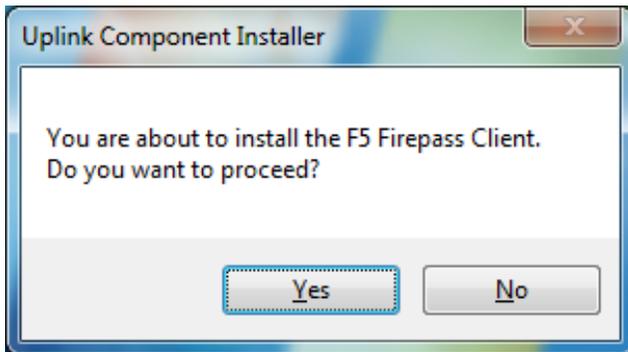
Click "OK"
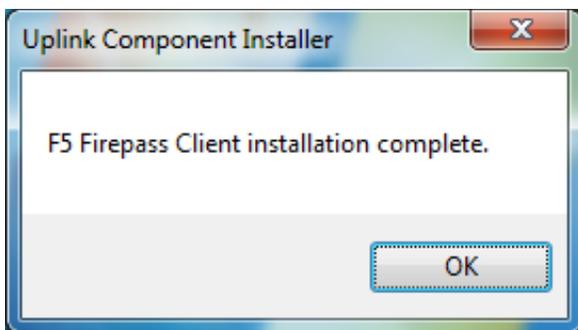
If you look in the lower right hand corner you will notice there is an **F**5 icon in the notification area. This shows when the VPN tunnel is created.
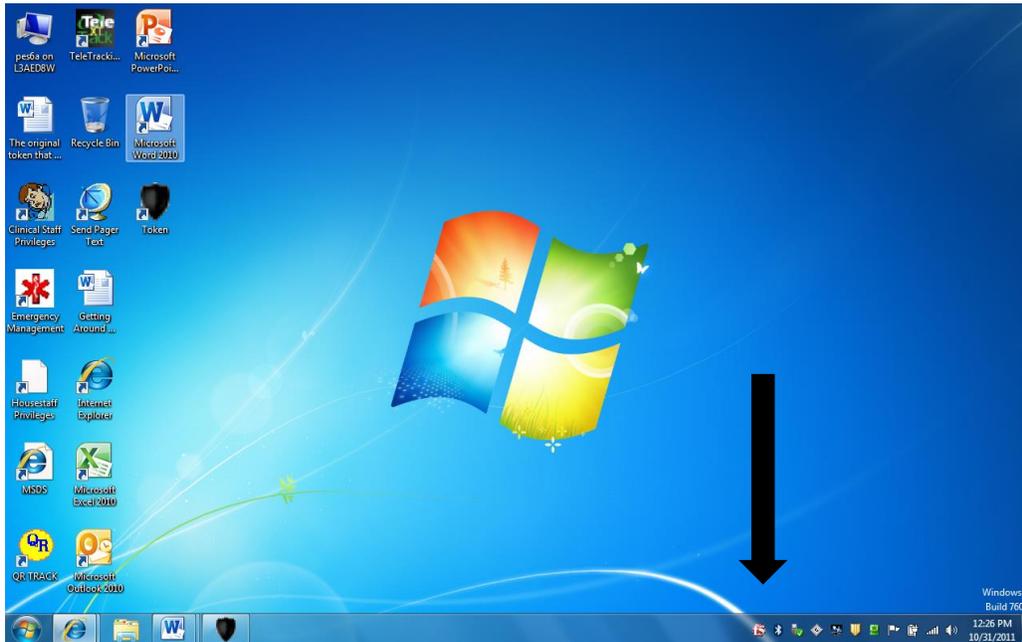
To access Epic you will need to get assistance from a PC Tech or connect to your desktop using the Windows Remote Desktop Connection client (only applicable if you have a dedicated Health System computer). For instructions, click here.

Accessing Epic Remotely using hscsxweb

In order to connect to your Healthsystem Desktop you will need to have an active VPN connection. If you have not installed the software for this: click here for Windows 8 and here for Windows 7.

To continue connecting with Epic, establish a VPN connection.

The enter: http://hscsxweb into your Internet Explorer browser and press "Enter"
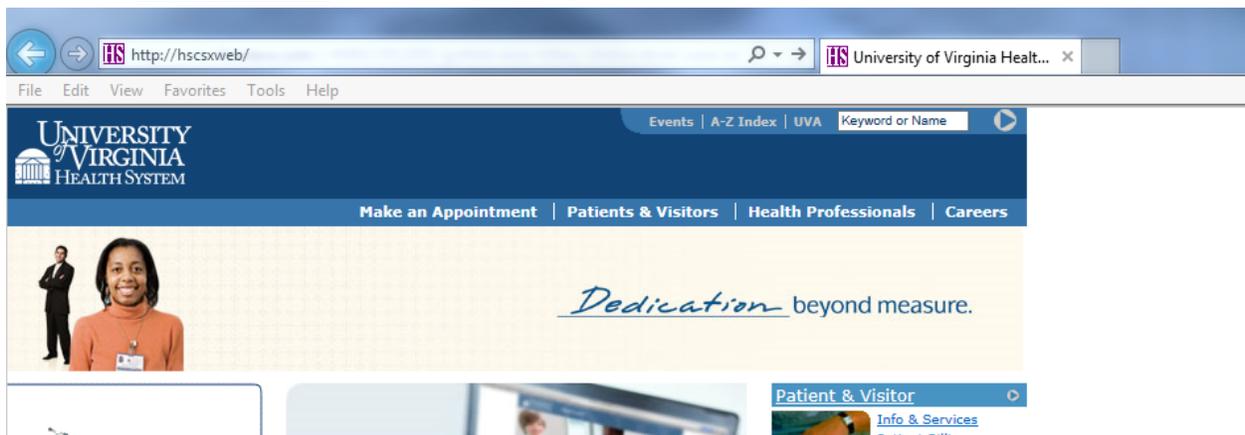
Enter your Computing ID in the form: **hscdom\ComputingID**

The password will be your Health System password (same as your email password)
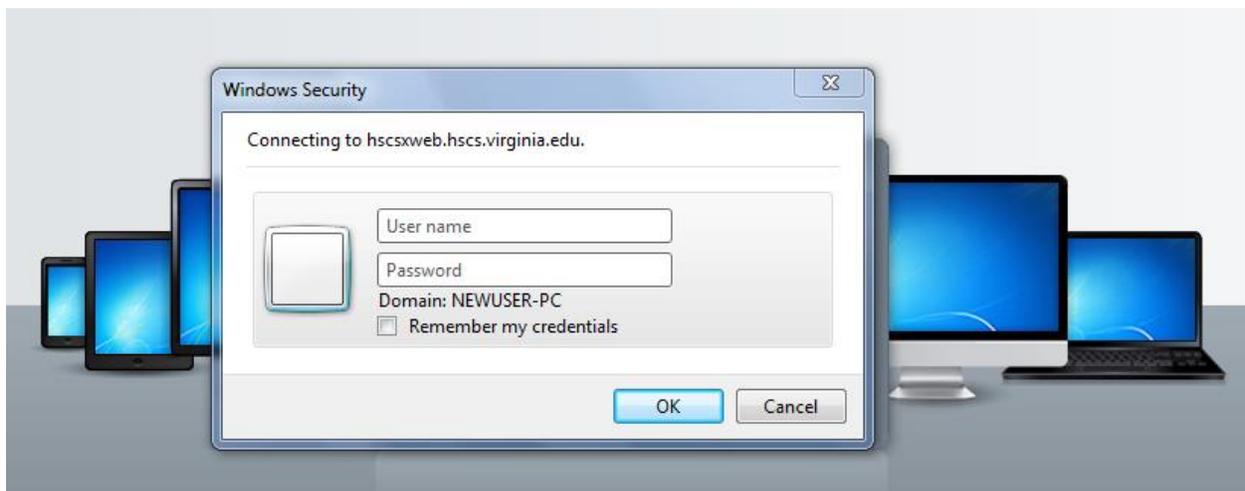
If this is the first time you have done this after the page below loads click on the link, "Click here to install client". Accept any defaults if prompted. When completed click on the Epic Hyperspace icon.
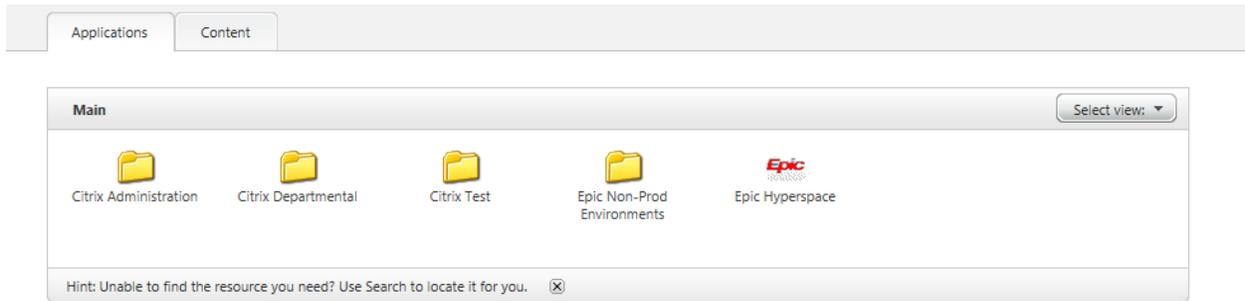
First Time User? Click here to install client.

Select the "I agree with the Citrix license agreement" check box, and then click "Install."

Click Run
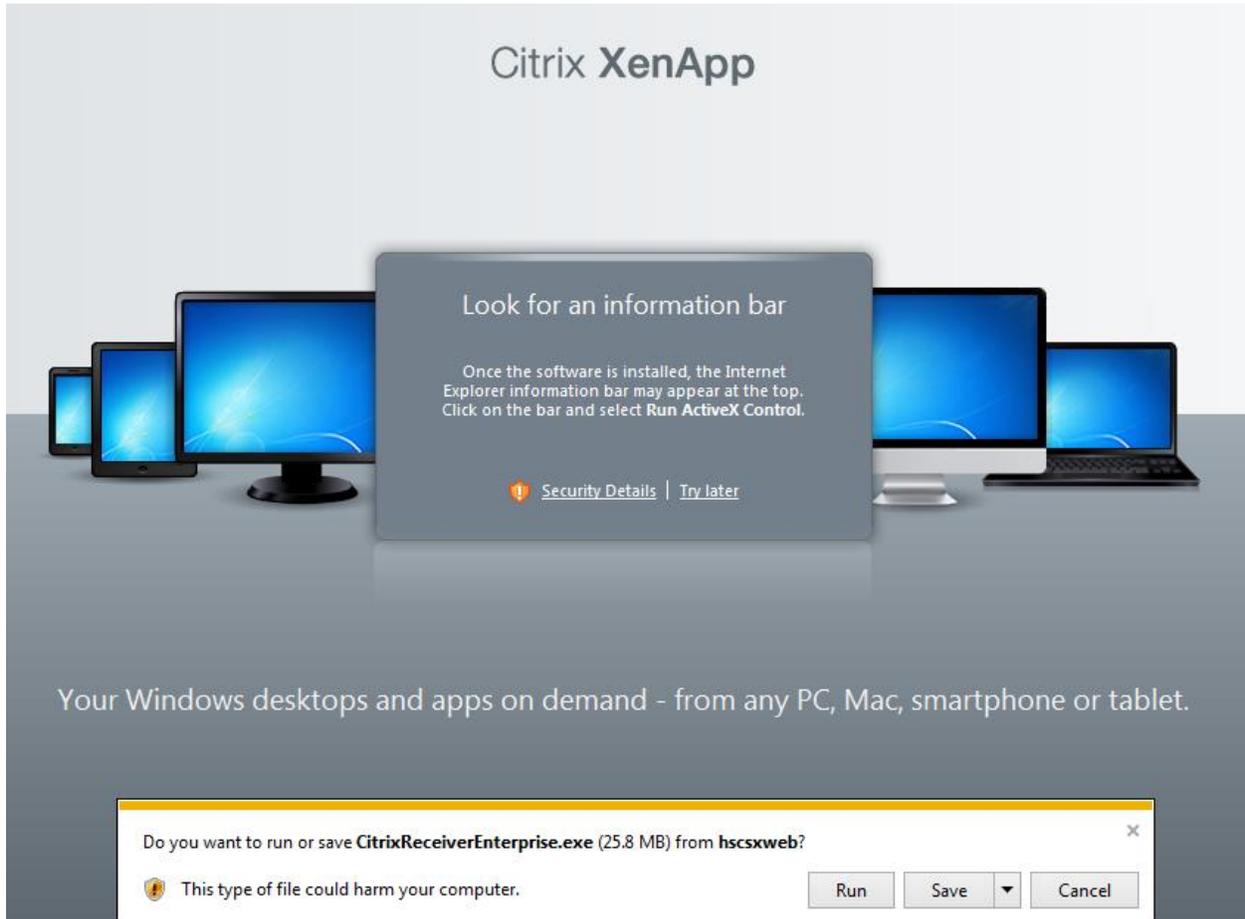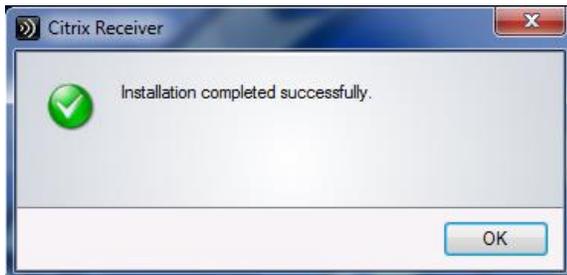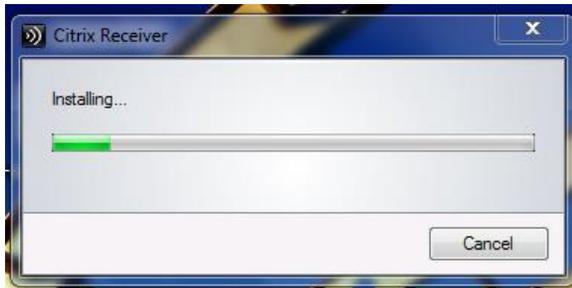
Restart your computer. Reconnect the VPN connection to the network (BIGIPEdge client or Uplink), and then enter http://hscsxweb into the browser again

If you get the following window…select "I will enter the URL later,"
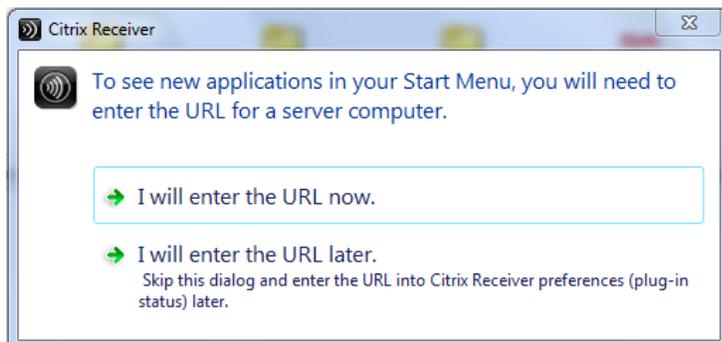
If you get the following Window check the "Do not show me the warning for this program again" box, and click "Allow."
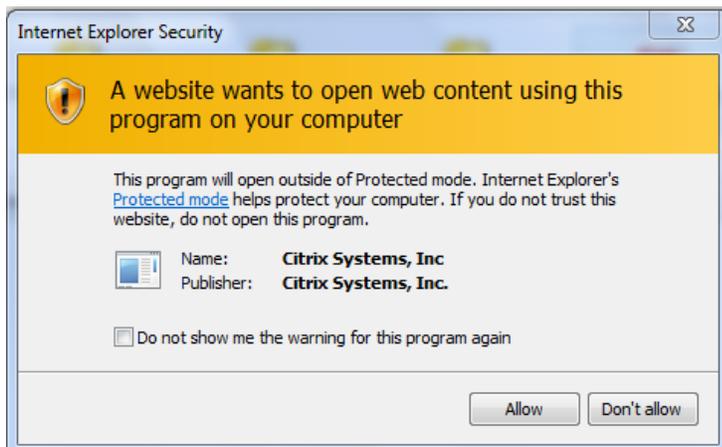
If you get this at the bottom of your browser window, Click "Open."
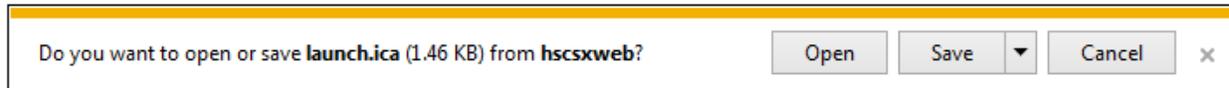
The Hyperspace logon page will open. Logon on with your credentials to access Epic.

Click here to return to main menu.

If you have questions or need assistance installing this software call the Helpdesk @ (434) 924-5334

Creating a Remote Desktop Connection

In order to connect to your Healthsystem Desktop you will need to have an active VPN connection. If you have not installed the software for this: click here for Windows 8 and here for Windows 7.

You must first run, Load RDP on your work PC to add your Logon ID the Remote Desktop Users group before you will be able to access it remotely

The PC you are Remoting to must be on in order to connect to it. If it isn't you can call the Helpdesk; they can typically start it remotely (this may require you to know the Computer ID).

Once the above has been completed connect to the Health System network and then and follow the instructions below.

Start the Remote Desktop Connection Client by:
- ➢ Searching for it by going to the Start button (or Windows Orb) in the lower left corner of the screen; then typing in Remote Desktop. The Remote Desktop icon will pop up at the top of the screen. Double click on the icon.
- ➢ Go to the Start Button -> All Programs -> Select the Accessories folder, and then double click on Remote Desktop connection icon

Expand the screen by clicking on Options in the lower left corner. The Computer ID (serial number) goes in the top window. The Computer ID is the alphanumeric character set located after your Logon ID on the Computer icon…it will say something similar to "GH5D on 2ua47384ffg", and will probably be in the upper left corner of the screen. The bottom pane should have the domain and Logon ID of the person attempting to connect to the remote computer (or server), in the format: hscdom\logon id. Once you have entered this information you should save this to your desktop. I recommend using; "Save As" and renaming it to something you can identify it as your Work, or Lab computer.
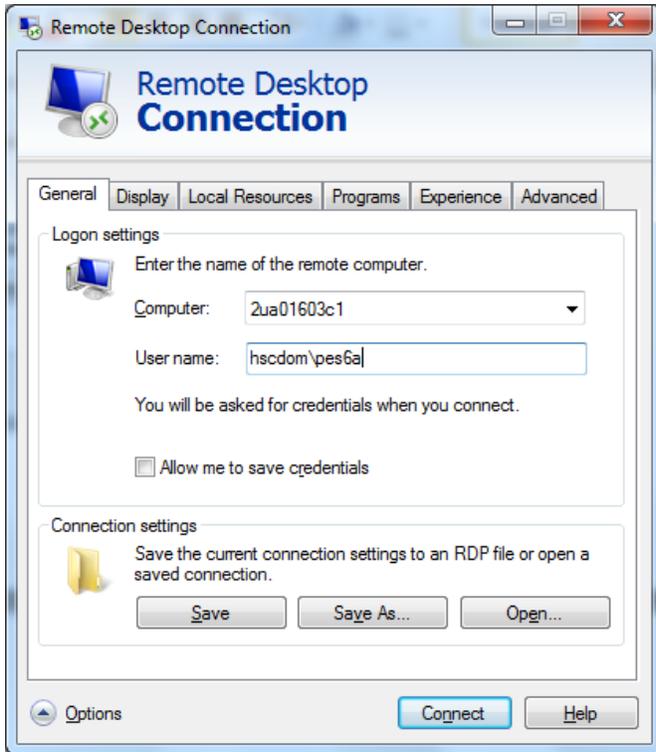
Double on the icon you created on your desktop, and click "Connect.
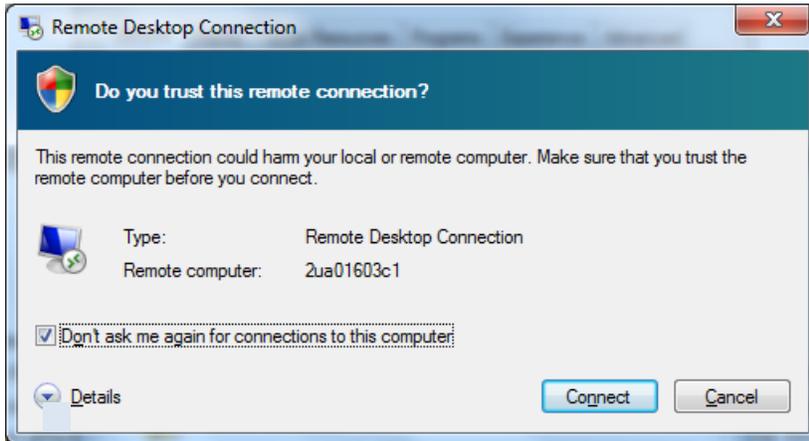
If you are prompted regarding the connection for example as with the screen shot below. Accept it by clicking "Yes."
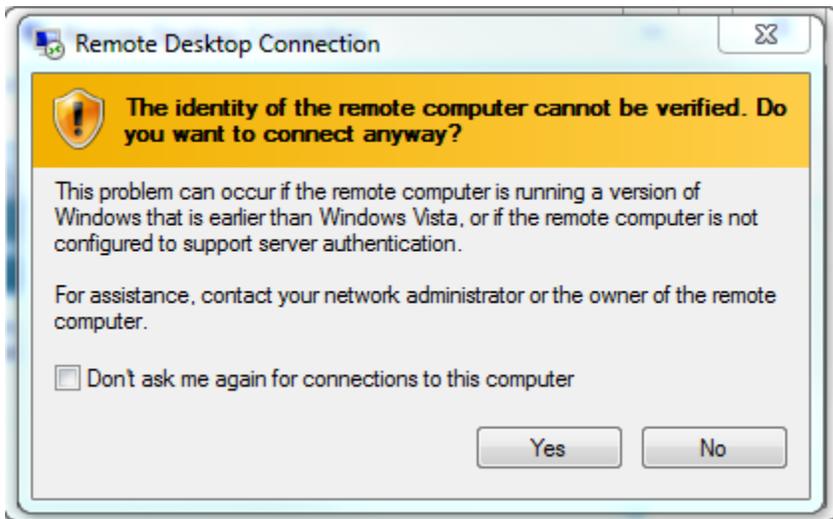
When prompted, log into the remote computer as you normally do.

Click here to return to main menu.

If you have questions or need assistance installing this software call the Helpdesk @ (434) 924-5334

HSTS Information Security VPN Hardware Installation Instructions: UVA Health System