Important - Instructions for use

Please keep these instructions safe as they detail how you connect to the secure N3/HSCN network in order to use your clinical system and how you can get support should it be needed.

These instructions will show you how to register for access to the VPN (virtual private network) and how to access your PC located in the practice.

We recommend you use the VPN connection by default, unless you specifically require access to your practice PC e.g. to access X drive or to use Docman 7.

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1. VPN

For you to use your clinical system, you will need to connect to the secure HSCN (N3) network via the Redcentric VPN. To access the Redcentric VPN you will need to register for a soft token for each laptop to generate a unique passcode to log onto the VPN, please follow the instructions below.

The token **PIN number** and **username** should be shared with anyone who needs to use the laptop.

You can only connect to the N3/HSCN VPN on your own internet connection, this will not work on the practice Wi-Fi.

There are 2 stages to enabling VPN access:

1. Registering for a VPN account – one off process for each laptop
2. Connecting to the Secure VPN – this required every time you connect to the clinical system/Docman

Registering for a VPN account

Send an email to **mlcsu.vpnactivation@nhs.net** with the following details:

EMAIL SUBJECT - *Redcentric Activation*
- Name:
- Email address:
- Practice ODS/NACS code (e.g M83123):
- HIS number on laptop:
- Total number of laptops that you will be registering:

Note: If registering multiple devices using the same email address, you will need to register one at a time as the token authorisation email that is sent does not show the machine which is it trying to register. *Please send the first request and wait until the device has been registered before sending the next.*

You should receive an activation email within one working day. Once you have received the email, you will need to run through the following steps on the machine you intend to register:

1. Open the email and click the link "**Enrol your MobilePASS token**" (ignore the instruction on the email to install the MobilePASS app)

2. Select Open MobilePASS (the MobilePASS software will open – see below)

3. In the **'New token name'** field, type **Redcentric** followed by **Activate**
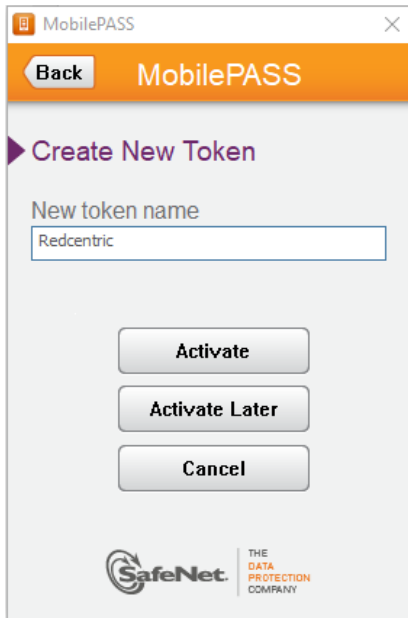
4. You will then be prompted to choose a 4 digit PIN. **Please make a note of this PIN code as this is required every time the user needs to connect to the VPN.**

5. Confirm the PIN and select Continue.

You can record the information here for safe keeping:

HIS Number	
PIN Number	

Connecting to the secure VPN

To connect to the VPN, open the **Cisco AnyConnect** icon located on the desktop, once this has launched you will then be ready to log in. (see image to the right)
Click the **Connect** button, this will then ask you for your username and password.
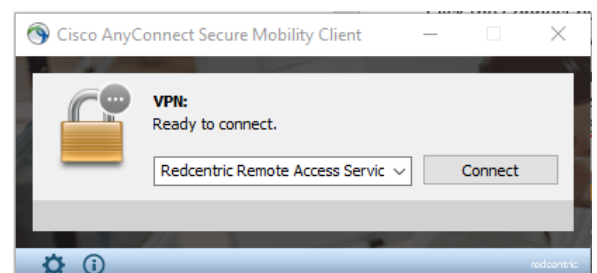
Your username is the HIS number of your device followed by **@NHSStafford** (for example HIS012345@NHSStafford)
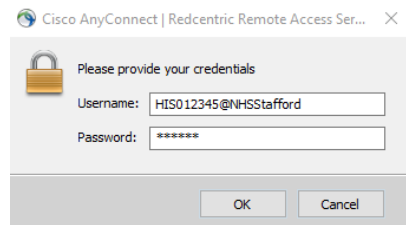
The password is generated using the MobilePASS app, open the app by clicking the icon on the desktop and entering the PIN number that has been set for this device.

MobilePASS will generate your 6 digit passcode, this passcode resets every 30 seconds so remember to click the "**Copy Passcode**" button in MobilePASS and paste it into the password field on Cisco AnyConnect quickly.

You will now be connected to the Redcentric VPN and be able to use your clinical applications.
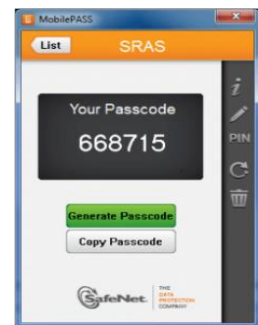
2. Cloud PC (Remote Desktop)

If you require access to your practice desktop you will need to be setup for access to SSHIS CloudPC; you can find instructions on how to access this resource and connect to your device via http://remote.ssgpn.net/cloud-pc

If using a smartcard with CloudPC, the window to enter your PIN code will open on both the local machine and the remote CloudPC. You will need to close the first PIN request window to make the CloudPC PIN request window viewable.

Further information can be obtained from – **http://remote.ssgpn.net**

3. Software that is pre-installed onto this machine:

- EMIS Web with switcher agent
- TPP SystmOne
- Cisco AnyConnect VPN client – (N3/HSCN)
- Docman 10
- AccuRX
- Microsoft Teams

4. Reporting a problem

Please note this device is bespoke and is **not** supported in the normal way through SSHIS Service Desk. Please log a ticket with SSHIS via the website **smt.sshis.nhs.uk** clearly stating you have a CCG Redcentric VPN laptop whilst logging the issue. This should ensure your call is passed to the right team and you will be contacted as soon as they are able.

5. Supporting Information

Locked Laptop

If you find that the laptop becomes locked, the password for LocalUser is: **password** (all lower case)

Clinical System Support

If you are having issues with your Clinical system or document management system, please contact the relevant supplier or access their online support portals in the first instance:

EMIS / EGTON SUPPORT DETAILS
https://www.emisnow.com
EMIS Telephone Support Desk - 03300 241 270

TPP SYSTMONE SUPPORT DETAILS
TPP SystmOne Telephone Support Desk - 0113 20 500 95

DOCMAN SUPPORT DETAILS
https://docman.service-now.com/docman/
Docman Telephone Support Desk - 0844 967 0 967
https://docman.statuspage.io/

AccuRx (ChainSMS)
Please contact AccuRx and not SSHIS. Although we hope practices who use this are familiar with installation and configuration already.

Version 1.2 (Redcentric VPN)