ATTENTION PAC's, Epiphany, and OB-link users

Due to security concerns, remote access to these applications has been replaced with MRMC Cloud computer access. It is the same method you currently use to access **Meditech** remotely, and you will find that shortcuts for PAC's, Epiphany, and OB-Link have been created on the desktop for ease of access.

Physicians **new** to Cloud remote access, please follow the steps below to install the remote **VMWare View Client** on your system. This program is available for Windows, Mac, and various devices such as Tablets and Phones. Once installed, View Client can be used to connect to a virtual desktop which provides Program Icons for the services listed above.

If you require any assistance, please call the **MRMC IS Help Desk at 956-323-1350**

Install for Windows or Mac Systems

This section is for downloading and installing the software on a Windows or Mac system. For mobile devices, please see the following section.

1) On a Windows or Mac system, Use **Internet Explorer, Safari,** or a similar browser and type in the address:
https://cloud.missionrmc.org
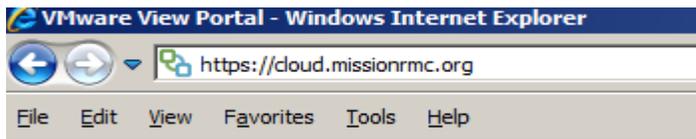
2) The web page will auto-detect the Operating System and will provide the appropriate software link. For Windows, select either the 32-bit or 64-bit version. If the version is not known, select the 32-bit version.
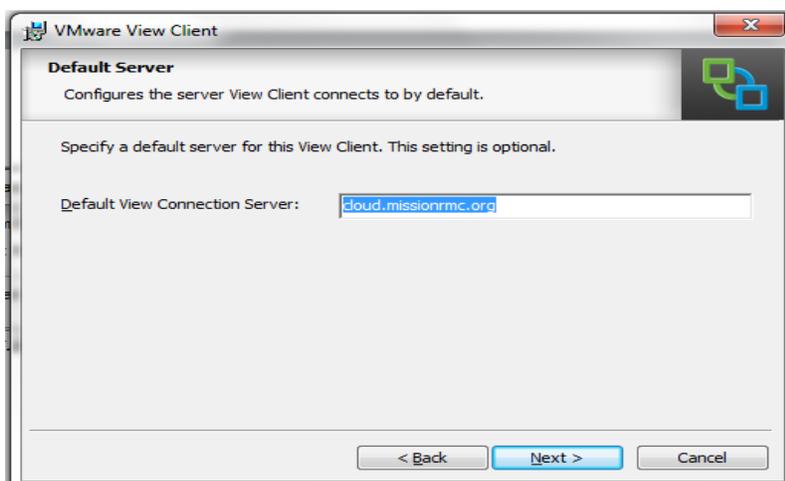

3. Run the installer after the download completes. The Following are the screens that will appear. Click Next and Accept the terms of the VMWare View license agreement and click Next.
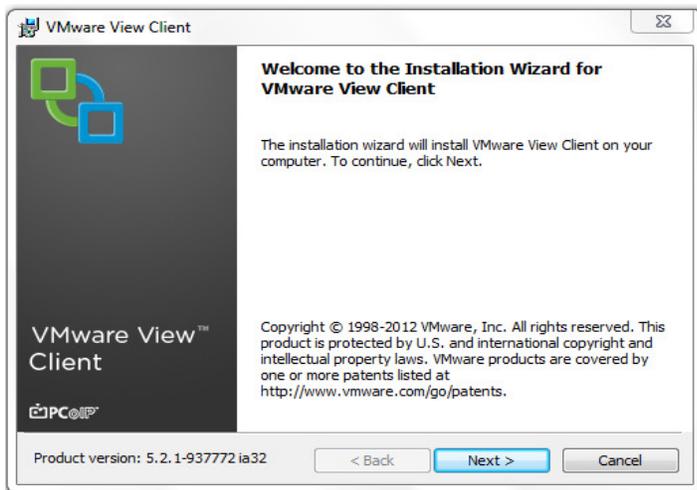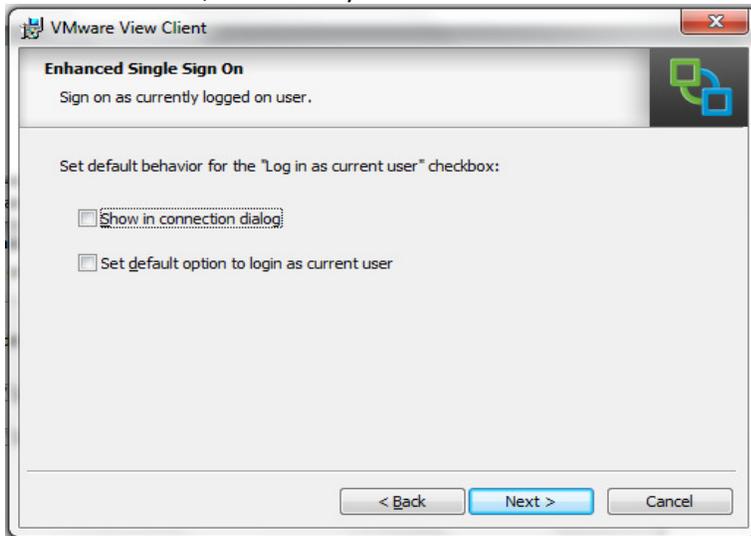
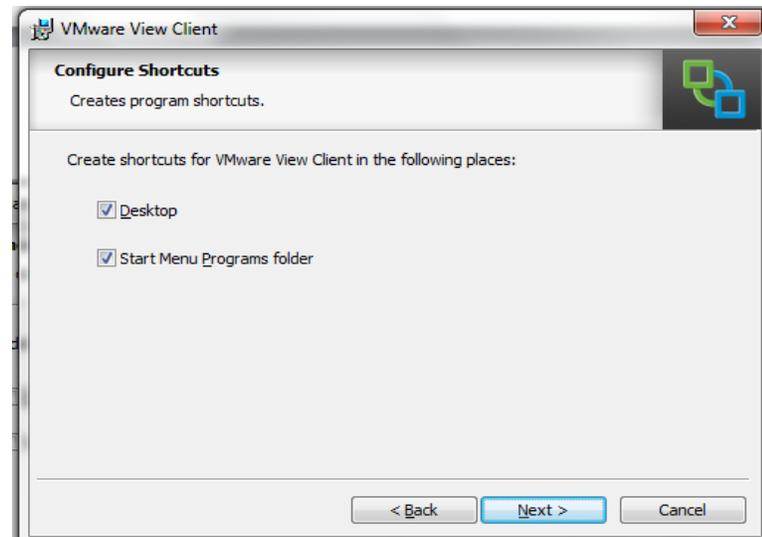5. "Custom Setup" On this screen keep all of the defaults and simply click Next.
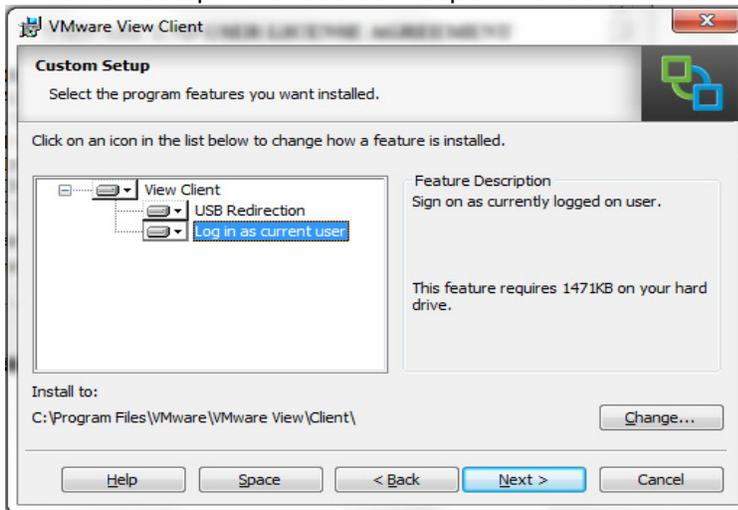
6. As the Default View Connection Server, type in: **cloud.missionrmc.org**
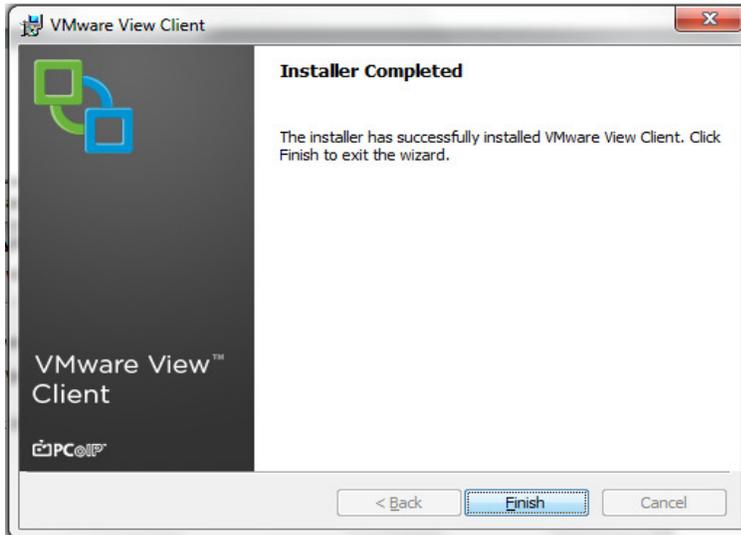
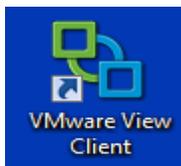7. On this screen, remove any checks from the checkboxes then click

8. Click "Next" on the *Configure Shortcus* prompt.

9. Click "Finish" to complete the installation

10. You should now see the below icon for VMware View Client on your desktop or in your Applications folder. Click on this icon to begin using VMWare View.

11. The Connection server should already be filled in with the default. If you use VMWare to connect to multiple sites or if this field is empty, select or type: **cloud.missionrmc.org**
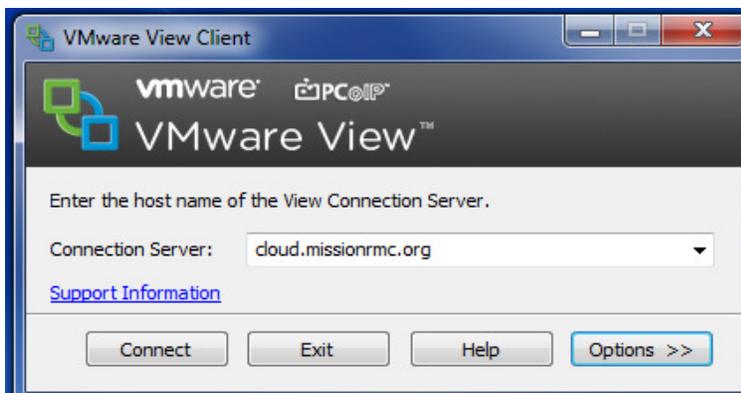
12. When the connection is established, a credentials prompt will appear. Please type in your MRMC computer username and password. The domain name should be automatically set to MISSION.
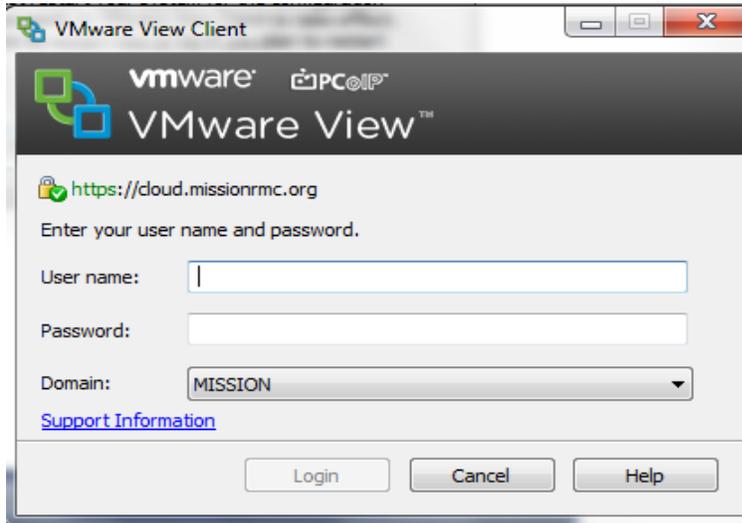
Mobile Devices

In order to use VMWare Horizon Viewer for a mobile device, the appropriate app must be obtained through the **Apple App store** for iPad and iPhone or through the **Google Play store** for Android phones.

On the App store, search for "VMWare Horizon Client" to find the app. This is a free download.

Once the app is downloaded and installed, launch the app. Add a new Connection Server with this address: **cloud.missionrmc.org**

Technical Notes

- Installing this software requires Administrative privileges on the computer or device. If the installation fails, you may need to login to your local computer as a user that has rights to install software.

- TCP and UDP port **4172** must be open on any security device or firewall. If this port is closed, the login will be successful but will display only a black screen before the session is disconnected.

- When connecting from a portable device, such as an iPad, in order to run Meditech **the screen must be in a Horizontal orientation**, otherwise Meditech will fail with the message that the screen is too small.