



TO: Texoma Medical Center Remote Users
RE: Remote Access Requirements

UHS and Texoma Medical Center allows remote access to certain applications using a Citrix. With the implementation of UHS Fusion, also known as Cerner, there are now separate means of access depending on what access is needed.

UHS Fusion is hosted remotely by Cerner and supported by TMC, Corporate and Cerner. Texoma Medical Center will continue to provide access to locally hosted systems.

Supported requirements and specifications for using remote access are:

1. Required Software:

a. Operating System:

- i. TMC Citrix: Windows 10 is supported with latest Microsoft patches.
- ii. UHS Fusion: Windows 10 and Apple Mac

b. Citrix client: No higher than 14.9; any higher version should be removed and the correct version installed. The supported version can be downloaded from the TMC Citrix or UHS Fusion main page.

c. Web Browser:

- i. Internet Explorer 11 for Windows. Edge that comes with Windows 10 is not supported. Neither is Google Chrome.
- ii. Safari for Apple Mac

d. Java Plug-in: is required for some access. Supported version is 1_6

e. HRSR Plug-in: is required for Radiology PACS access and can be downloaded and installed from the web site

2. Broadband Internet connected via cable modem or other high speed connections.

3. Anti-virus software: that is current with anti-virus signature files. If the workstation AV software is not current, you may not be allowed to connect to the environment to access any system.

4. Other network access: You may not transfer files from your remote workstation to the TMC or UHS network.

5. Pop-up blockers and firewalls will need to be disabled for initial setup. Some applications require pop-up blockers to be disabled. If you choose to leave the firewall enabled you must allow access to thcs.org and uhsinc.com.

Please understand the TMC IS staff can assist with issues on our internal network, but it will be difficult to assist with issues related to personal home computers due to the many makes, models and variations. Contact your own IT support resources if issues arise with installation of any required component. Thanks for your understanding.