



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

UHS and Texoma Medical Center allows remote access to certain applications using Citrix. With the implementation of UHS Fusion, 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 previously provided systems.

**Supported requirements and specifications are:**

1. **Required software:**
  - a. **Operating System:**
    - i. TMC Citrix: Minimum Windows XP Pro, Windows 7 and 10
    - ii. UHS Fusion: Minimum Windows XP Pro, Windows 7, Windows 10, Apple MAC
  - b. **Web Browser:** other browsers may be compatible but these are the ones supported by TMC and UHS
    - i. Internet Explorer 11 for Windows Operating System
    - ii. Safari for Apple Mac Operating System
  - c. **Citrix Web client:** No higher than 12.1.44.1; any higher version should be removed and the correct version installed. This can be downloaded from the Citrix Metaframe web page.
  - d. **Java plugin:** 1\_6
  - e. **HRSD plugin:** download and install from web site
2. **Broadband Internet** connection via DSL or cable modem is strongly recommended.
3. **Anti-virus software** is strongly recommended for all remote user workstations. If your workstation anti-virus software is not current, you may not be allowed to connect. You may not transfer any files from your remote workstation to UHS/TMC network resources without assuring they are free from viruses.
4. **Popup blockers and firewalls** will need to be disabled for initial setup. Some applications require pop-up blockers be disabled. If you choose to leave the firewall enabled you must allow uhsinc.com, cerner.com and thcs.org full access.

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.

Thanks for your understanding.