Remote Access from Home

Cerner Remote Access

- What is Cerner Remote Access?
  - Cerner Remote Access (sometimes called the Citrix Workspace) is a web-based program, which allows you to securely access the EMR off campus.
- What programs can be accessed on Cerner Remote Access?
  - In general, most clinicians can access the EMR (Powerchart, Firstnet, Surginet, etc.), the Intranet webpages and i-Site PACS.
  - The programs you can access are dependent on your specific clinical role.
- What *cannot* be accessed on Cerner Remote Access?
  - Your personal work desktop.
  - Shared drives such as the O:drive and S:drive.
  - Not all programs are available on Cerner Remote Access. One example is RedCap.
- Why use Cerner Remote Access?
  - It is secure, fast, and we can have more people than on VPN.
  - Unlike VPN, IT does not track all internet activity on your home computer while you are using Cerner Remote Access. IT only tracks the activity within Cerner Remote Access applications.
- How do I get access to Cerner Remote Access?
  - Not everyone has access to Cerner Remote Access - this is dependent on your clinical role (all faculty and residents qualify). Check with your leadership to see if you qualify for a Cerner Remote Access account.
  - If you qualify, complete the UNM Hospitals Citrix Software Authorization for Remote Access to PowerChart class on Learning Central.

Virtual Private Network (VPN)

- What is VPN?
  - VPN is a network service, which connects your computer to the HSC network from off-site.
  - It allows you to access resources, which are only otherwise available on campus. It provides security for data moving between your computer and the HSC network.
  - All internet activity you do while on VPN is tracked by IT Security.
- What programs can be accessed on VPN?
  - An easy way to think about VPN is it simulates being on the HSC Secure Wireless network.
  - In general, it will give you the same access as if you were on campus.
  - It allows IT to track all of your internet activity while you are on VPN.

- When would I use VPN instead of Cerner Remote Access?
  - For clinicians, Cerner Remote Access serves most patient care needs. It is simpler, faster and allows access to almost all clinical applications.
  - You might need VPN to access your document folders and secure drives on your work computer.
  - You might need VPN if there are programs you use regularly which are not on Cerner Remote Access.
- Should I use VPN to access Cerner Remote Access?
  - NO, please do not do this. Just use Cerner Remote Access.
  - You do not need both VPN and Cerner Remote Access to access the EMR. Cerner Remote Access alone is sufficient.
  - Because VPN licenses are limited and becomes slower the more people are on it, we recommend you only use VPN when you need to access programs and drives from home that are not on Cerner Remote Access, like your document folder or secure shared drives.
- How do I get access to VPN?
  - Not everyone has access to VPN - access is dependent on your role. Check with your leadership to see if you qualify for a VPN account.
  - If you qualify, complete the UNM Health System Virtual Private Network (VPN) Access Authorization for Remote Network Access class on Learning Central.

Zoom

- What is Zoom?
  - Zoom is an easy, reliable cloud platform for video and audio conferencing.
  - It is available as an application on computers, tablets and smartphones.
- What equipment is needed to Zoom?
  - Your device needs to have a working microphone for audio and a camera for video.
  - Because most Zoom conferences are set up so you can see other people's screens, it is best to avoid calling in from a landline only.
  - The best practice is to use a computer, tablet or smartphone device to Zoom.
  - To learn more, go to https://hsc.unm.edu/about/cio/technology-support/zoom.html and look at the short and very helpful Zoom videos.