Ellis Medicine Extranet Installation Guide

The Ellis Medicine Extranet provides remote access to web based applications such as: Ellis Medicine Webmail, Intranet/Portals, and other web and Citrix based applications.

Step 1:

- If you are attempting to install or upgrade Ellis Medicine owned equipment (laptop, desktop, mobile device), stop this process and contact the Information Technology Help Desk at 243-4445. Software installation on Ellis owned devices requires the support of the Ellis Medicine Information Technology Department.
- If you are installing or upgrading software on your own personal (home) computer, a Physician’s or Physician’s Office Staff device, proceed to Step 2.

Step 2: Confirm Software System Requirements

If your system does not meet, or exceed one of the operating system and web browser requirements as listed in the table below, do not proceed with installing the Extranet software.

Requirements

Requirement #1 – Operating System and Web Browser

<table>
<thead>
<tr>
<th>Operating System</th>
<th>Web Browser</th>
</tr>
</thead>
<tbody>
<tr>
<td>Windows XP with Service Pack 2 or 3 (32bit)</td>
<td>Internet Explorer 6, 7 or 8</td>
</tr>
<tr>
<td>Windows Vista (32bit)</td>
<td>Internet Explorer 6, 7 or 8</td>
</tr>
<tr>
<td>Windows Vista with Service Pack 1 (32bit)</td>
<td>Only 32 bit browser support</td>
</tr>
<tr>
<td>Windows Vista (64bit)</td>
<td>Internet Explorer 6, 7, or 8</td>
</tr>
<tr>
<td>Windows Vista with Service Pack 1 (64bit)</td>
<td>Only 32 bit browser support</td>
</tr>
<tr>
<td>Windows 7 (32 bit)</td>
<td>Internet Explorer 6, 7 or 8</td>
</tr>
<tr>
<td>Windows 7 (64 bit)</td>
<td>Internet Explorer 6, 7, or 8</td>
</tr>
</tbody>
</table>

Requirement #2: Virus Scan Software

A current up-to-date virus protection subscription (McAfee or Norton).

If your system meets requirements 1 AND 2, proceed to Step 3.

If you need assistance interpreting any of above requirements:

1. Physician, Physician Office Personnel, External User (vendor, contractor, etc):
   a. Contact the System Administrator for your practice, network, or place of employment
   b. Review your system documentation
   c. Contact the vendor that you purchased the system from
Step #3: Installation
1. Open Internet Explorer
2. Type the address of the extranet in the browser address bar and hit enter. The address must be typed exactly as shown: https://extranet.ellismedicine.org

3. The Ellis Extranet system will validate that the appropriate software is installed on your machine to allow access into the Ellis systems. If software needs to be installed or upgraded, you will be prompted to install the appropriate software. Install the Extranet Software by selecting the "Install" button.

4. During the installation of the software you will be prompted to add the Extranet site to the list of trusted sites in your browser. Click "Yes" at the following prompt.

5. If the Security Alert window appears Check:
   a. Trust this site
   b. Always

6. Once the installation is completed you will be prompted to restart your computer for the changes to take effect. Restart your computer.