



How to Remote Access with VisionVPM

Accessing your software from outside your clinic is possible.

To do this, you will need to select a remote access software solution and install it on both the workstation or server you wish to access and the computer you will be using to connect in.

While there are many options for remote software, with some offering free trials, here are a few to consider:

- <https://www.teamviewer.com/en/>

TeamViewer is a comprehensive, remote access, remote control and remote support solution that works with almost every desktop and mobile platform, including Windows, macOS, Android, and iOS.

- <https://www.logmein.com/try-access>

LogMeIn has recently announced free Emergency Remote Work Kits for Healthcare Providers. Check their website for eligibility requirements.

Here are a few things to keep in mind when selecting a provider or using it:

- **Always select the Professional Version.** Yes, it may be slightly more expensive but the professional version for this type of software is more appropriate for your business.
- Set a static secure password for unattended access so it does not change every time you wish to gain access.
- To be able to access the software remotely, **you must leave the workstation/server on.** Make sure you reboot the workstation/server and test your access prior to leaving the practice. This will ensure that any updates are run and should reduce the risk of the computer rebooting while you're not there. Reminder: rebooting servers should be done when no one is utilising the software.
- Check your workstation/server's sleep settings to ensure it does not go to sleep or log off after a period of inactivity, which will mean you cannot access the machine remotely.
- Install the software on the computer you normally use in the practice. This ensures you will have the same experience and rights as you would normally have. Just bear in mind that you will be taking over the computer so it will not be able to be used in the practice while connected remotely.
- If they need to print something at home then print to the PDFill pdf maker and copy back to your home computer and print there.
- With any remote access software you are opening access to your practice network. This can increase the risk of virus/malware. You should read the security notes from your provider and ensure that you have an up-to-date antivirus solution on your clinic network and the computer you will use to access your systems.

Contact your local IT professional or our qualified support team with any questions. Covetrus is not affiliated with any remote access providers. Make sure you read all terms and conditions of any products you purchase or trial.

Contacting the VisionVPM Service Desk

If you require any additional information, please contact the VisionVPM Service Desk.

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