

Using WebVPN

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About WebVPN

Use WebVPN to connect to Hospital applications and servers remotely. The main types of connections you can access are:

- **Web bookmarks:** Access internal resources such as Web2 and CHMenu.
- **Windows file Shares:** Access your shared folders and your P: drive.
- **Terminal sessions:** Launch a Remote Desktop session to your work computer, access a Citrix application such as PowerChart, or connect to a virtual Clinical Desktop to access popular clinical and administrative applications remotely.

System requirements

To use WebVPN, you must have the following:

- An active Internet connection
- A registered grid card

Accessing WebVPN

You access WebVPN with a registered grid card. To access WebVPN, follow these steps:

1. Open Internet Explorer and type <http://WebVPN.childrens.harvard.edu> in the address bar, as shown.



2. Enter your username and password. The Challenge/Response screen appears. Type the correct response code from your grid card.
3. Click **Sign In**.

Using WebVPN

The WebVPN toolbar appears at the top of the page. Use this toolbar to navigate the WebVPN home page.



About using the Browse field

You can use the Browse field to browse a Website, a Shared Drive or a Remote Desktop session.



To browse to an external Website

To browse to an external Website, follow these steps:

1. In the browse field, type the URL. For example, type <http://www.cdc.gov>
2. Click **Browse**.

Note: To return back to the WebVPN Menu page, click , as shown below.



To browse to a Shared Drive

Shared Drive names are case sensitive. For example, if your Shared Drive name is MY_Team\MY_Share then my_team\my_share will not work. To browse to a Shared Drive, follow these steps:

1. In the Browse field, type the path to the share, for example, \\Clinical\9East\doe_j.

2. Click **Browse**.
3. When prompted, enter your username and password, and if necessary, your domain. (Your domain will be either CHBoston or | Cardio.)

Note: To create a permanent link to your Shared Drive, see [Connecting to your Shared Drives](#).

To browse to a remote computer

You can open a remote desktop (RDP) connection only to a private computer that you have administrative privileges to operate. If you are unsure if you have administrative privileges or have a private computer, contact the Help Desk.

To open a RDP session to a remote computer from the browse field, follow these steps:

1. In the Browse field, type rdp://<Name of your computer>. For example, type rdp://PVTW712345.
2. If a message appears, click **Always** to install RDP software.
3. Click **Browse**.

Note: To create a permanent link to your host computer, see [Accessing Hospital Applications](#).

Accessing Web sites

Use the WebVPN home page to create links to frequently accessed Websites.

To access a Website

ISD has created links to popular internal resources on your WebVPN home page. To access those links, follow these steps:

1. Log into WebVPN.
2. In the Web Bookmarks section, click a link.
3. To return to the WebVPN home page, click

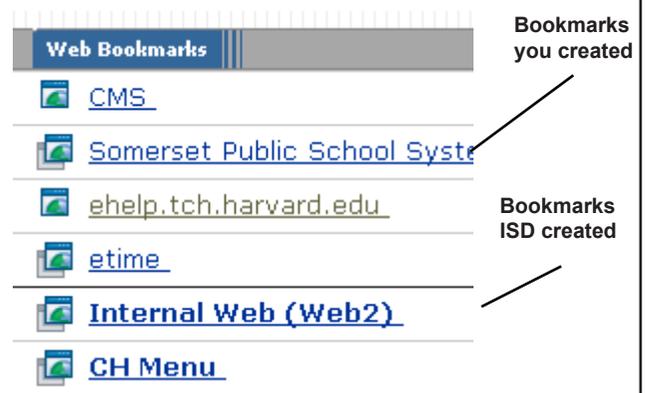


To bookmark Websites

In the Web Bookmarks section, there are bookmarks created by ISD and there are bookmarks that you create. You cannot edit or delete bookmarks created by ISD.

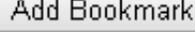
To create a bookmark, follow these steps:

1. Access the WebVPN home page.
2. In the Web Bookmarks section, click . The Add Web Bookmark page appears.



3. In the Bookmark Name field, enter a name for your bookmark, for example, CDC home page.
4. In the URL field, enter the URL of your bookmark, for example, www.cdc.gov.
5. In the Display options section, you can click the **Open bookmark in a new window** checkbox to force the bookmark to open in a new window.

Note: Once you check the **Open in a New Window** box, the next two toolbar buttons in the section are automatically checked. Do not uncheck these buttons.

6. Click . The WebVPN home page reappears and your bookmark is added to the Web bookmarks section.

To edit a bookmark

You can edit only bookmarks you create. To edit your bookmark, follow these steps:

1. Access the WebVPN home page.
2. In the Web Bookmarks section, find the bookmark to edit and click . The Edit Bookmark page appears.
3. Make your changes and click .

To delete a bookmark

You can delete only bookmarks you create. To delete a bookmark, follow these steps:

1. Access the WebVPN home page.
2. In the Web Bookmarks section, find the bookmark to delete and click .

To sort your bookmarks

You can change the order that your bookmarks appear. For example, have your personal bookmarks

appear before your permanent bookmarks or sort your personal bookmarks in order of importance. To sort your bookmarks, follow these steps:

1. Access the WebVPN home page.
2. In the Web Bookmarks section, click . The Panel Preferences page appears.
3. Do one of the following:
 - To move the bookmark, click  or .
 - To sort your bookmarks alphabetically, click .
 - To have your bookmarks appear before ISD's bookmarks, check the **Display my web bookmarks before the permanent web bookmarks** checkbox.
4. Click .

Accessing your email

You can use Outlook Web Access (OWA) to access your email when connected to WebVPN. To access OWA, follow these steps:

1. Access the WebVPN homepage.
2. In the Web bookmarks section, click the Outlook Web Access link.
3. Log in using your username and password.

Connecting to your shared drives

Your P: drive automatically appears when you log into WebVPN, but you need to bookmark your Shared Drive. To bookmark your Shared Drive, you need to know the path of your drive. You need to verify your Shared Drive path from your work computer while connected to the Hospital network.

To connect to a Shared Drive

Use the Command Window to verify the full path of your Shared Drive. You will need to be logged into your work machine.

Note: It is easiest to create a connection to your Shared Drive in WebVPN while you are at work. After the connection is created, you can use the link remotely.

There are different instructions for connecting on a Windows 7 and for Windows XP. Use the instructions for the operating system you use at work.

Windows 7

Noting the path of your Shared Drive

Before you can bookmark the path of your Shared Drive, you must use your work computer to note the path of the drive. Follow these steps:

1. On your work computer, click .
2. In the search box, type CMD as shown below:

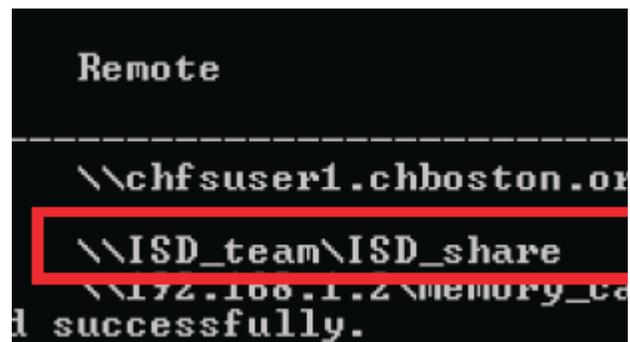


3. Press **<Enter>**. The Command Window Opens.
4. Type **net use** and press **<Enter>**.

Note: Net use is two words.

5. Note the path of your Shared Drive and write it down. For example, write down `\\ISD_team\ISD_share`.

Note: It is important to note the backward slashes and the capitalization.



Windows XP

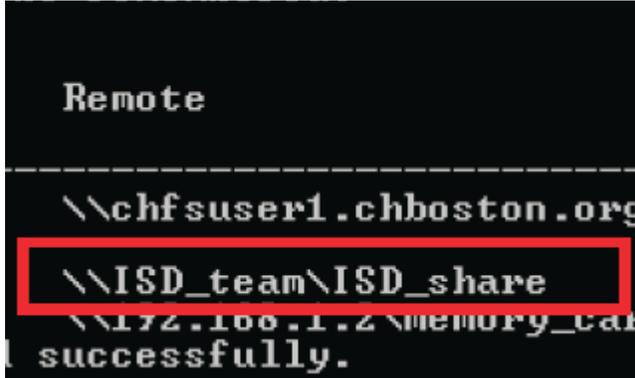
Noting the path of your Shared Drive

Before you can bookmark the path of your Shared Drive, you must use your work computer to note the path of the drive. Follow these steps:

1. On your work computer, select **Start > Run**. The Run Command window opens.
2. In the search box, type CMD and press **<Enter>**. The Command Window Opens.
3. Type **net use** and press **<Enter>**.

Note: Net use is two words.

4. Note the path of your Shared Drive and write it down. For example, write down \\ISD_team\ISD_share.



Note: It is important to note the backward slashes and the capitalization.

To bookmark your Shared Drive

After you write down the path to your Shared Drive, bookmark it in WebVPN. It is recommended that you access WebVPN from work, so you can access the CMD window again if necessary.

Note: To use WebVPN at work, you will still need your grid card.

To bookmark your Shared Drive, follow these steps:

1. Log into WebVPN using the instructions from [Accessing WebVPN](#).
2. Log in with your username and password and then enter the correct code from your grid
3. In the Browse Field, type the Shared Drive path. See [Noting the path of your Shared Drive](#) for more information.
4. Click **Browse**.
5. In the upper right-hand corner of the window, under the Browse field, click  **Bookmark Current Folder**.

The bookmarked drive now appears in the Files section of your WebVPN home page.

To bookmark a specific folder on the Shared Drive

To bookmark a specific folder on the Shared Drive, follow these steps:

1. Open the bookmarked Shared Drive. See [Connecting to your Shared Drives](#) for more information. A list of folders appears.
2. Check the box before the folder to bookmark.

Note: If necessary, click additional folders, until you get to the one to bookmark.

3. Click **.** The Add Bookmark page appears.
4. Click **.** Your folder appears in the Files section of the WebVPN home page.

Creating folders and uploading files

You can create folders and upload files remotely to and from your Shared Drive.

Creating a folder on your shared drive

If you are working on files at home, you can create a folder in WebVPN and then upload files to them. To create a folder, follow these steps:

1. Use WebVPN to access your Shared Drive.



2. Click .
3. In the Folder Name field, enter a name for your folder.
4. Click .

Uploading files

You can upload up to 5 files at a time to your Shared Drive. If you want to upload more than 5 files or an entire folder, you must first create a .zip file.

Note: The file limit for uploading files is 500mb.

To upload a file to your Shared Drive, follow these steps:

1. Use WebVPN to access your Shared Drive.
2. Click . The Upload files page appears.
3. Click . The Choose File window opens.

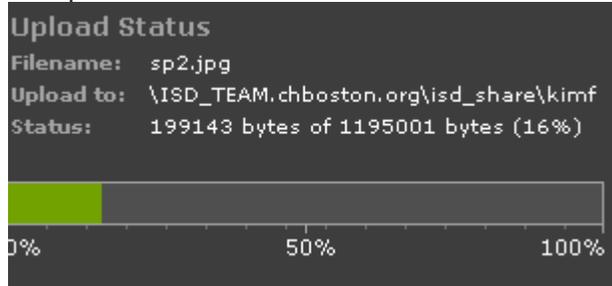
4. Navigate to the location of the file to upload.

5. Select the file and click .

Note: If you are uploading a zip file, check the uncompress .zip box to have the files automatically unzipped on upload.

6. Repeat step 4, if necessary to upload additional files.

7. Click . The Upload status page appears as shown below.



8. Click **Close** to close the window.

Creating file copies and overwriting files when you upload

WebVPN works a little differently than other Computer programs you may be familiar. In a program like Microsoft Word, you use Save As to create a copy of a file and Save to overwrite files. In WebVPN, you use Save As to overwrite files.

If you do not use the Save As field, uploaded files with the same name as a file that already exists are renamed. For example, if you are uploading a document called sample.doc and a document called sample.doc already exists in the folder; the uploaded document is renamed sample10-31-2012-14-20.doc.

Note: The date and time the new file was uploaded is appended to the file name.

To replace the original file instead of creating a copy, follow these steps:

1. Use WebVPN to access your Shared Drive.

2. Click . The Upload files page appears.

3. Navigate to the location of the file to upload.

4. Select the file and click .

5. In the Save As field, type the exact name of the file to overwrite; for example, sample.doc.

6. Click . The Upload status page appears.



7. Click **Close** to close the window.

Downloading files

You can download files and delete folders and files on your shared drive in WebVPN.

About Downloading files

You can download one or more files. If you download more than one file, the files will be compressed and saved as a zip file.

Do not SAVE files containing patient or hospital information on ANY unencrypted computer, "thumb drive," phone, or other personal digital assistant.

To download a file

To download a file, use the download feature in Internet Explorer. Follow these steps:

1. Access the file in WebVPN.
2. Click the file to download. The Internet Explorer download message appears.
3. Click **Save**. The File is saved to your Downloads folder.
4. Click **Open Folder** to view the file.

Note: These steps may be different if you use another browser such as Chrome or Firefox.

To download multiple files

Multiple files are saved as a compressed .zip file. You must decompress the files before you can view them. Follow these steps:

1. Access your shared drive.
2. Check the box before each file to download, as shown below.



3. Click . The Download Files page appears.
4. In the Zip Archive name field, enter a name for your file.
5. Click **Save**. The Internet Explorer download message appears.
6. Click **Save**. The zip file is saved to your Downloads folder.
7. Click **Open Folder** to view the file.

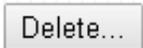
To extract files

You can use Windows XP or Windows 7 Compressed Folders feature to extract zip files to your hard-drive. To extract files, follow these steps:

1. Right-click the zipped file.
2. Select **Extract All**. The Extraction Wizard appears.
3. Follow the steps in the wizard to extract your files.

Deleting files

You can delete files and folders on your Shared Drive in WebVPN. Follow these steps:

1. Click the box before the file or folder to delete.
2. Click .
3. Click **Yes** to delete the file or folder.

Note: Once you delete a file or folder, it is permanently removed. You cannot restore it.

Connecting to your P: Drive

Your P: drive automatically appears when you log into WebVPN. If it does not appear or if you accidentally delete it, contact the Help Desk.

Accessing Hospital applications

You can use Remote Desktop, Terminal Services, or Virtual Clinical Desktop to access applications. Use the chart below to determine the best method.

Use this	In this case
Remote Desktop	<ul style="list-style-type: none"> • To access content on your primary work computer. • You have Remote Desktop User Access. • You have a Private Computer.
Terminal Services	<ul style="list-style-type: none"> • You need to access clinical applications from a remote location such as PowerChart.
Clinical Desktop	<ul style="list-style-type: none"> • You need to access clinical and nonclinical applications such as PowerChart and Paging. • You need to access nonclinical applications such as PeopleSoft. • You need to access Microsoft Word from a remote location.

Using Remote Desktop

Use Remote Desktop to access your primary work computer. You must have Remote Desktop User Access and a private computer.

Note: The following are basic instructions for using Remote Desktop; for complete instructions for using and setting up Remote desktop see, [Using Remote Desktop](#).

To use Remote Desktop, follow these steps:

1. Access the WebVPN home page.
2. Click . The Add Terminal Services Session page appears.
3. In the Session Type field, select Windows Terminal Services as shown below.

Session Type: 

4. In the Bookmark Name field, enter a name for your session, for example Word Computer.

5. In the Host field, enter the name of the computer you are trying to access remotely, for example PVTWXPG12345.tch.harvard.edu

Note: For more information about finding the name of your computer, see [Using Remote Desktop](#).

6. In the Color Depth field, choose 32-bit (True color).
7. Click **Add**.

To access your bookmarked Remote Desktop Session

After you create the Remote Desktop Bookmark, you can use Remote Desktop from WebVPN. Follow these steps:

1. Access WebVPN.
2. In the Terminal Services section, find the bookmarked computer, for example find Work Computer as shown below.



3. Click the link and enter your username and password. A Remote Desktop session begins.

Using Terminal Sessions

Citrix Applications such as FirstNet and PowerChart have already been bookmarked for you in the Terminal Services section of WebVPN. To access Citrix Applications, follow these steps:

1. Access the WebVPN home page.
2. In the Terminal Sessions section, click a link to a Citrix application. For example, click PowerChart.



3. The Cerner window opens. Enter your username and password.
4. Click **OK**. The Application opens in a new window.

Using Clinical Desktop

Use Clinical Desktop to access clinical and other Hospital applications remotely.

Note: The following is basic instructions for using Clinical Desktop; for complete instructions for using and setting up Remote desktop see, [Using Clinical Desktop](#).

To use Clinical Desktop, follow these steps:

1. Access the WebVPN home page.
2. In the Virtual Desktops section, click **Clinical Desktop**. A new window opens.
3. Click an icon on the Clinical Desktop to access the application.

About Printing

You can print to your local printer when you are connected to WebVPN, but you cannot print documents to a networked printer. A networked printer is one that is not directly connected to your printer. To print to a networked printer, you must wait until your WebVPN session has ended.

Logging out

Always log out of your WebVPN session when you



are done. To log out, click

Getting more help

If you need more help using Clinical Desktop, contact the Help Desk by using [Remedy](#) or sending a [STAT Ticket](#).

If you have feedback or suggestions for Clinical Desktop send an email to vpnfeedback@childrens.harvard.edu.