

AmerisourceBergen

IntrinsiQ Specialty Solutions



UroChartEHR®

Parallels User Guide

Version date: October 2023

Contents

Installing the Parallels RAS Application	1
Parallels Compatibility Requirements.....	1
Determining the Windows Operating System of the Computer	1
Installing Parallels – Windows.....	2
Installing Parallels – Macintosh	2
Configuring the Primary Connection.....	2
Configuring the Disaster Recovery Connection.....	4
New User Setup.....	4
New User Requirements	5
Logging In and Out of the Application	5
Logging Off All RAS Sessions.....	6
Send CTRL + ALT+ DEL.....	6
Password Resets.....	7
Password Reset Authorization	7
Expired Passwords.....	7
Password Reset Tool	8
Resetting a user password.....	9
Scanning, Printing, and Importing.....	10
Locating Your Scanner.....	10
Printer Settings.....	11
Importing - Understanding Redirected Drives	12
Troubleshooting Parallels Connections.....	13
Performance and Connectivity Issues	13
“License Limit Exceeded” Error	15
Unable to See Redirected Drives in Scan/Import	16
Multiple Sessions Prompt.....	17

Installing the Parallels RAS Application

Before installing the Parallels Client onto your computer, it is important to first determine the correct operating system and that it meets the minimum compatibility requirements.

Parallels Compatibility Requirements

Version **18.3** is the current recommended version of Parallels, and has the following compatibility requirements:

- Windows 7, 8.x, 10, or 11
- Windows Server 2008 R2 up to Windows Server 2022
- macOS 10.11 El Capitan up to macOS 12

For devices such as tablets or smartphones, the compatibility requirements are:

- Android 5.0 or newer
- iOS 11.x, 12, 13.x, 14, 15; iPadOS 13.x, 14.x, 15.x
- Chrome OS

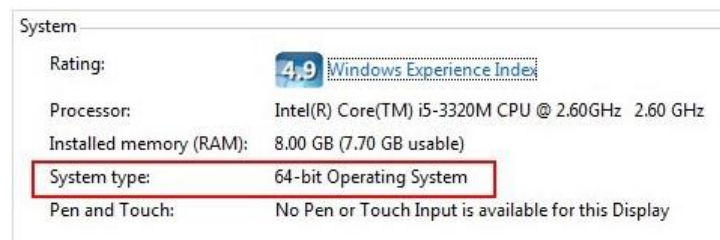
Determining the Windows Operating System of the Computer

For **Windows** based operating systems, you must determine whether the system is **32-bit** or **64-bit**. If you are not sure, contact your administrator or use the steps below to determine your operating system:

1. Use the key combination of Windows + Pause/Break



2. In the System Information window, locate System type to view the operating system information.



Installing Parallels – Windows

1. Open an internet browser (Chrome, Edge, Firefox, etc.) and navigate to help.intrinsiq.com.
2. Select the appropriate download link at the right side of the page:
 - Windows 64-bit, Windows 32-bit, or the Mac App Store
3. The RASClient installer will download.
4. Run the downloaded file to install Parallels.



You may be presented with an option to install the Single Sign On component. It is important that you do NOT install this component as it is not compatible with connecting to our system.

5. After successfully installing Parallels, you may open and run the application.
6. Continue with [Configuring the Primary Connection](#).

Installing Parallels – Macintosh

1. Open the **Apple iTunes Store**.
2. In the Search box, search for **Parallels**.
3. Click **Get** for the Parallels Client application.
4. Follow the prompts presented by your computer to finish the download.
5. After successfully installing Parallels, you can open and run the client.
6. Continue with [Configuring the Primary Connection](#).

Configuring the Primary Connection

1. After launching the Parallels Client, the following message should appear based on the operating system of your computer:
 - **Windows:** “You have no RAS Connection configured, would you like to add one now?”
 - **Macintosh:** “You have no connections configured. Would you like to add or import existent connection?”

2. Select **Yes** (Windows) or **Add** (Macintosh).
3. Select **Parallels Remote Application Server** if prompted to do so.
4. On the Connections tab, fill out the information for your connection.

Items within <> indicate the IntrinsiQ suggestions for this field.

- **Primary connection:** *<This will be determined by the region your practice is located in.>*
 - West.UroChartEHR.com
 - Central.UroChartEHR.com
 - East.UroChartEHR.com
- **Connection mode:** Gateway SSL Mode
- **Port:** 443
- **Secondary connections:** *<Do not enter anything for this option.>*
- **Name:** Primary – UroChartEHR
- **Auto Logon:** *<Check this box only if you want Parallels to log you in automatically.>*
- **Authentication type:** Credentials
- **Username:** *<Your Parallels username consists of your IQSS account number_FirstInitialLastName>*
 - Example: 12345_jsmith.
 - Note: This is different from your UroChartEHR application username.
- **Password:** *<This is your Parallels account password and is different from your UroChartEHR application password.>*
- **Save Password:** *<Select this check box only if you want to save your password for the connection.>*
- **Domain:** urochart.net



When you select the **Save Password** check box, there is an added security risk. Any person with access to your computer would be able to log in to the UroChartEHR application and view Protected Health Information. IntrinsiQ Specialty Solutions® recommends NOT selecting the **Save Password** check box to increase the security of the application.

5. Select the **Advanced settings** tab and make any additional selections to properly configure your connection.
6. Select OK.
7. You may now double-click the UroChartEHR icon to initiate the connection and launch the application.

Continue with [Configuring the Disaster Recovery Connection](#).

Configuring the Disaster Recovery Connection



IntrinsiQ Support will notify your practice when this connection should be used.

1. From the Parallels Client window, select *File > New Connection > Parallels Remote Application Server > Advanced Settings*.
2. On the **Connection** tab, enter the same information as the [Primary Connection](#) with the following two exceptions:
 - **Primary connection:** SCentral.UroChartEHR.com
 - **Name:** Disaster Recovery – UroChartEHR
3. Select the **Advanced settings** tab and make any additional selections to properly configure your connection.
4. Select OK.
5. You may now double-click the UroChartEHR icon to initiate the connection and launch the application.

New User Setup

Prior to logging into the application, a Parallels user account must be created. New user requests **MUST** be sent to UroChart Support via email at SupportUC@IntrinsiQ.com . The email address must match the address of a contact at the practice authorized for new user and password reset

requests, an office manager, a NP, or MD. A Support case will then be created to have the new user account created (see [New User Requirements](#) below).

In the body of the email request, be sure to include the following information:

- Practice IQSS account number
- The user's first and last name
- The user's UroChart username
- If the user is a provider (Physician or Midlevel)
- User's email address (required for the [Password Reset Tool](#))
 - Note: *The email address for the new user must be unique. Shared or generic email accounts are not permitted.*
- Name of the person authorizing the request (if different than the case contact)

Note: the turnaround time on account creation may take up to 48 business hours.

New User Requirements

The requested user must exist and be active in UroChart. If an active UroChart account does not exist for the user, they must first be added by the practice. New users can be added/activated in UroChart by going to *Admin > System > Users > Add User*.

Due to updated security requirements for accessing our DR / Hosted environments, UroChart usernames must match the Parallels account name format **FirstInitialLastName** (ex: *jsmith*) and cannot contain numbers, symbols, or spaces (including leading or trailing spaces).

Logging In and Out of the Application

To launch the application, select the Parallels desktop icon (or the UroChart icon if a shortcut was created) or launch the application from the system tray and select the UroChart icon under the appropriate Connections.

Logging Off All RAS Sessions

It is important to remember that merely closing (or “x-ing out”) of UroChart or the Parallels Client does not terminate the connection to the Remote Application Server. Instead, the command “Log off all RAS sessions” is used to log the user off all active sessions. Too many existent sessions can possibly result in the [License Limit Exceeded](#) error explained below. It is possible to see the current session info by opening the Parallels client and selecting *Sessions > Sessions Information*.

The recommended method of exiting Parallels is to log out of the RAS session. This can be done in two ways:

1. From the Parallels Client: *Sessions > “Log Off All RAS Sessions”*
2. From the system tray: right-click the Parallels icon and select “Log Off All Sessions”

Understanding Disconnect All vs Log Out All RAS Sessions

- **Disconnect All RAS Sessions:** This item is only enabled when you have active sessions (i.e., one or more published resources are running on your desktop). It kills all active connections but keeps the corresponding sessions running on the remote server.
- **Log Off All RAS Sessions:** This item works similarly to Disconnect All RAS Sessions, but it ends all active sessions.

Send CTRL + ALT+ DEL

There may be instances (such as a temporary drop in internet connectivity) where the connection between the local workstation and the Remote Application Server becomes severed resulting in a hung session on the RAS side. IntrinsiQ settings automatically terminate disconnected sessions after 2 hours, however it may be necessary to manually terminate the session from the user’s workstation. To terminate a hung session, open the Parallels Client and select *Sessions > Send CTRL + ALT + DEL*.

More information can be found under [Troubleshooting Parallels Connections](#) later in this guide.

Password Resets

Practices have the option to document users other than providers as being authorized to submit password reset requests. This is typically done by larger practices that often have their IT manage access or by smaller practices that would like a backup in place to request resets in the event a provider or previously authorized staff member is unavailable.

Password Reset Authorization

The practice can request that specific contacts be updated with the permission to request new users and/or password resets. The following steps must be taken before authorization is granted:

1. The practice provider must document the request on practice letterhead.
2. The request must include which practice contacts should be updated, their title, and their email address.
3. The provider must then sign the document and either fax the document or email a scanned copy to UroChart Support.

Expired Passwords

Passwords for Parallels users expire after 90 days. Users will receive a prompt of *“Parallels password has expired.”* Another common prompt users may receive (particularly if they are using saved credentials) is *“An authentication error has occurred.”*

Take the following steps to reset an expired password:

1. Open Parallels – Do not try to connect.
2. When the expiration window has been presented, close the window by clicking OK.
 - **If the user is presented with an “Enter New Password” prompt, proceed to Step 7.**
3. Navigate to Sessions > Log Off All RAS Sessions.
4. Reconnect to Parallels.
5. User will be prompted that their password has expired.

6. Click OK.
7. Parallels will ask for a new password to be entered. Enter the new password and re-type it to confirm.
8. Click OK.
9. The user will be prompted that the password change was successful.
10. The user will be brought back to the Parallels application to launch the connection.

Password Reset Tool

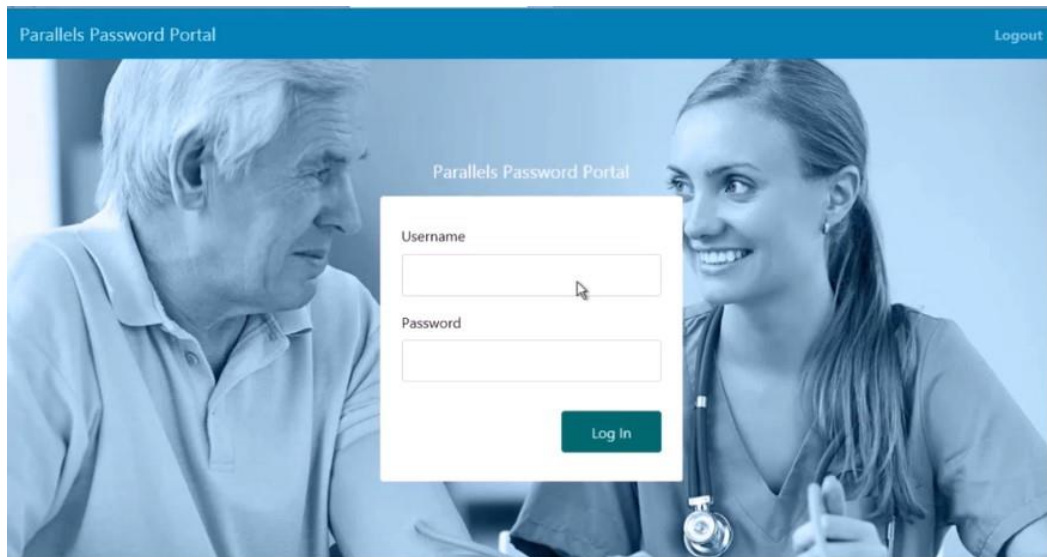
The Password Reset Tool (PRT) is available for practices that access UroChart via Parallels to reset passwords for their users without the need to contact Support and open a case.

For security purposes, not every Parallels user will have access to the Password Reset Tool. Practices interested in using the tool will need to establish which staff members will be granted access to this tool and contact [UroChart Support](#) to begin the necessary technical steps for PRT setup.

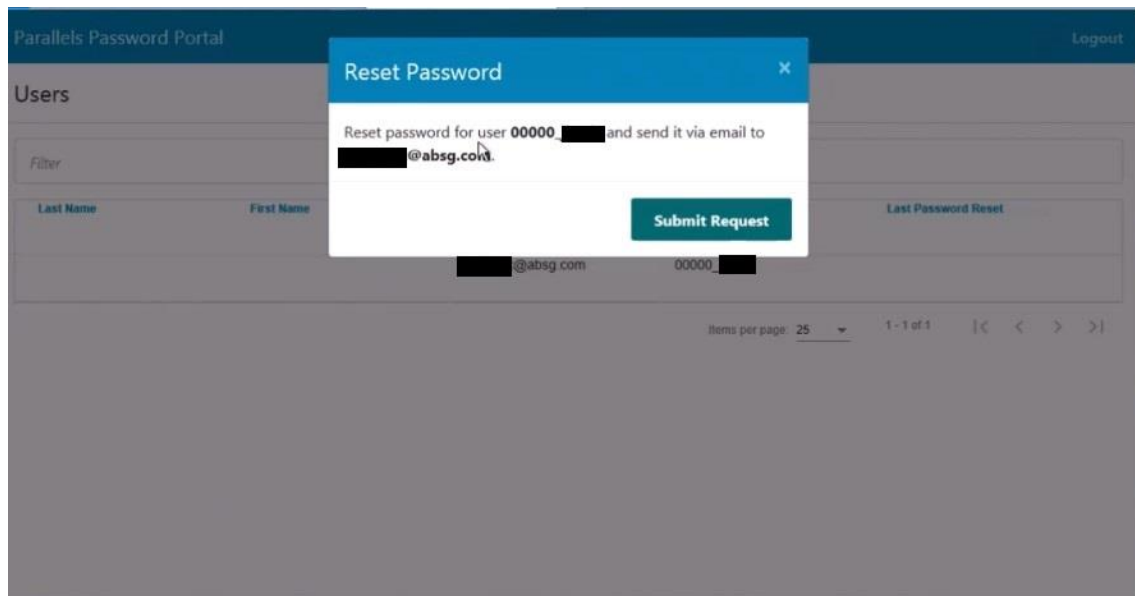
- Practices should establish a *minimum of 2 users* who will have the ability to reset passwords and may add *one additional user per every 2 providers* up to a maximum of **10**.
- Authorization for access to the password reset tool must be submitted to [IntrinsiQ Support](#) through verified email.
- Each user must have an individual unique email for their password to be reset.

Resetting a user password

1. Login to the Parallels application.
2. Launch the **Password_Reset_Utility** and enter your Parallels credentials.
3. Check your email for the verification code.



4. Select the individual user from the Users list for the practice.
5. Select **Submit Request** in the confirmation pop-up window.



6. The user will receive a temporary password via email. Please note that the domain name of the email will be **urochart.net** and your IT may need to whitelist this domain in order to receive password reset emails.

Scanning, Printing, and Importing

Parallels can recognize peripheral devices connected to your workstation allowing you to access printers and scanners in the UroChart application, as well as import images from your local drive. This section will cover some basic tips for users to ensure settings are correct and troubleshoot common connectivity issues.

Locating Your Scanner

After successfully logging into the Parallels Client, users are advised to wait approximately 5 seconds before launching UroChart to allow Parallels time to locate any peripheral devices. The scanner should then be visible under Scan/Import in UroChart.

If your scanner is not available from within the UroChart application, you can troubleshoot the connection by taking these steps:

1. Make sure that the scanner is powered on and connected to the workstation.
2. Check that the scanner is available outside of Parallels (i.e., in Windows under Printers & Scanners or in Device Manager).
3. Verify the scanner settings are correct in Parallels:
 - From the Parallels Client go to *File > Connection Properties*. Under the **Scanning** tab verify the following:
 - Use: Twain
 - Redirect Scanners: All
4. From the Parallels main tab selection go to *Sessions > Log Off All RAS Sessions*.
5. Exit then relaunch the Parallels Client.
6. Log into Parallels, wait approximately 5 seconds, and launch UroChart.
7. Verify the scanner is now visible under **Scan/Import** within UroChart.

Printer Settings

The printing settings in Parallels are located under *File > Connection Properties > Printing Tab* and the recommended settings are:

- Use: RAS Universal Printing technology and MS Basic Redirection technology
- Redirect Printers: All
- Default printer: None

RAS Universal vs MS Basic Redirection

Printer redirection enables users to print on their local printer, whether that printer is physically connected to the user's computer or is connected via network. Universal printing further simplifies the process and solves most printer driver issues by not requiring the server to have a printer driver for the user's locally installed device.

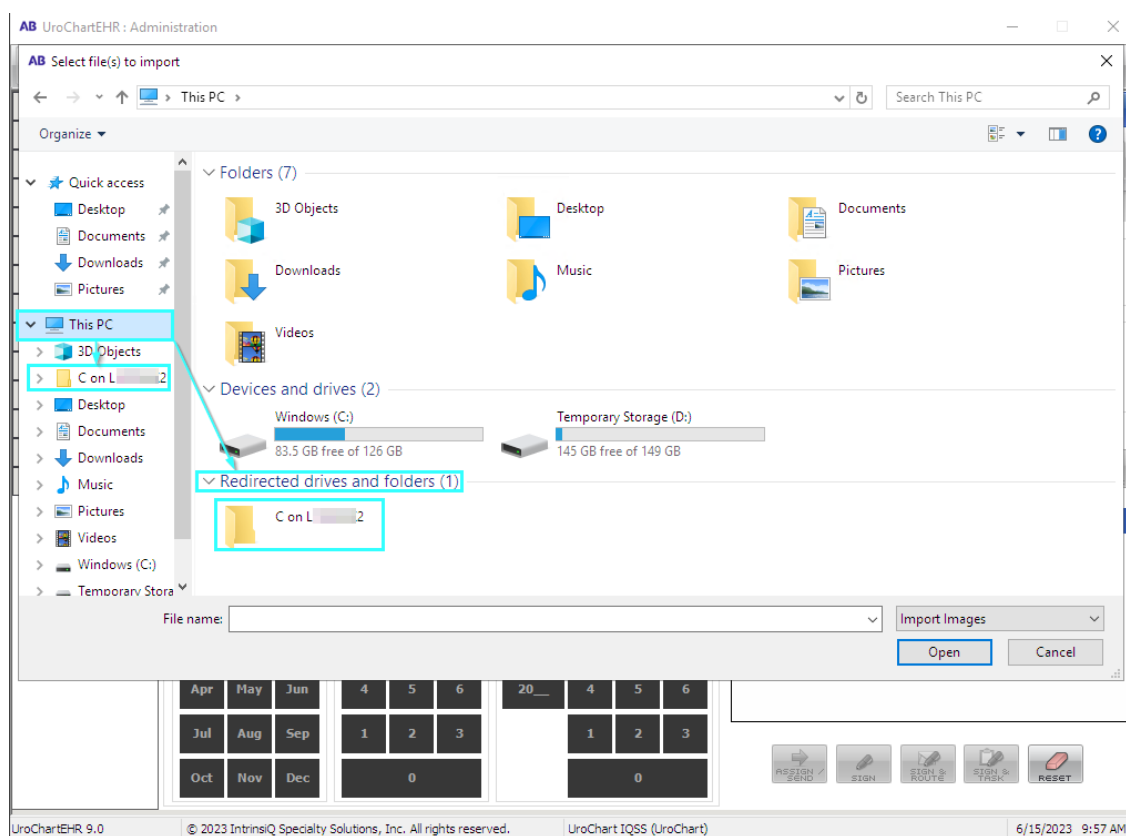
This allows a user to print regardless of the type/brand of printer installed on the machine, and the administrator does not need to install printer drivers for each different printer on the network.

Importing – Understanding Redirected Drives

A common misunderstanding among end users concerns not being able to locate the C: drive of their local workstation when importing documents into UroChart (*Scan/Import > Import File*).

When connected over Parallels, the C: drive shown is actually the C: drive of the terminal server UroChart is being launched from, and so no local files are stored there. The user's **local** C: drive will display as "C on <computer name>" under **Redirected drives and folders**.

Please note it may take 15 – 30 minutes from the initial launch of UroChart for Parallels to map the local drive and populate this option in Scan/Import.



Troubleshooting Parallels Connections

Unlike a website, which uses caches of the page and reconnects whenever you refresh, Parallels uses a constant two-way stream of information. Any drop in the connection's stability can cause the application to lag while it waits to send or receive a response or close if the connection is broken.

All internet speeds fluctuate up and down to varying degrees depending on such things as the local service provider, heavy bandwidth usage, and number of users connected to the network. It is important to keep in mind that an **upload and download speed of 3 Mbps** is the absolute minimum needed to run UroChart via Parallels.

Performance and Connectivity Issues

If experiencing slow performance in the application and/or dropped connections, the following troubleshooting steps can be taken by the user or practice IT to determine if the issue's source is internet connectivity or poor connection speed.

Begin by first logging out of the application using the [Log Off All RAS Sessions](#) option.

Speed test

Internet speeds can be tested using www.speedtest.net or other such site to verify the minimum required **upload/download of 3 Mbps** is being met.

- To get a better idea of the connection quality, select “Find optimal server” option and then “Change Server” and search for an option in the appropriate location:
 - West: Los Angeles
 - East: New York
 - Central: Iowa
 - South Central: Texas

Ping test

Fluctuating network quality can also be a source of slow performance and connection losses. This can be gauged using a continuous **ping test** which sends a small packet of information to a server and measures the amount of time it takes to get there. This tests whether one computer can communicate with another, and how much lag-time that connection has between the two devices.

Windows:

1. Open a CMD window by selecting Start and typing "cmd" into the search box.
 - To open Command Prompt with administrative privileges, right-click the result and then click "Run as Administrator." You could also highlight the result with the arrow keys and then press Ctrl+Shift+Enter.
2. Enter the command "ping <IP or address> -t"
 - To test Google's DNS IP address (which is 8.8.8.8): **ping 8.8.8.8 -t**
 - To test amazon.com: **ping amazon.com -t**
3. To stop the test and view the results, use Ctrl+C in the CMD window.

Macintosh:

1. Open Terminal by selecting Spotlight and searching of the application.
2. Enter the command "ping <IP or address> and press Return to begin pinging the server.
 - To test Google's DNS IP address (which is 8.8.8.8): **ping 8.8.8.8**
 - To test amazon.com: **ping amazon.com**

The ping command will begin displaying several lines of results begin to appear. Reading these results can give an idea as to the connection strength between your computer and the address pinged. The "time=#ms"

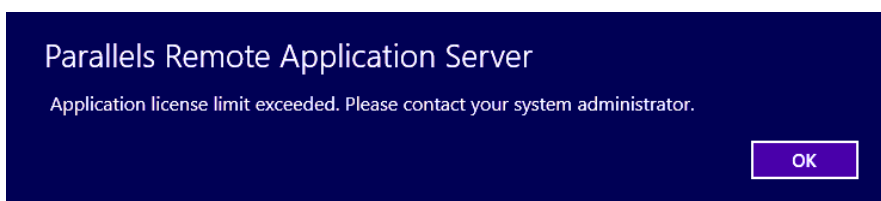
refers to the number of milliseconds it took for the address to respond to your ping.

The lower the number of milliseconds per ping, the stronger your connection to the computer or address you're pinging. A stable connection under **20ms** is ideal. Response times over **60ms** can be a contributing factor in performance issues.

Response times exceeding 100ms should be resolved by the practice IT before further troubleshooting is conducted.

"License Limit Exceeded" Error

Each Parallels RAS connection uses one of the licenses allotted to the practice. In the event of connectivity loss from Parallels/UroChart, the user will log back in and most likely create a new session. If this happens multiple times, they may end up with several active sessions across different terminal servers. As a result, this causes them to use up multiple licenses and possibly exceed the number of licenses available. Once the maximum number of licenses has been reached, users attempting to connect via Parallels will receive the following error message: *"Application license limit exceeded. Please contact your system administrator."*

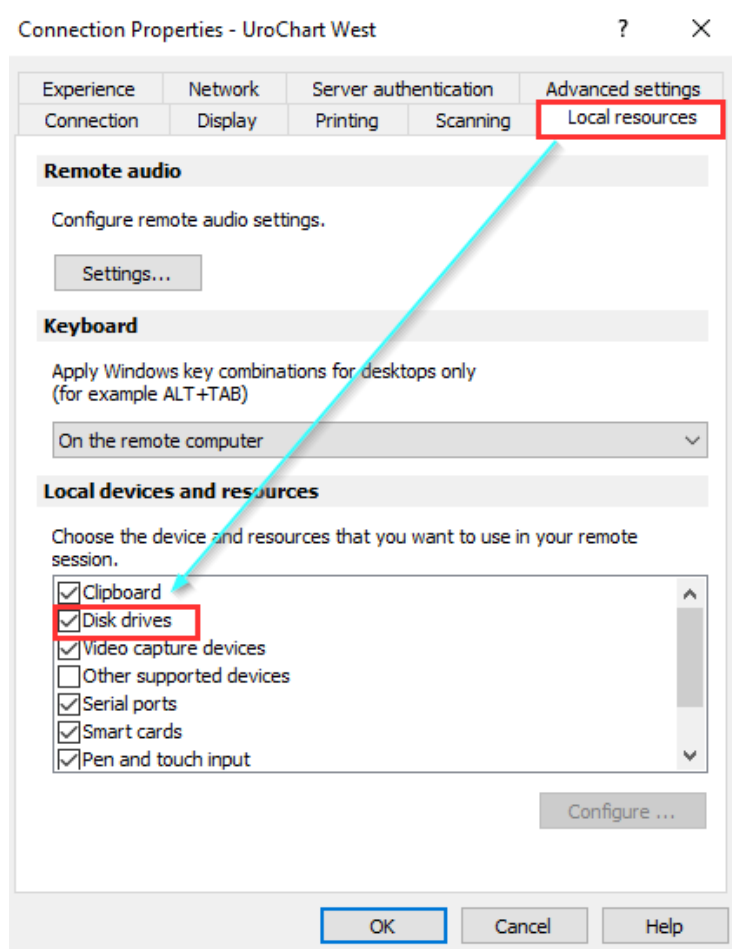


The most reliable way to resolve the error practice-wide as quickly as possible is to utilize the [Log Off All RAS Sessions](#) option. This will NOT close out all existing sessions that were previously opened, only the instance the user is connected to. The step may need to be repeated until only a single session for the user remains. This will ensure that one user is only using one license.

Unable to See Redirected Drives in Scan/Import

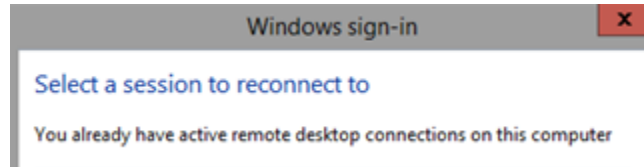
If after 30 minutes from the launch of UroChart the “Redirected drives and folders” option is not visible under Scan/Import, first log off all RAS sessions as described above.

Open the Parallels Client and select *File > Connection Properties > Local resources*. Under **Local devices and resources**, verify that the “Disk drives” option is checked.



Multiple Sessions Prompt

When reconnecting to a Parallels session, a user may receive a Windows Sign-In prompt asking the user to select a session to reconnect to.



This indicates that the user has multiple open sessions on the same terminal server and each one will need to be selected and logged out of.

Note: IntrinsiQ settings remove disconnected sessions after 2 hours.