

UNIVERSITY OF FLORIDA COLLEGE OF MEDICINE JACKSONVILLE

Resident Manual

REMOTE (VPN) NETWORK ACCESS

Program Directors will consider individual resident applications for remote access to the campus network. The Request for Network Access is an online form that can be found on the Shands InfoNet at <http://intrashands1.umc.ufl.edu/webforms/RemoteAccessRequest.aspx>.

Access should be limited to those upper level residents with an appropriate need for this service. These restrictions are due in part to support issues and network security/HIPAA issues. VPN provides access to the Shands network, Allscripts, Physician Portal and Remote desktop to work PC.

Please bear in mind that there are a number of technical requirements for remote access:

- ITS provides remote connectivity to the Shands Jacksonville campus by means of a secure VPN connection for DSL and broadband enabled customers.
- Connections are made available with supervisor and/or manager consent. Upon approval, ITS will provide written instructions for VPN users. VPN users will also be able to download the necessary Cisco VPN client needed to connect securely to the Shands Jacksonville campus.
- All remote connections are supported in a Best Effort manner during business hours only. Best Effort support for VPN consists of ITS verifying account information followed by an in-house test VPN via an external ISP. In the event of a VPN support call, if the connection is successful, it is highly recommended that the home user uninstall and reinstall the VPN client software while following the installation instructions provided.
- All users are required to keep their home PCs up to date with the latest virus and vendor patches available to ensure security while connected to the Shands Jacksonville network.
- The VPN can be installed using the client-based solution from the following location: <http://jax.shands.org/employees/>