

Fagerman Technologies

MedLook User Guide

MedLook

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MedLook Environment

Setting up the hosted environment

Via your Internet Browser (Internet Explorer 5.5, Service Pack 2 or higher) go to your Customer Launch Page (CLP).
(<http://customername.wizmoworks.com>)



If this is your first time logging into the Hosted Environment, click on **SETUP**.

This will install the Citrix Web Client and the Screwdrivers clients to your desktop.

Please note, each computer or laptop you would like to use to access your hosted desktop must have the Citrix Web Client loaded, so these steps must be performed on each computer.

Note: you must have Admin equivalent rights to your local PC to install these clients.

You will see the following messages:



Click RUN.

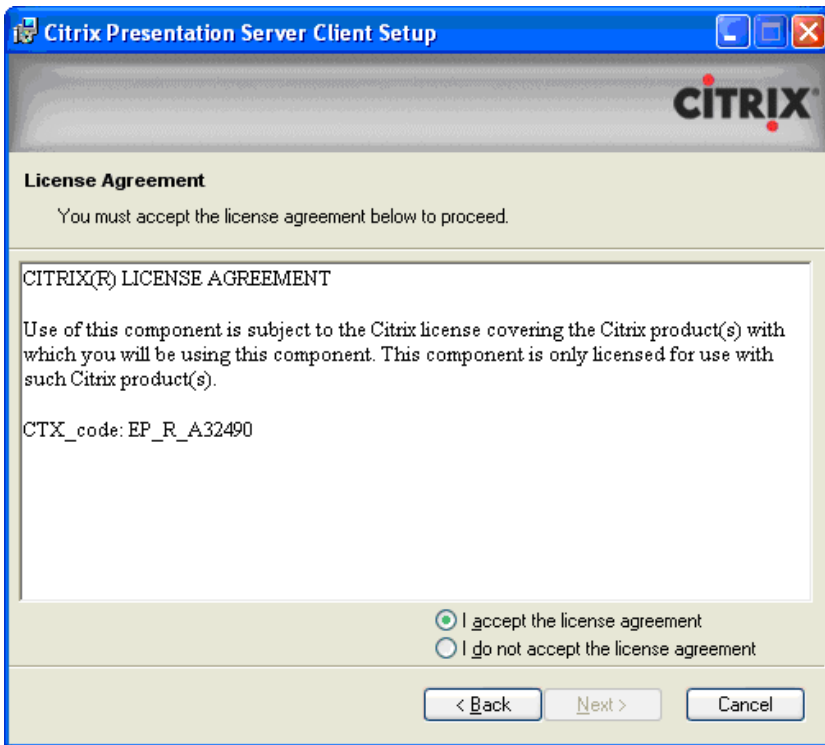


Click Run.

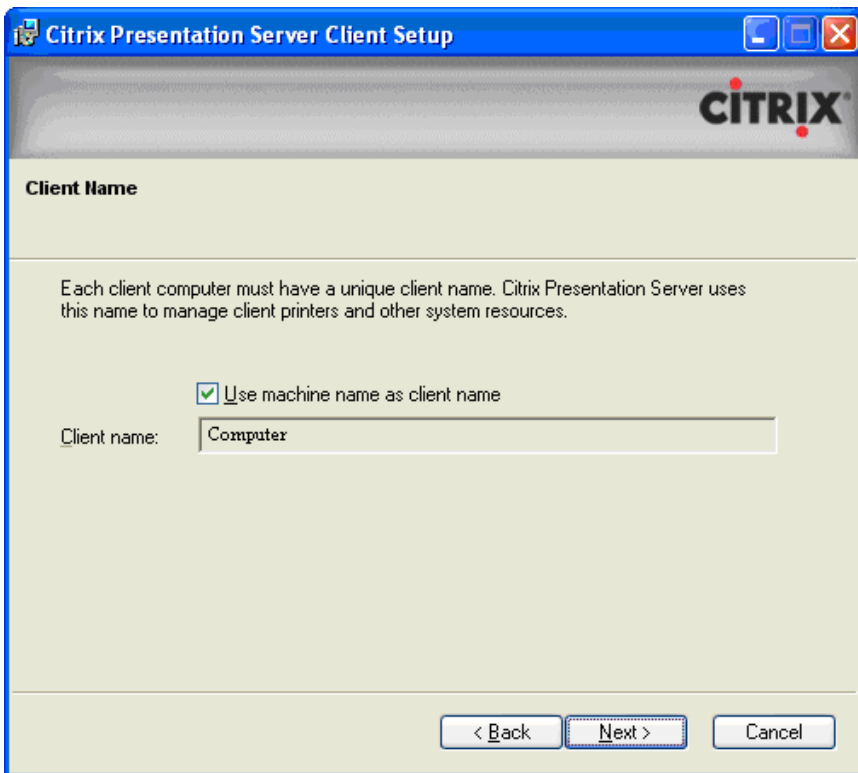
You will see the following window for a moment or two while the setup runs.



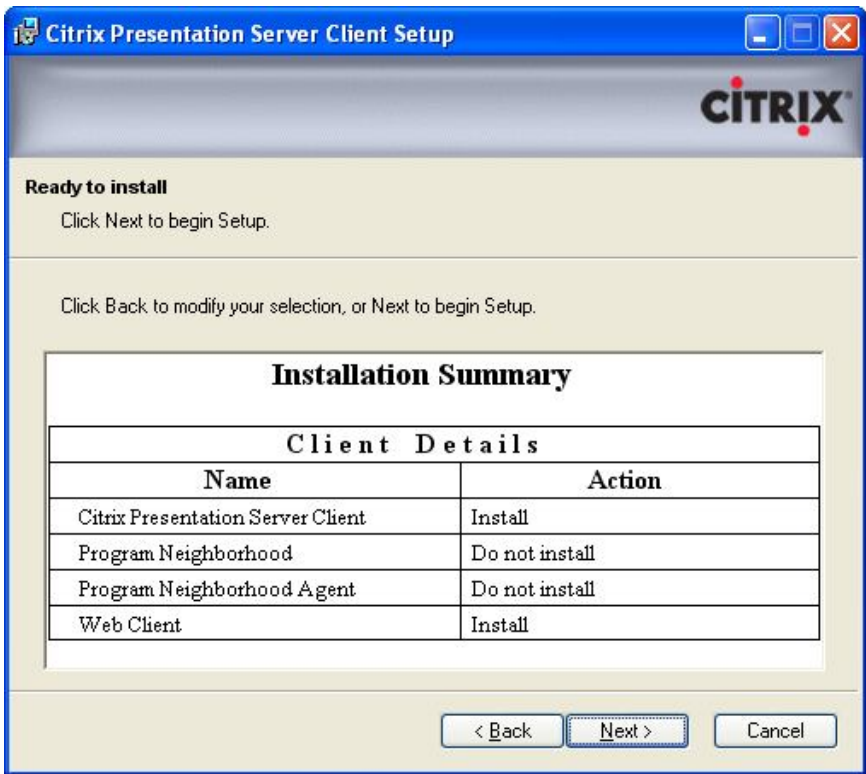
Click Next



Select "I accept the license agreement" and then click Next.



Click Next



Click Next



Click **Finish**. You have now successfully installed the Citrix ICA Web Client.

Logging into the Hosted Desktop

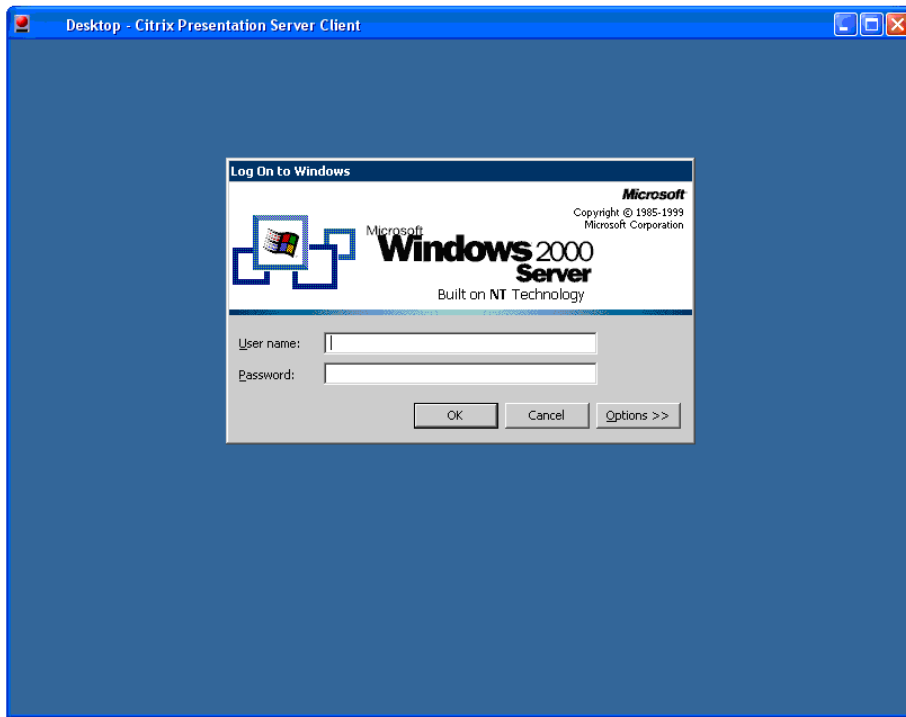
To log into your Hosted Desktop:

Go to <http://customername.wizmoworks.com> and click the **LOGIN** button.



If you are having difficulties connecting from behind a firewall, please try the Alternative LOGIN button.

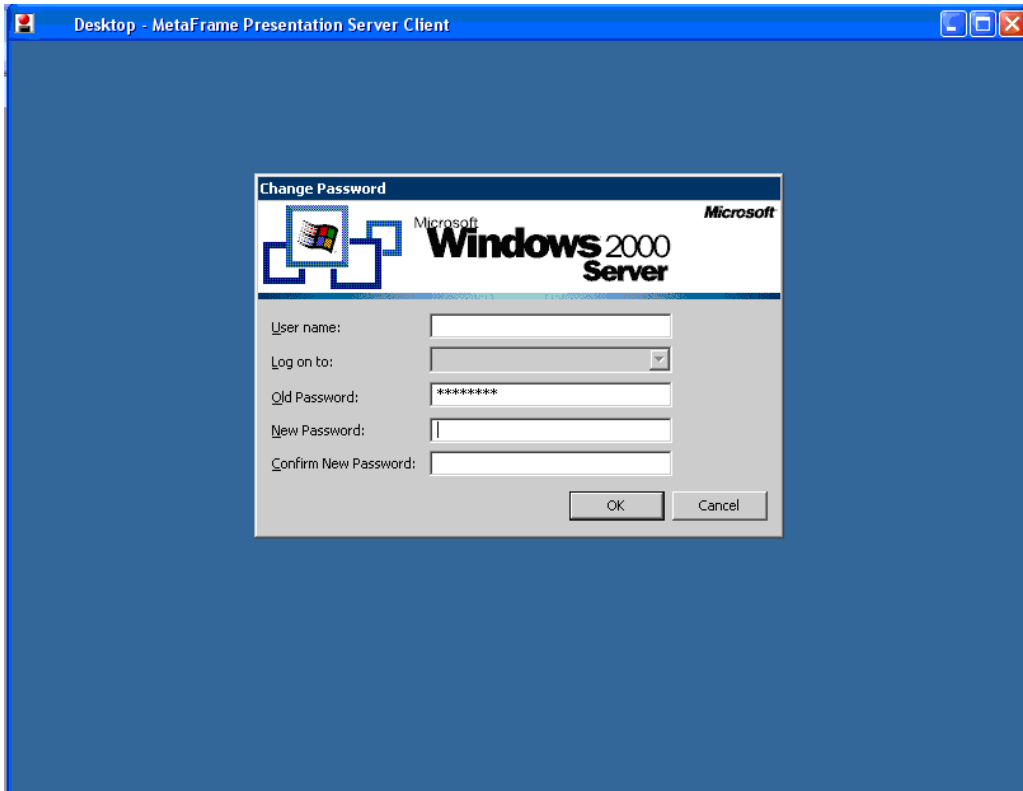
This brings you to the log in screen.



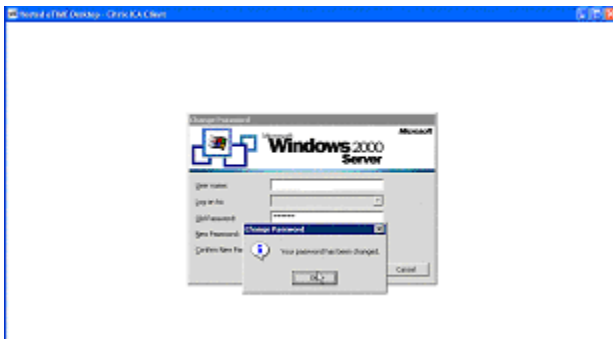
At the login prompt, type in your Username and Password and click **OK**. Remember, you will always type the full username, provided to you. Enter in your temporary password and select **OK**.



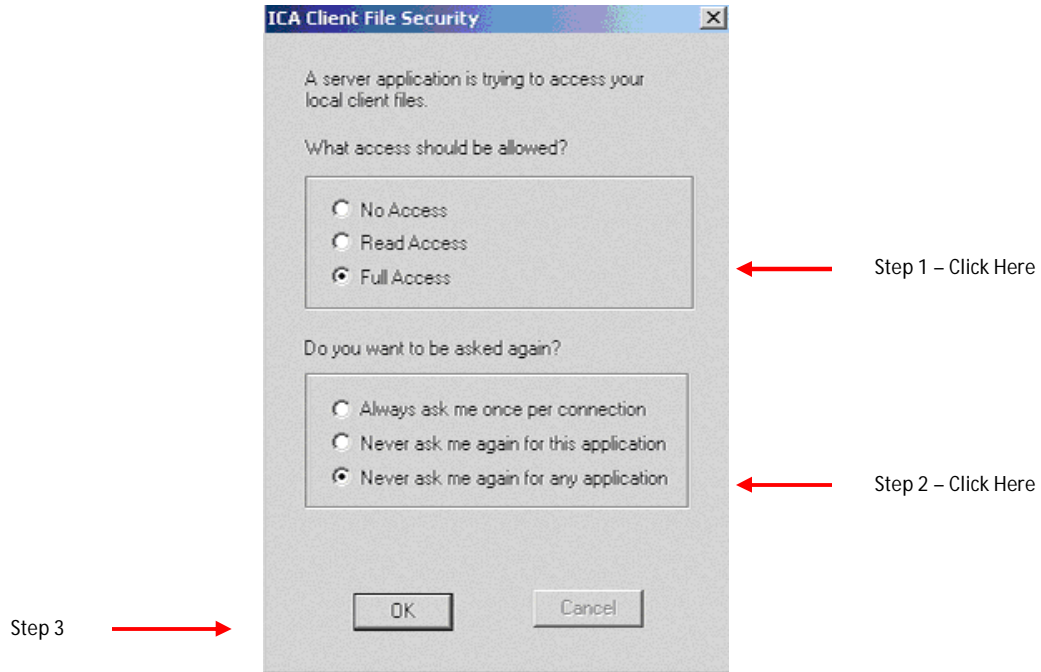
The first time you log in, you will get a prompt to change your password as you are currently set to a default password. Please change this password immediately, by clicking on **OK**.



Enter a new password using at least 8 characters (password must include at least 3 of the following 4 options: lowercase letters, uppercase letters, numbers, or symbols). The password is case sensitive. Then retype the same password and select **OK**.



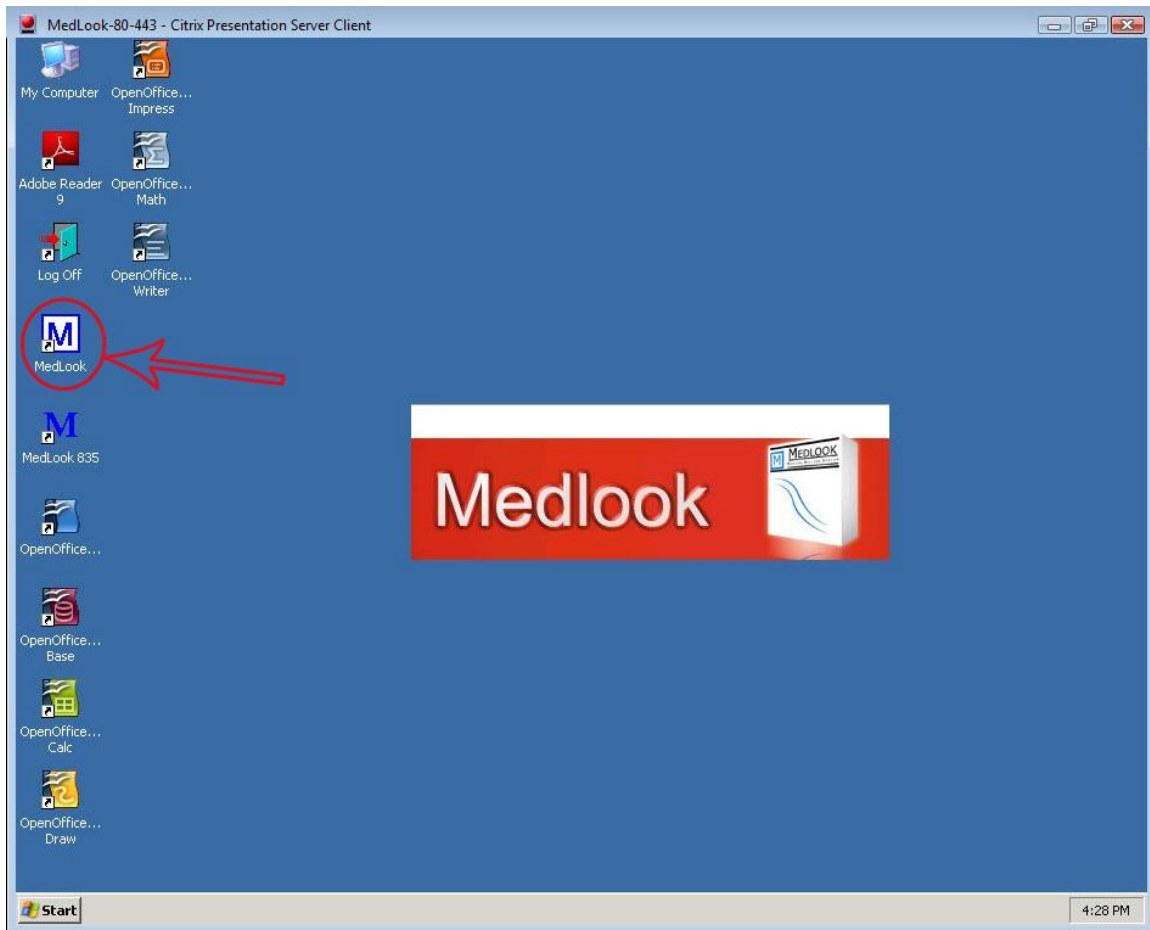
Click on **OK** if your password has been successfully changed. If the password change was not successful, re-enter new password twice and select **OK**.



The first time you access an application on your desktop, you will receive a request asking how much access you would like to your local files. Select **Full Access** AND **Never ask me again for any application.** as this will always allow you to access the C:\ drive of the workstation you are working on. Then click **OK**.

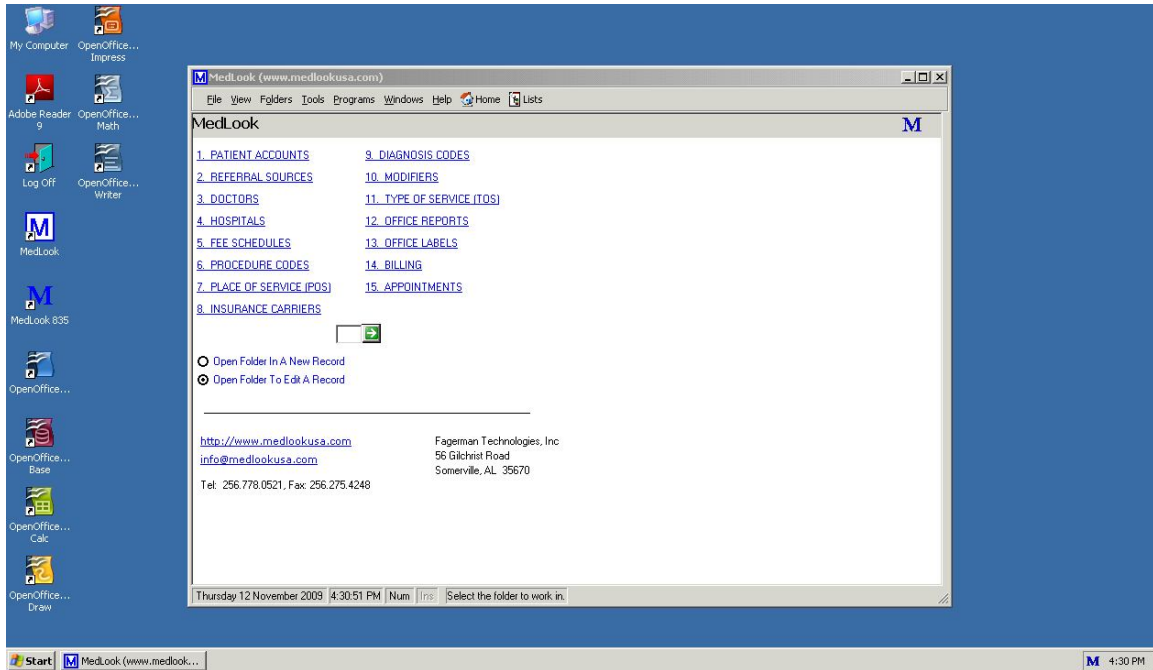
Welcome to your Hosted Desktop!

Please note that the applications that appear on your desktop are specific to you and your company. Therefore, they may be different than what is presented on our example. You may now begin working in hosted desktop.

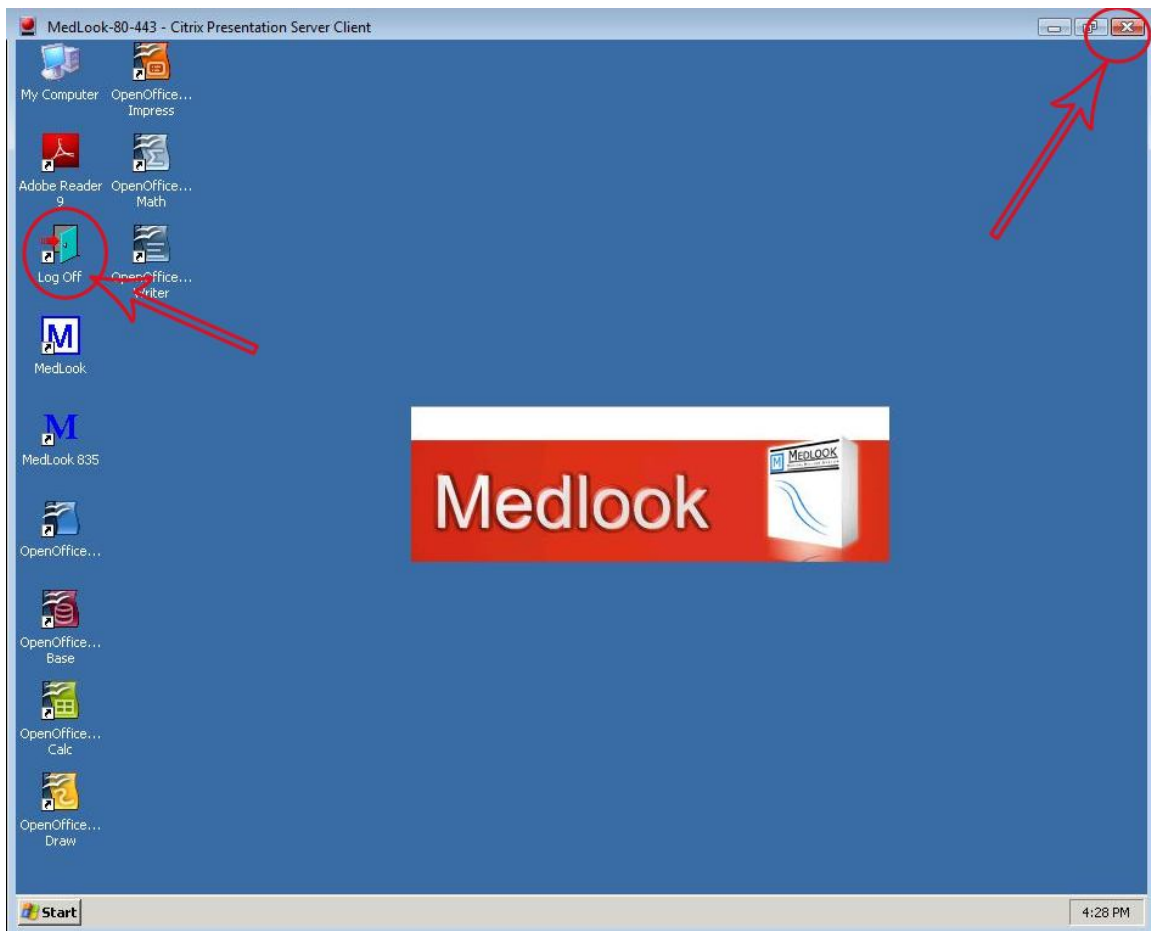



To access your application, double click on the **MedLook** icon. (The icons on your desktop will be reflective of your application.)

Now you have access to your hosted software application!

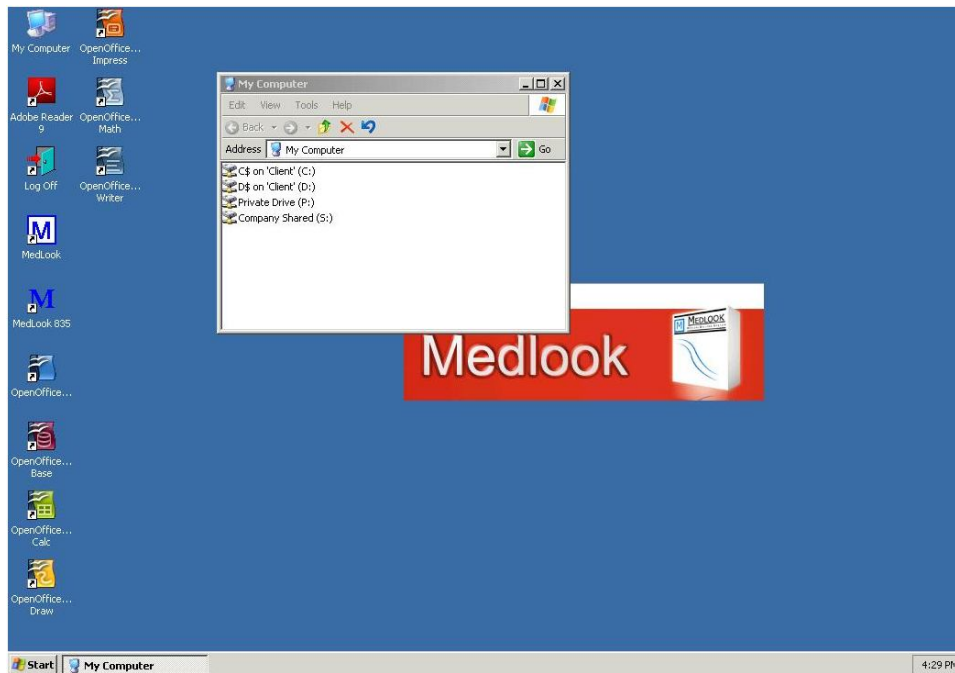


Logging off the Hosted Desktop



Whenever you completely log off the hosted desktop, please always do so by clicking on the **Log Off** icon on your desktop. This will optimize your system's exit and preserve your ability to properly log in again. **Do not log off by clicking on the .**

Directories



Via My Computer, you can access your local workstation or laptop C:\drive, as well as your Personal P:\drive, and the Shared S:\drive.

The P:\drive is referred to as your personal Hosted Desktop drive. This directory will start with your login id (first initial/last name) and is accessible only to the specific user.

The S:\drive is your Company's Shared drive; any data/files placed onto this drive will be accessible by all employees, from your company, with access to Hosted Desktop.

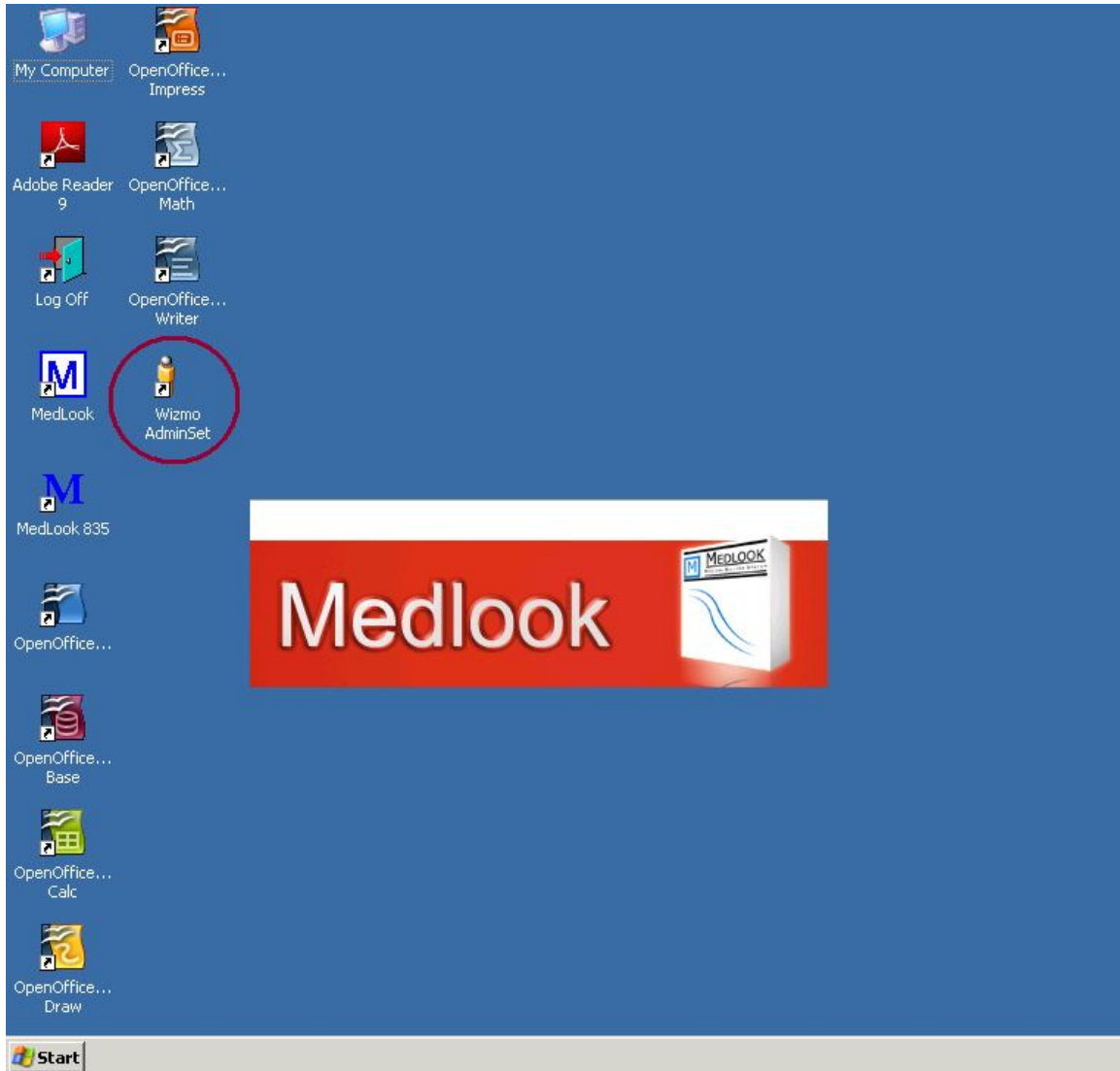
Drives marked with an '\$' symbol designate your local drives. Typically the C\$ and D\$ drives (your local machine's hard drive and/or CD-rom drives).

Please remember if you save data to your local drives, they are NOT part of the hosted environment and do not get backed up.

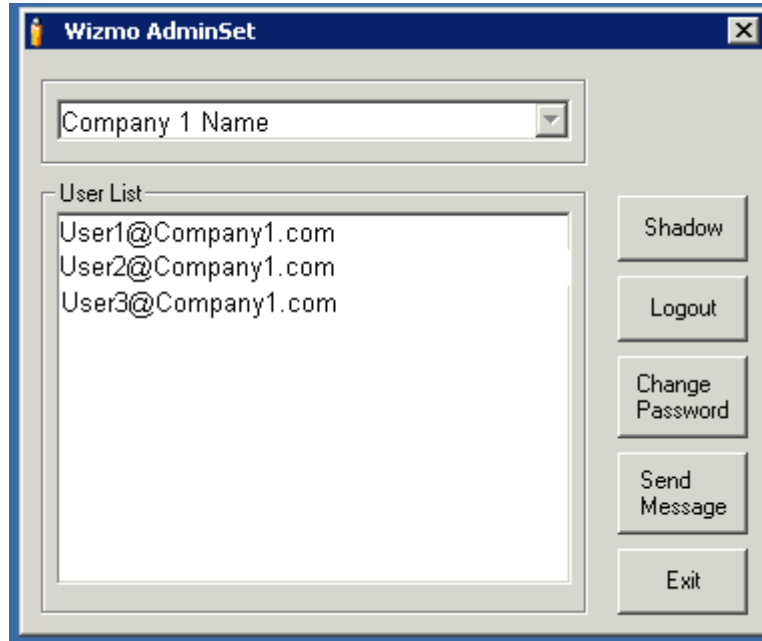
Wizmo AdminSet

The **Wizmo AdminSet** tool is designed to meet the administrative needs of the company's organization and is available only to admin users within that company. The application allows the AdminSet user to perform the following functions: **Shadow**, **Logout**, **Change Password** and **Send Message**.

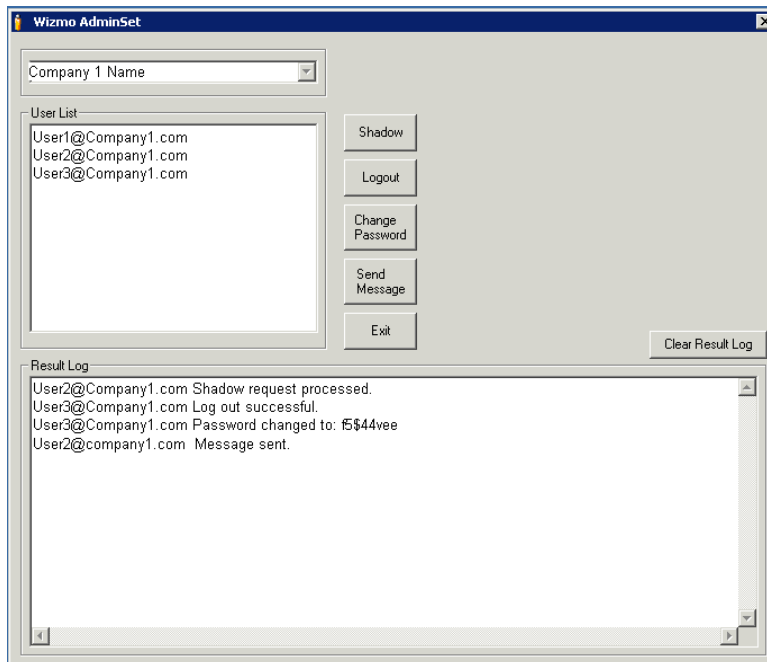
To access the AdminSet tool, double click on the Wizmo AdminSet icon.



The AdminSet window reflects the name of the company and a list of the users within the company.



When an action has been concluded, you will be presented with a **Result Log**. The results will display the outcome for your intended action.

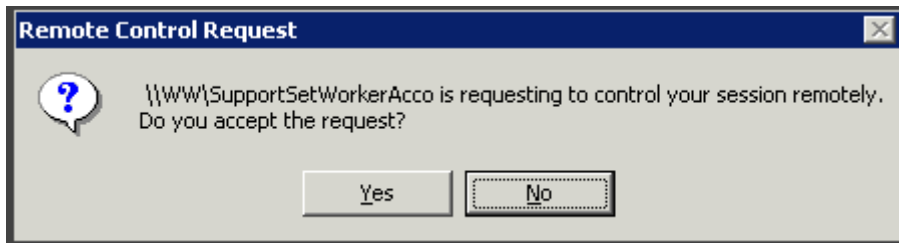


Shadowing a User

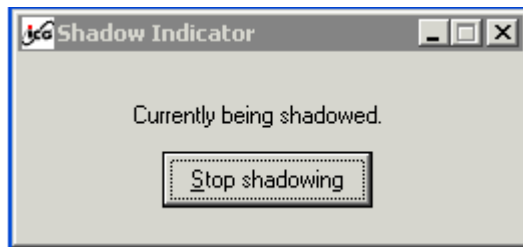
The **Shadow** feature allows an AdminSet user to view only one user's SaaS desktop at a time.

To shadow a user:

- Highlight the user you wish to shadow and click the **Shadow** feature button AdminSet will immediately send a request to the selected user.
- The selected user will receive a dialog box requesting permission for the AdminSet user to view their desktop.

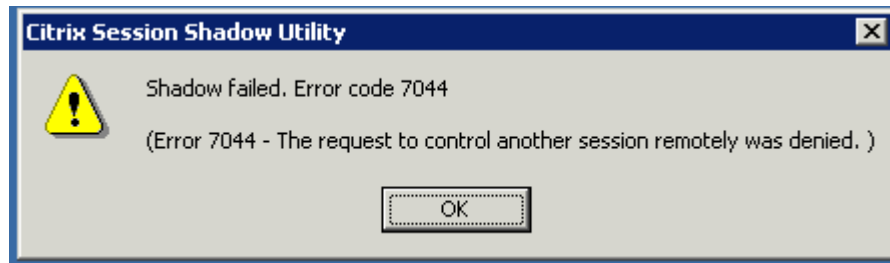


- If the selected user accepts (Yes) the Shadow request, an indicator dialog box will appear and remain on their desktop. The AdminSet user will now have access to the selected user's active session.



- At any time, either user can select the **Stop shadowing** button on the Indicator screen to end the session.

If the selected user choose not to accept the Shadow request or does not respond to the Shadow request in a timely fashion, the AdminSet user will receive the error message below.



The AdminSet user must click on OK and will be brought back to the main AdminSet user request window.

Logging out a User

The **Logout** feature allows the AdminSet user to you to log off a user(s) out of their hosted desktop session immediately. The user is not given a chance to accept or deny this request.

To logout a user:

- Highlight the user(s) in the user list. Then select the **Logout** option. The Logout dialog box will appear asking you to verify the action.



- Once you have confirmed your request, the user(s) will be logged out of their hosted desktop session immediately.

Changing a User's Password

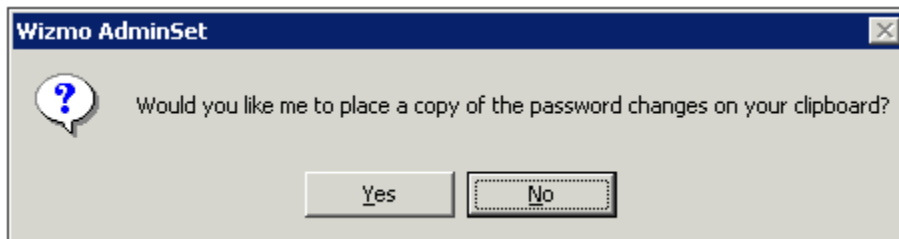
If a user cannot log into the hosted session due to password issues, or if you wish to change a user's password to prevent them from accessing the hosted environment, Wizmo AdminSet allows you to reset the password.

To change a user's password:

- Highlight the user(s) in the user list. Then select the **Change Password** option. The Change Password dialog box will appear asking you to verify the action. You will then have to confirm your request.



- The application will create a one-time password, consisting of random characters, which the user will have to enter upon their next login.
- The system will ask if you would like a copy of the password on your clipboard, but will display the new password in the Results Log.



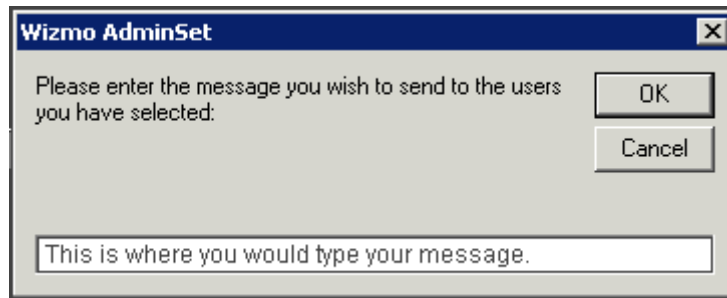
***** Please Note:** the user will be required to reset the password upon first log in.

Sending a Message

The **Send Message** feature allows the AdminSet user to broadcast a message to one or more users within a company.

To send a message:

- Highlight the user or users you wish to contact and select **Send Message**, you will be presented with a screen to compose your message.



- Click OK, the message will be sent immediately to the chosen users.

The user(s) receives the following broadcast notice on their hosted desktop session.



Frequently Asked Questions

What happens if I delete an icon on my Hosted Desktop?

The Hosted Desktop is UNBREAKABLE! If you delete an icon from your desktop, log off and re-log in, the icon will be back. Unfortunately, the same is true if you accidentally save a file or create a shortcut to the Hosted Desktop, that file/shortcut will be gone when you logoff.

How to save a file in the Hosted Environment?

To save a file in the Hosted Environment, you need to decide if you want the file to be accessed by everyone in the company, specific people within your company or accessible only by you. If you want others in your company, you should save the file to the S:\ drive. If you are the only one who should have access to this file, you will want to save it to your P:\ drive.

How do I log off?

To correctly log out of your Hosted Desktop session, you should double click on the 'Log Off' icon or select START, Log Off. Never click the **X** in the upper right hand corner.

Why can't I use the X in the upper right hand corner?

To log out of the Hosted Desktop gracefully, you need to either use the Logoff icon on your desktop, or go to the START menu and select Logoff. If you click on the X, this does not log you out of the Hosted Desktop session correctly and may cause your inability to re-establish your connection to the Hosted Desktop.

Can I change the way the icons appear on my Hosted Desktop?

Because of the way that applications are distributed to your desktop, you will not have the ability to change how the icons appear. The icons are aligned alphabetically with the exception of the system icons (My Computer and the Logoff icon)

How do I get into my applications?

All applications that you are to have access to are provided on your Hosted Desktop. You will also find the applications listed on the START menu.

What can't I do on my Hosted Desktop that I can do on my local machine?

For security reasons and to keep your desktop unbreakable, the Hosted Desktop has slightly modified some desktop functionality. Specific items not available include:

1. Right click option of your mouse within system applications (My Computer, Printers, etc); Right click options ARE available within your individual applications, like Word, Excel, etc.
2. Windows Explorer is replaced with My Computer. However, you will have much of the same functionality in My Computer as you did in Windows Explorer.
3. Find/Search within My Computer and on the START menu. If you are unable to find a file on the Shared drive or in your Personal drives, contact your Technical Support for assistance.

What is My Computer-what does it do?

When you click on My Computer, you should see the following:

1. P:\ Drive-this drive usually has your name associated with it; this is your personal drive where you can save files so that only you have access to them. All data and files stored in this drive are backed up by the Hosted Desktop
2. S:\ Drive-this is your company shared drive. You will see all the folders that your company has either migrated or created. You may not have access to some folders and directories within the Shared drive because your management team can limit who has rights to what. All data and files stored in this drive are backed up by the Hosted Desktop.
3. C\$, D\$ drives-these are your local PC or laptop drives. You can save files to these drives or copy files from these drives into the Hosted Desktop. However, please remember we cannot backup data that you have stored on your C:\ or D:\ drives. You will not have access to your local machine A:\ drive.

How do I copy/move files within my computer?

When copying files inside My Computer you can drag and drop. When inside a folder that you have rights to, select the file/folder you wish to copy or move, then go to the Edit menu and select COPY or CUT. Go to the location you would like to move/copy the files to, go to the Edit menu and select PASTE.

Can I change the view of files in my computer?

The view in My Computer is currently set to Large Icons. You can change the view by selecting the View Menu.

How do I delete a file/folder?

When you need to delete a file from the system, go into My Computer, highlight the file and press the DELETE key.

What if I delete something by accident?

If you delete a file or folder by accident, you cannot recover the file/folder without calling into Support. If you do delete a file accidentally, contact Technical Support immediately and they can restore it for you, provided it was located on the S:\ or P:\ drives.

How do I setup my Default printer?

The default printer on your local machine will be the default printer in your hosted Application.

Why am I being asked to change my password?

The Hosted Desktop requires that you change your login password every 90 days for security reasons. Keeping your password confidential is very important for maintaining the security of your data and the security of the Hosted Environment.

What if I want to change my password more frequently?

If you would like to change your password, select Settings from the START Menu and open Windows Security. You can change your password from this menu.