Remote Access Portal

User's Guide

This short guide aims to enable Microtest customers to log in to the Remote Access Web Portal, without needing any interaction with Microtest staff.

The remote access portal can be confusing without prior training. This document will let users follow the guide 'end to end' and get access to a remote connection back to their Surgery Workstation or server. The remote connection will let them access the Microtest Evolution clinical system, access network documents and any other surgery software.

The Somerset supplied portal is:

https://microtest-portal.somerset.nhs.uk

Before you start

Before you connect through remote access there are some prerequisites which must be adhered to:

- Compatible web browsers are:

   (i)   *Windows 7 or higher – Internet Explorer only*

   (ii)   *Apple MAC OSX – Safari only*

- Java must be installed and up to date, to verify please visit the following web page in a compatible web browser:
  https://java.com/en/download/installed.jsp

- Ensure your anti-virus software is up to date. The Portal will not allow you to connect unless you are running a mainstream anti-virus product. Suggested manufacturers are:

   (i)   *AVG*

   (ii)   *Computer Associates*

   (iii)   *F-Secure*

   (iv)   *Kaspersky*

   (v)   *McAfee*

   (vi)   *Microsoft*

   (vii)   *Sophos*

   (viii)   *Trend Micro*

- You should have received a PIN and a username via email
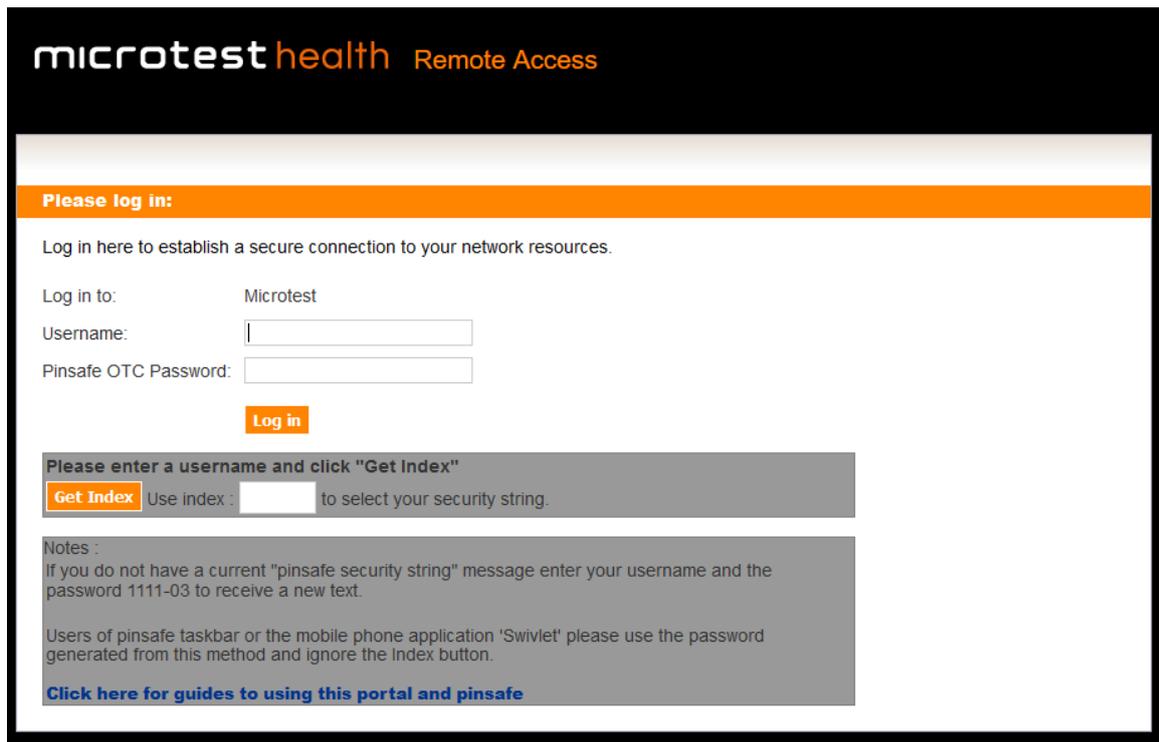
Remote Access Web Portal

The Microtest remote access portal is:

https://microtest-portal.somerset.nhs.uk/

Your username and pin code should be have been sent through via email previously, but the default naming convention is 'firstname.surname'
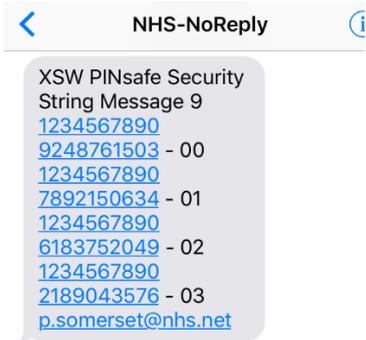
i.e. Joe.Bloggs

Enter your Username in the portal then the next step is to generate your One-Time-Code or OTC. As the name states, the OTC can only be used once. To work out your OTC, follow the next part of the guide below.

One Time Code

One Time Codes are used to log in to the Remote Access VPN and the Portal. A One Time Code (or OTC) is worked out using a randomly generated string of numbers and a PIN. There is two ways of generating your OTC, via text message or via the Swivel Auth Control mobile App.
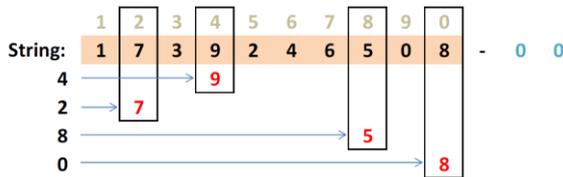
Text Message OTC

The text message is probably the most common way of generating a OTC. Providing you have registered your mobile number with Microtest you should have received a text message from NHS Somerset looking similar to the following:

NHS-NoReply

XSW PINsafe Security
String Message 9
1234567890
9248761503 - 00
1234567890
7892150634 - 01
1234567890
6183752049 - 02
1234567890
2189043576 - 03
p.somerset@nhs.net

The two numbers on the right-hand side which start with 00 through to 03, are the "Index" number of the OTC.

The sequential numbers on the top row, 1,2,3,4,5,6,7,8,9,0 where you pin number is applied. We will assume that your PIN is 4280 and you working on index 00. The OTC is each number below your PIN number, first below 4, second below 2, third below 8 and finally below 0, the below for example.

Using the above example, the OTC is **9758**

After using a "security string" or "index" to work out a One Time Code you will move to the next index the following time. When you use the last index in a text message you will receive a new message with additional security strings.

To know what "index" number you are on, first put your username in the web page then click the "**Get Index**" button.
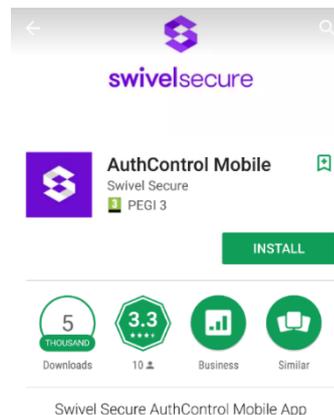
Swivel AuthControl mobile App OTC

It is possible to use an App on your IOS or Android smart phone to generate you OTC for you. You will need to download and install the Swivel AuthControl from the IOS App Store or the Android Play Store, depending on your device:

Apple IOS

Android

Swivel Secure AuthControl Mobile App

Once the App has been installed you will need to contact the Microtest Service Desk to get your Mobile device "Provisioned". This will authorise the App for your account.

To provision your smart phone, an email will be sent to your NHS.net email account, this email needs to be accessed on the provisioning device. The email will be sent from pinsafe@somerset.nhs.uk if you cannot see this in your Inbox please check junk mail.

To provision your device, follow the automatically provision your device link

Mobile provision code:
======
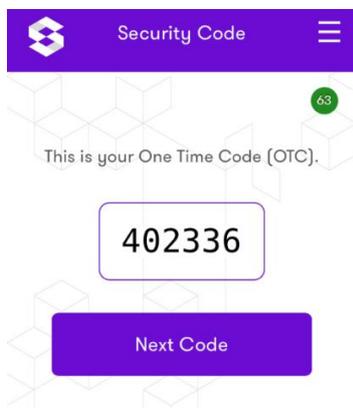To automatically provision your device, click the following URL: http://smc.swivelsecure.com/smc/complete/4444843254/
======
Click here to view QR Code:

The AuthControl App will then launch, enter your pin that you've received via email earlier to get your OTC.
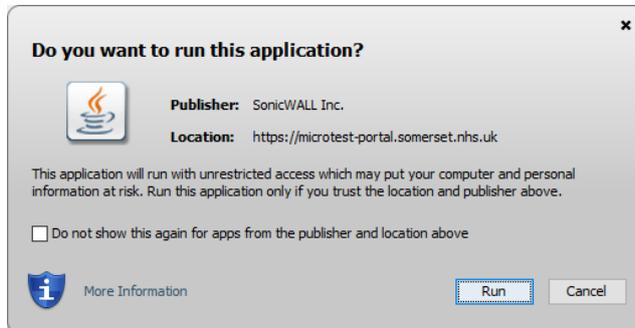
The OTC will then be generated by the App and displayed onscreen, e.g.

Enter this OTC into the remote access web page with your username and you should then be able to login.
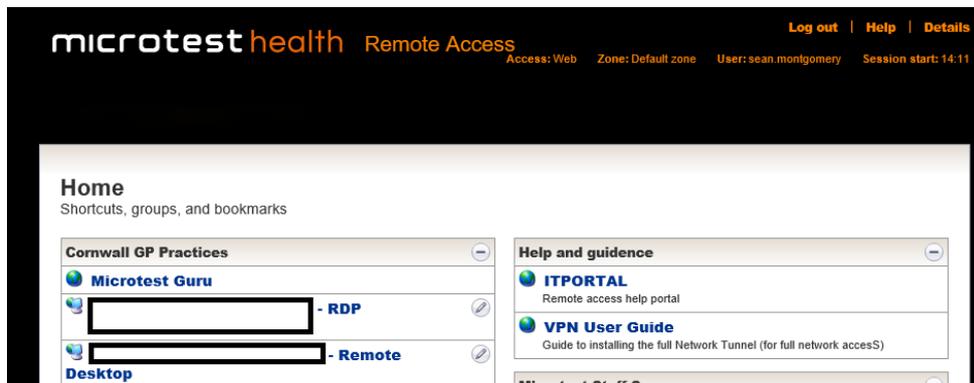
Security prompts

When logging into the portal for the first time you will be prompted with several security prompts to install and run various applets. Please install and run these prompts:

Tick "Do not show this again for apps from the publisher and location above" and then click Run.

Web Portal

Once logged into the Web Portal it will look like the following:

You should have a "link" to a RDP or Remote Desktop connection to a Workstation or Citrix Server connect to. Click on the link to launch the connection, and run any security prompts that you'll be presented with.

Now login to the remote machine using your usual Surgery Windows PC username/password and launch Evolution and or any other software on the remote machine as normal.

Once finished, log off the Remote Machine and choose Logout of the Microtest Remote Access Webpage.

Apple Mac OS Specific's

There are some additional operating system tweaks required for Apple Mac OS to access the remote access portal, see:

AppStore - Install Microsoft Remote Desktop version 10

Finder > applications > remote desktop connection for mac > Drag to Trash basket > to delete

Safari >Preferences > Security > Manage Website Settings > Java > Choose the "Microtest-portal.somerset.nhs.uk" > Hold ALT + click Drop down and uncheck "Run in Unsafe Mode"