

How to: Remote access

Accessing your software from outside your clinic is possible.

To do this, you will need to select a remote access software solution and install it on both the workstation or server you wish to access and the computer you will be using to connect in.

While there are many options for remote software, with some offering free trials, here are a few to consider:

- <https://www.logmein.com/try-access>
LogMeIn has recently announced free Emergency Remote Work Kits for Healthcare Providers. Check their website for eligibility requirements.
- https://www.gotomypc.com/members/register.tmp?Location=en_US&FreeTrial=true

Additionally, our support staff would be happy to help you with any questions or issues you have when setting up your remote access. Here are a few things to keep in mind when selecting a provider or using it:

- **Always select the Professional Version.** Yes, it may be slightly more expensive but the professional version for this type of software is more appropriate for your business.
- To be able to access the software remotely, **you must leave the workstation/server on.** Make sure you reboot the workstation/server and test your access prior to leaving the practice. This will ensure that any updates are run and should reduce the risk of the computer rebooting while you're not there. Reminder: rebooting servers should be done when no one is utilizing the software.
- Install the software on the computer you normally use in the practice. This ensures you will have the same experience and rights as you would normally have.
- With any remote access software you are opening access to your practice network. This can increase the risk of virus/malware. You should read the security notes from your provider and ensure that you have an up-to-date antivirus solution on your clinic network and the computer you will use to access your systems.

Contact your local IT professional or our qualified support team with any questions. Covetrus is not affiliated with any remote access providers. Make sure you read all terms and conditions of any products you purchase or trial.