



Subject

OCCRN App Download & Install.doc

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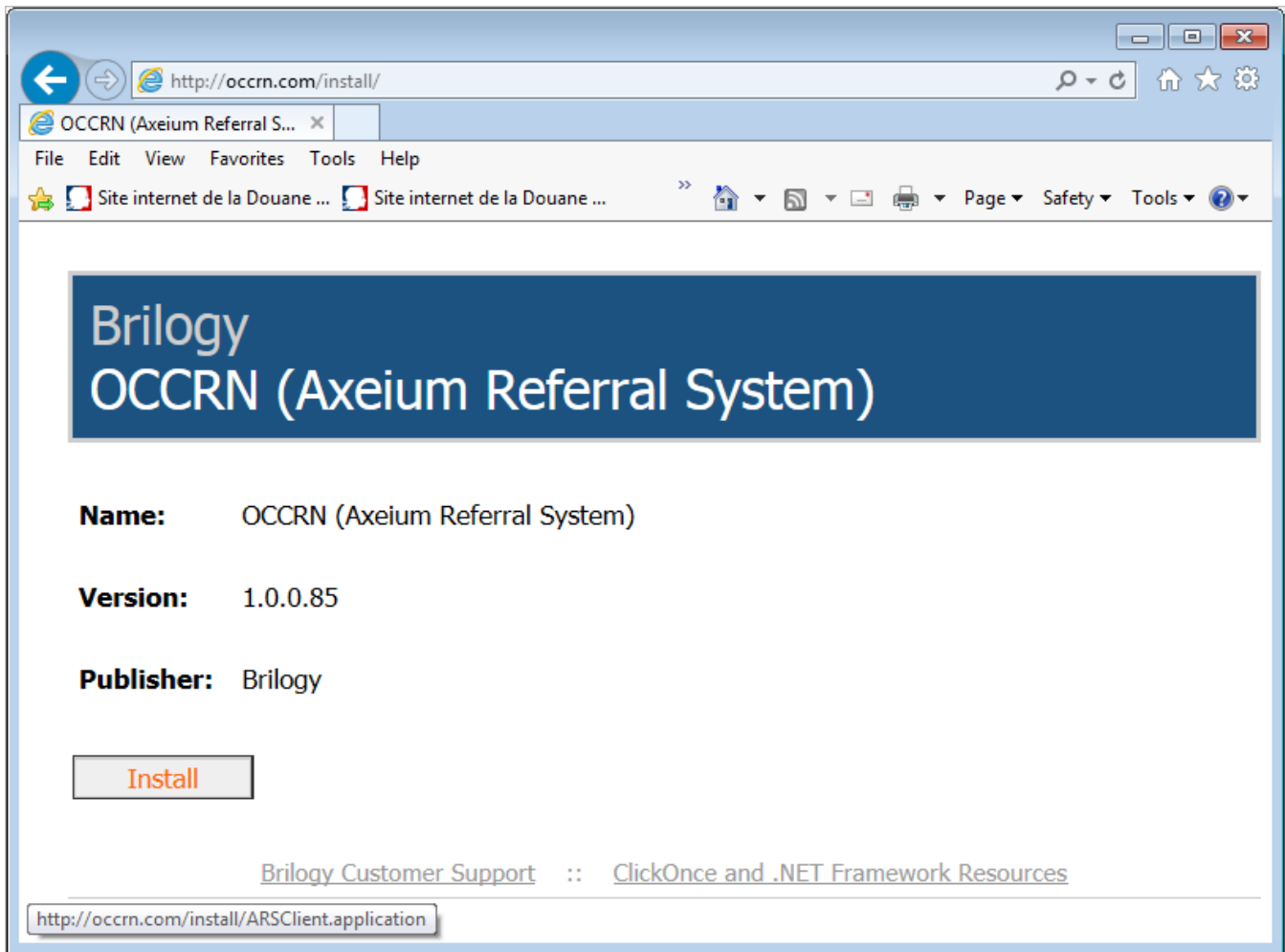


Step by step install

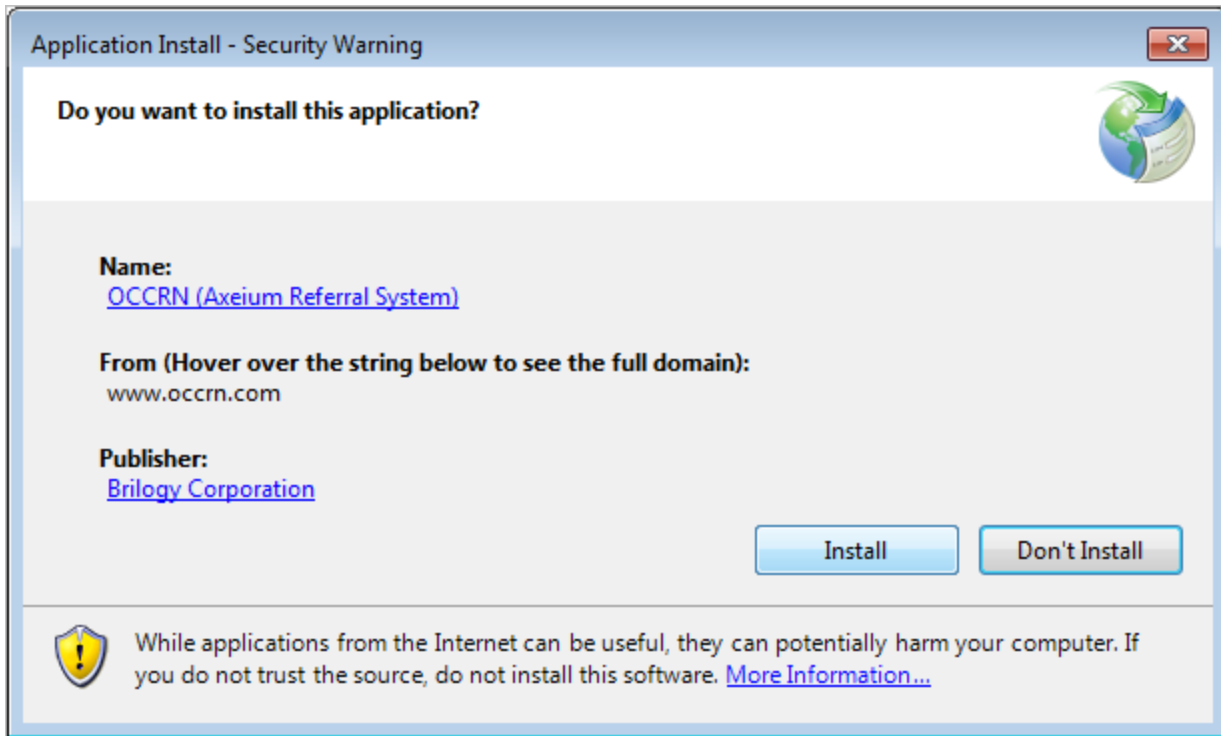
This document illustrates the installation on a Windows 7 computer, running IE 10.

- **Browse to** <http://www.occrn.com/install/>

** While any browser can be used to install the app, Microsoft's Internet Explorer tends to be more user friendly.



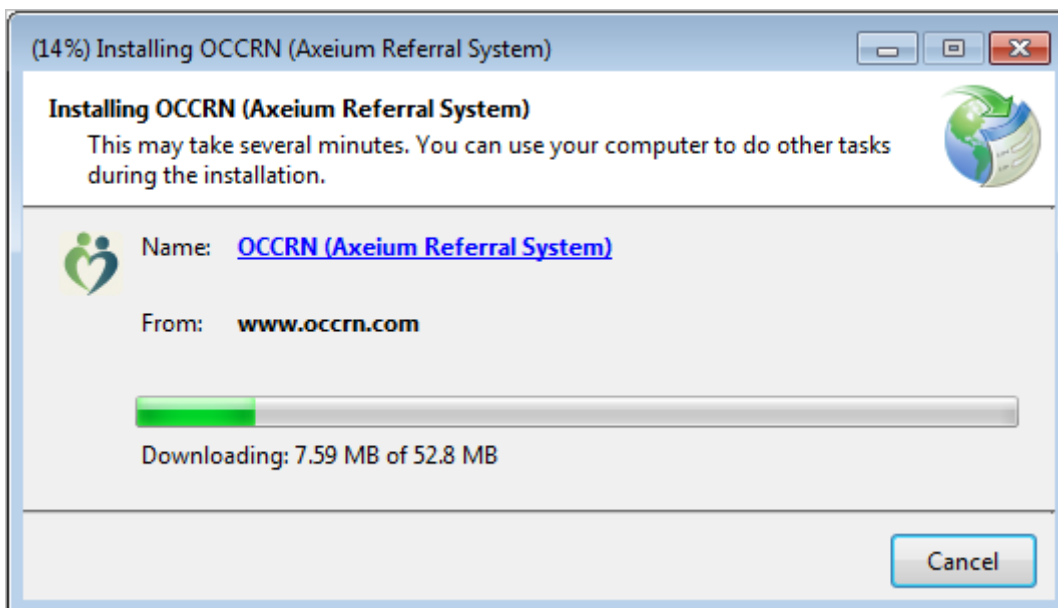
Click Install



Click Install

The App download begins.

Speed will vary depending on your internet connection, but should not be more than a couple of minutes.





Enter the Login and Password provided by your facility administrator

ARS Login - Build 1.0.5052.30551

OCCRN
Orange County Clinic Referral Network
Innovation and Tools to Improve the Referral Process

Login:

Password:

Logon

Advanced ...

Terms and Conditions of Use

Use of this system is contingent on your acceptance of the Terms and Conditions.

YOU EXPRESSLY ACKNOWLEDGE AND AGREE THAT BRILOGY IS NOT ENGAGED IN THE PRACTICE OF MEDICINE AND THAT THE REFERRAL SERVICE IS AN INFORMATION TOOL ONLY AND IS NOT A SUBSTITUTE FOR THE PROFESSIONAL JUDGMENT OF HEALTHCARE PROVIDERS IN DIAGNOSING AND TREATING PATIENTS. YOU ACKNOWLEDGE THAT BRILOGY SHALL BEAR NO RESPONSIBILITY FOR THE CARE AND WELL BEING OF PATIENTS, AND AGREE THAT ANY USE OF THE REFERRAL SERVICE SHALL NOT DIMINISH YOUR RESPONSIBILITY FOR PATIENT CARE.

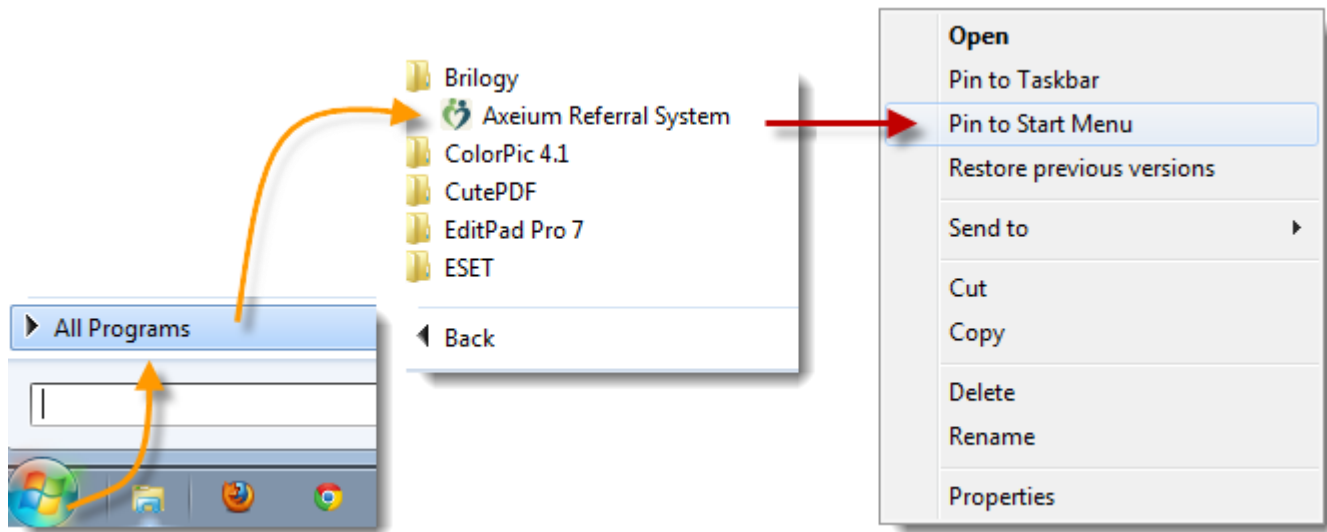
software by
Brilogy.
all rights reserved
Copyright 2010



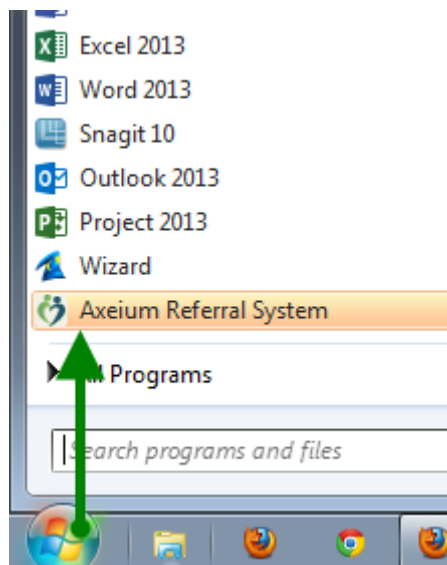
Install Notes

The App is stored under **ALL Programs, Brilogy, Axeium Referral System**

To make it more convenient to run the program, navigate to the app, then **right click** to display the context menu, then (left) click **Pin to Start Menu**



After which you can run the app with just one click on the Windows Start button, and another on the App ...

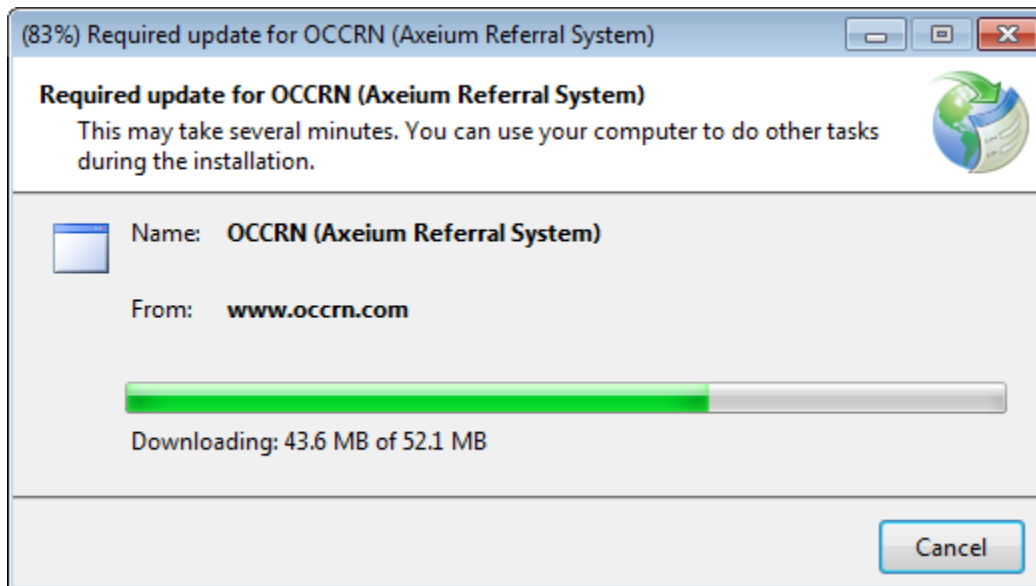
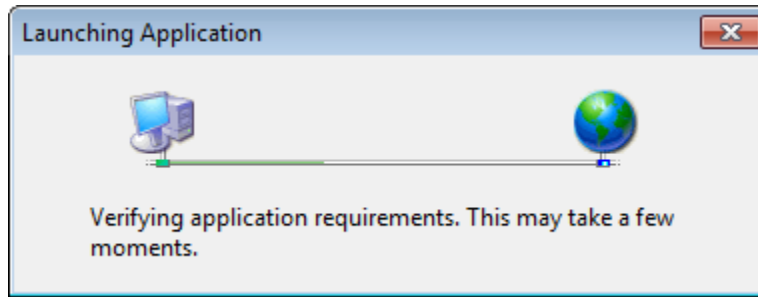




Automatic Updates

Each time you launch the App it will check for updates.
If an update is found, it will be automatically installed.
There is no user interaction.

As these are incremental updates, they tend to run very quickly.



Support

Please email support@brilogy.com with any questions or comments..



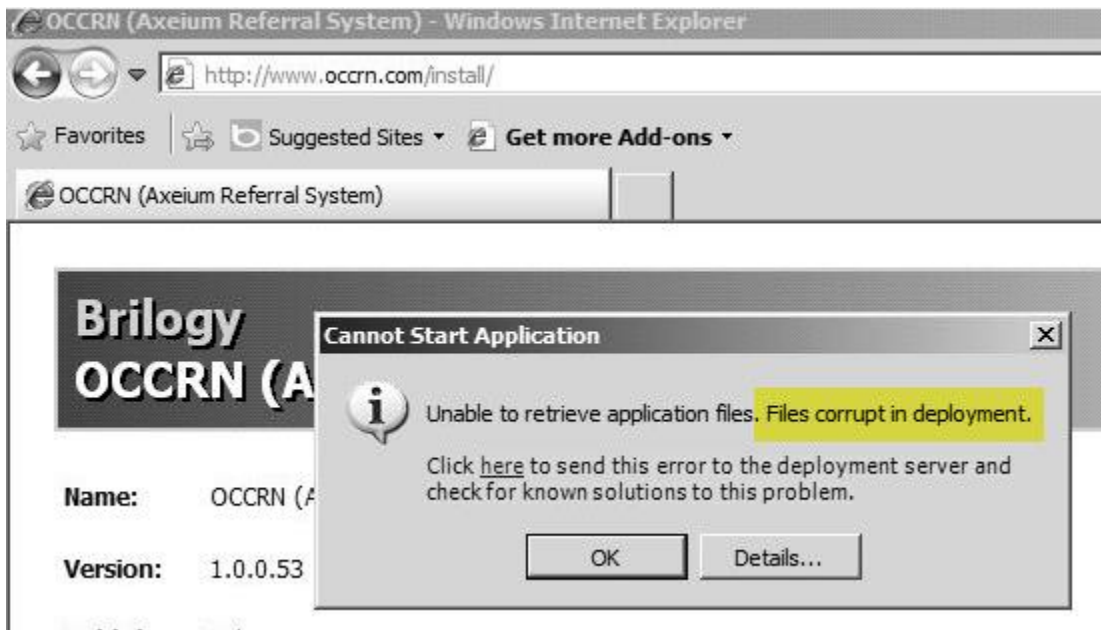
Troubleshooting

- **Cannot Start Application ... Files corrupt in deployment**

Problem:

reported by customers running **SonicWall Gateway Firewall**

The SonicWall lists 50.97.230.243 as the source and the internal RDS server as the destination creating a false positive.



Firewall log will have this entry

| | | | | | | |
|----|----------------------------|-------|----------------------|--|--------------------------|--------------------------|
| 14 | 01/07/2014 11:29:46.624 | Alert | Security Services | Gateway Anti-Virus Alert: Injector.AEC (Trojan) blocked | 50.97.230.243, 80, X1 | 10.0.0.249, 61500, X0 |
|----|----------------------------|-------|----------------------|--|--------------------------|--------------------------|

Resolution:

This is a false positive.

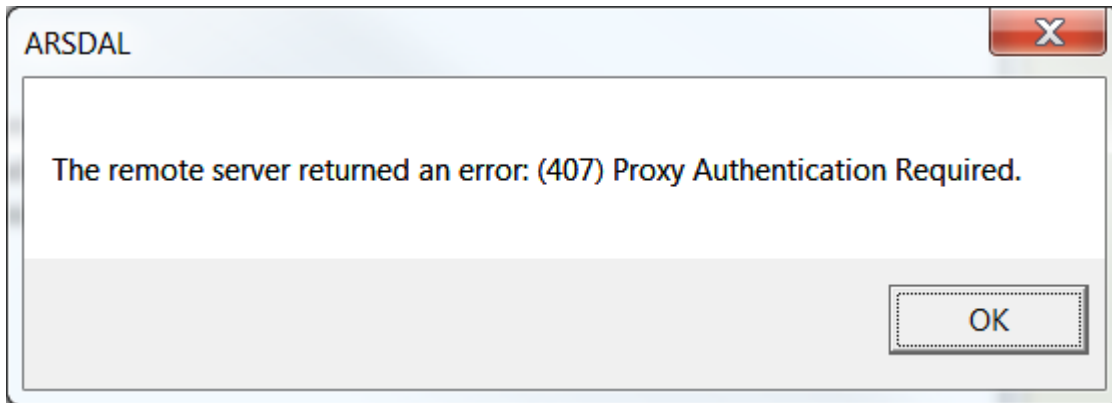
Add firewall exclusion for OCCRN.com URL, if possible, otherwise IP.



- **(407) Proxy Authentication Required**

Problem:

Client site is running proxy authentication, but app does not support



Resolution:

Request NOC support to add proxy exclusion for **occrn.com**

Change log

| Ver | Date | Item | Description |
|-----|----------|-------------------------|---|
| 1 | 10.30.13 | document | original document |
| 2 | 01.06.14 | document | rewrite |
| 3 | 01.22.14 | Troubleshooting Section | add section for SonicWall Gateway Antivirus |
| 4 | 09.11.14 | revise screen shots | 'untrusted app' no longer appears now that code is signed |
| | | | |
| | | | |