

United Regional Physician Portal Instructions

For Windows computers, please read and follow the instructions below.

If you have any concerns or questions please call the United Regional Service Desk at **(940) 764-3242**

United Regional Remote Access System Requirements

- **Operating System (with latest updates)**
 - Microsoft Windows 10 Build 10586.71 or later
 - Microsoft Windows 8.1
 - Microsoft Windows 7

- **Supported Browser**
 - Microsoft Internet Explorer 11 (32-bit only)



- **Google Chrome**



- **Firefox**



- **Microsoft Edge**



- **Web Browser Settings**
 - Ensure you have the latest version of the web browser.
 - Ensure your-pop-up blocker is disabled.

Physician Portal Connection

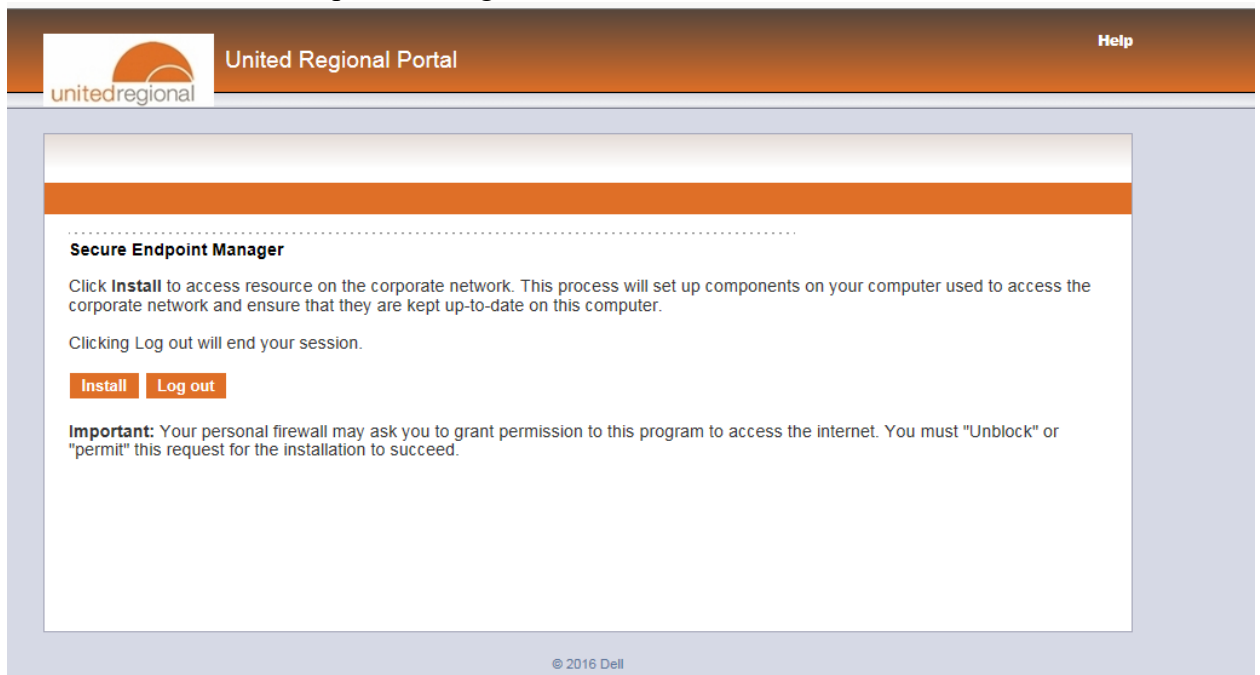
1. **You may have to temporarily disable Antivirus and Internet security software** (i.e. Avast, McAfee, Norton, Symantec, Webroot, AVG, Kaspersky) for the installation to complete. Afterwards they can be enabled.
2. Open your Web Browser and go to the following web address:
<https://urportal.unitedregional.org>

3. You must accept the **Warning Banner** in order to proceed. Click **Accept** if you agree to the terms.
4. Use your **United Regional network credentials** for the username and password. Click **Log in**



The screenshot shows the United Regional Portal login interface. At the top, there is a header bar with the United Regional logo on the left and the text "United Regional Portal" on the right. Below the header, there is a large orange banner with the text "Please log in". Underneath the banner, there is a message: "Log in here to establish a secure connection to your network resources." Below this message, there is a section for login credentials. It starts with "Log in to: URHCS". Then, there are two input fields: "Username:" and "Password:". Below the password field, there is a checkbox labeled "Change password". At the bottom of the login section, there is an orange button labeled "Log in".

5. The first time you login to the Portal, you will be required to install the **Secure Endpoint Manager**.
6. Click "Install Secure Endpoint Manager"

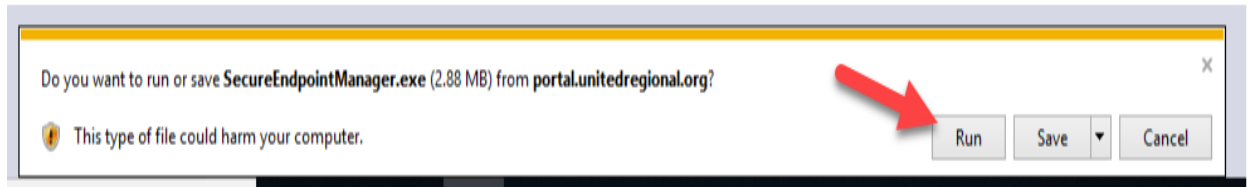


The screenshot shows the United Regional Portal Secure Endpoint Manager installation page. At the top, there is a header bar with the United Regional logo on the left, the text "United Regional Portal" in the center, and a "Help" link on the right. Below the header, there is a large orange banner with the text "Secure Endpoint Manager". Underneath the banner, there is a message: "Click **Install** to access resource on the corporate network. This process will set up components on your computer used to access the corporate network and ensure that they are kept up-to-date on this computer." Below this message, there is a line of text: "Clicking Log out will end your session." Below this text, there are two orange buttons: "Install" and "Log out". At the bottom of the page, there is a footer bar with the text "© 2016 Dell".

- 7.
8. **If you have problems** this is where you will need to **temporarily** disable any anti-virus or internet security software as mentioned in step 1 above.

9. For **Microsoft IE11** start on Step 13.
10. For **Chrome** start on step 18.
11. For **FireFox** start on step 24.
12. For **Microsoft Edge** start on step 34.

13. For **Microsoft IE11** follow these steps.
14. Click “run” at the bottom of the screen



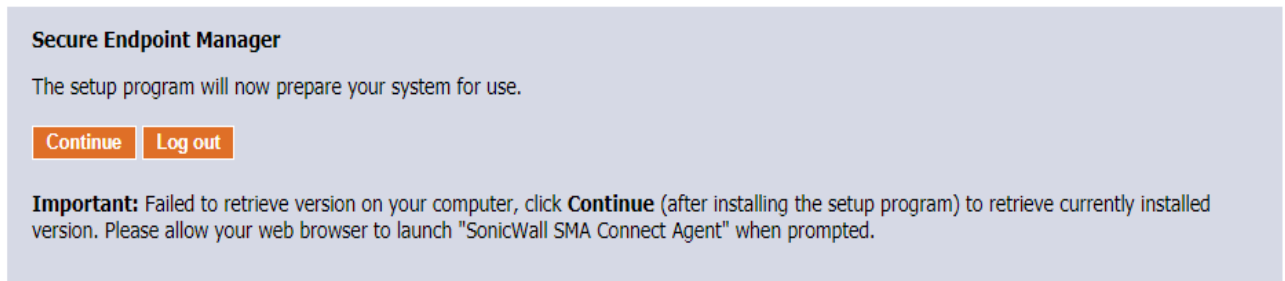
- 15.
16. Follow the prompts that are displayed to install the client software. Click “Allow” for any prompts for SonicWall Secure Endpoint and remote desktop connection.
17. Skip to Step 40

18. For **Chrome** follow these steps.

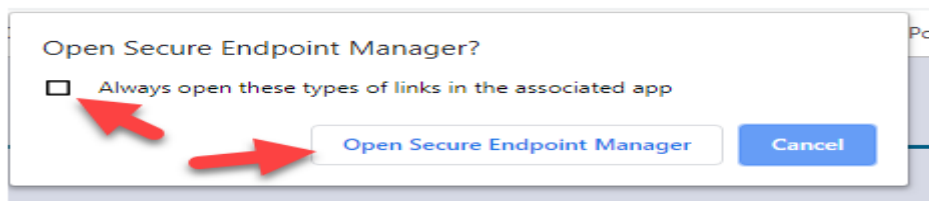
19. You will need to open the file in the bottom left as shown by clicking the up arrow and click OPEN



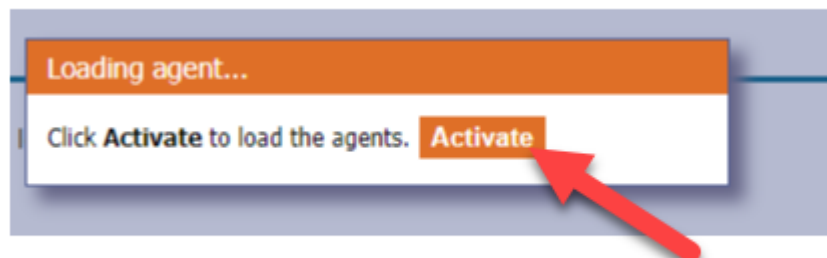
20. Click Continue



21. Click the box to “Always open these types of links in the associated app” and then click “Open Secure Endpoint Manager”



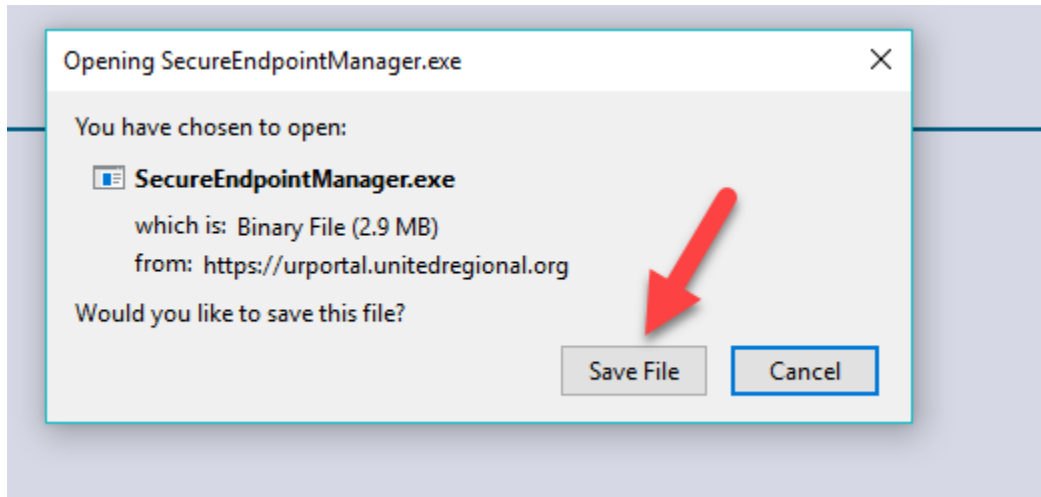
22. Now click “Activate” – **You will have to click “Activate each time you use Chrome.**



23. Skip to Step 40

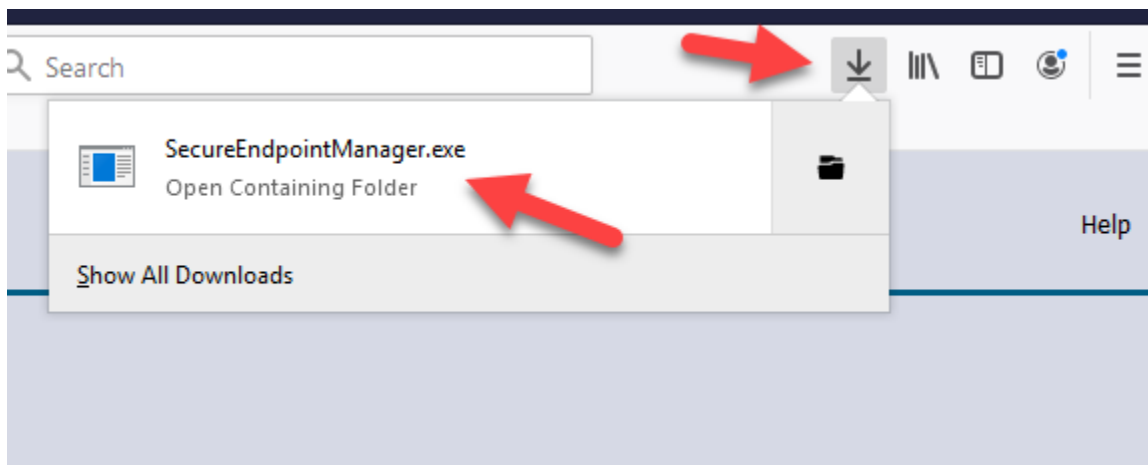
24. For **FireFox** follow these steps.

25. Click on “Save File”



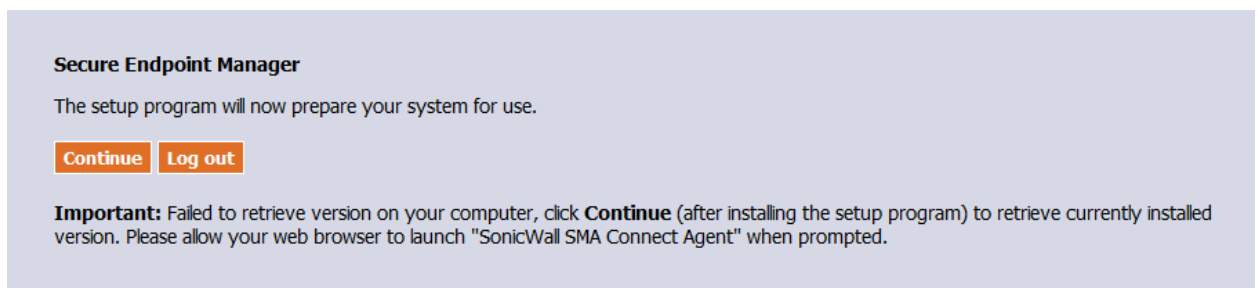
26. Click the download option in Firefox in the top right.

27. Click “Secure EndpointManager.exe”



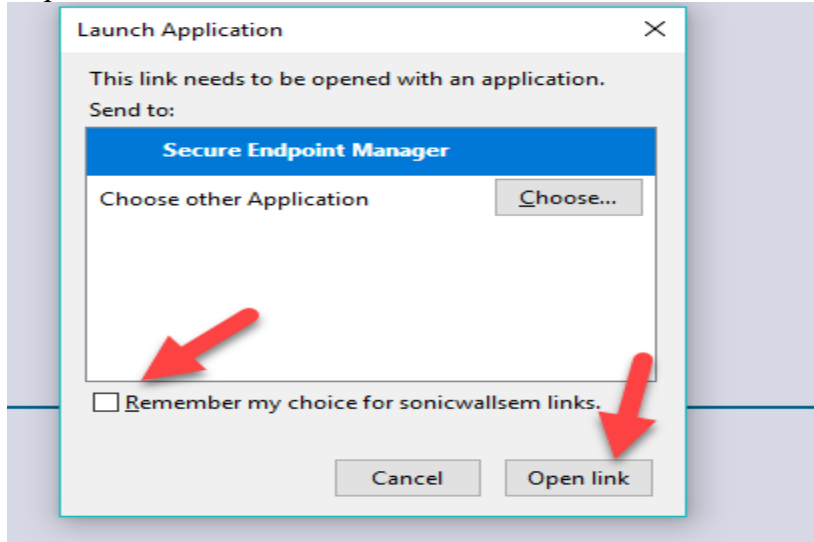
28.

29. Click Continue



30.

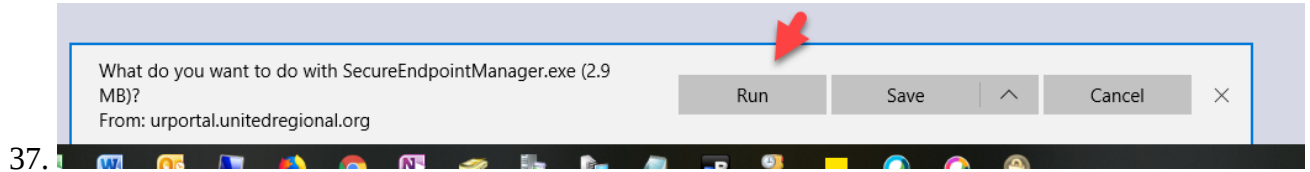
31. Click the box at the bottom left “Remember my choice for Sonicwall links then click “Open Link”



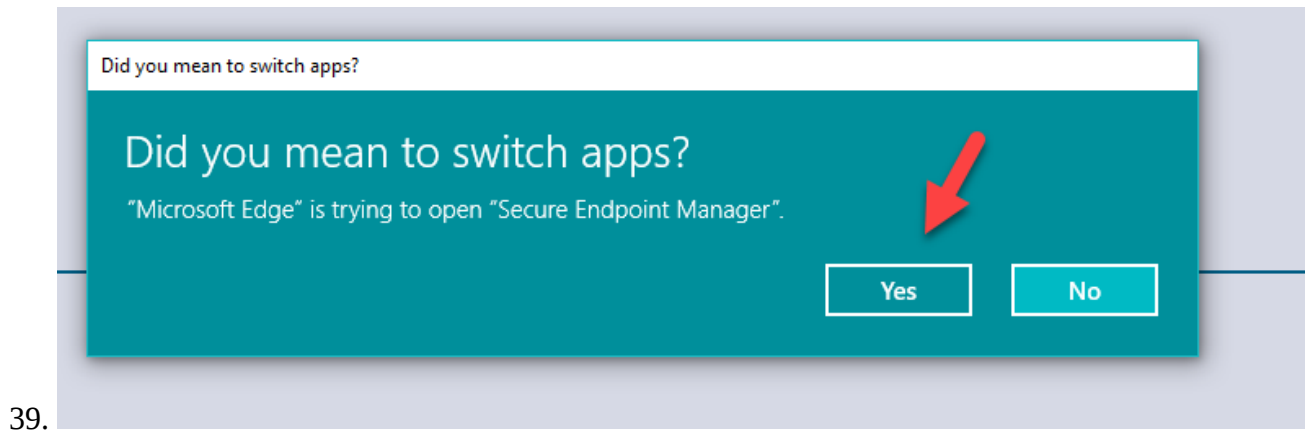
32.

33. Skip to Step 40

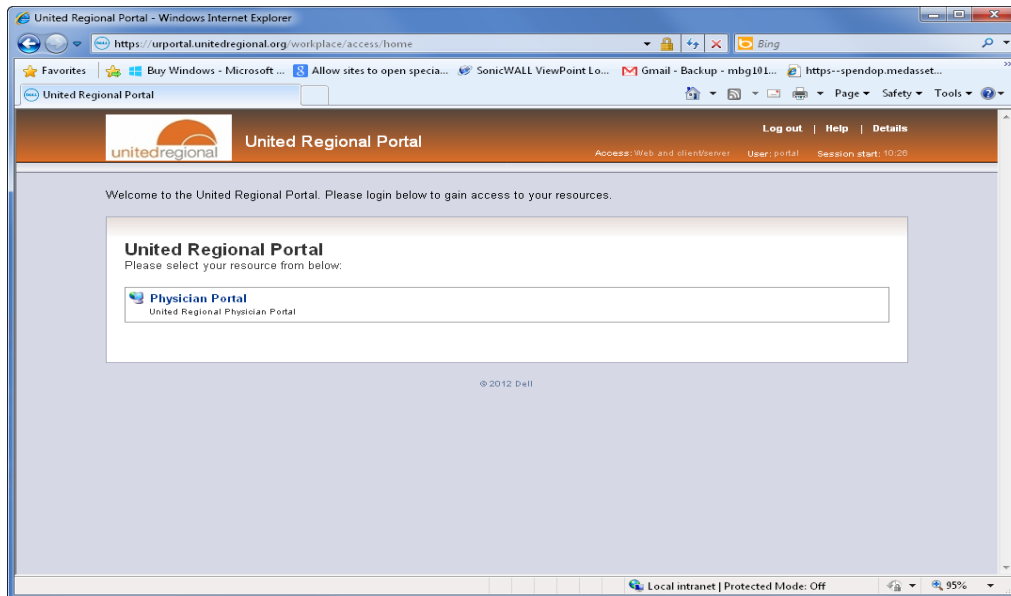
34. For **Microsoft EDGE** follow these steps.
35. Click “Install Secure Endpoint Manager”
36. Click “run” at the bottom of the screen



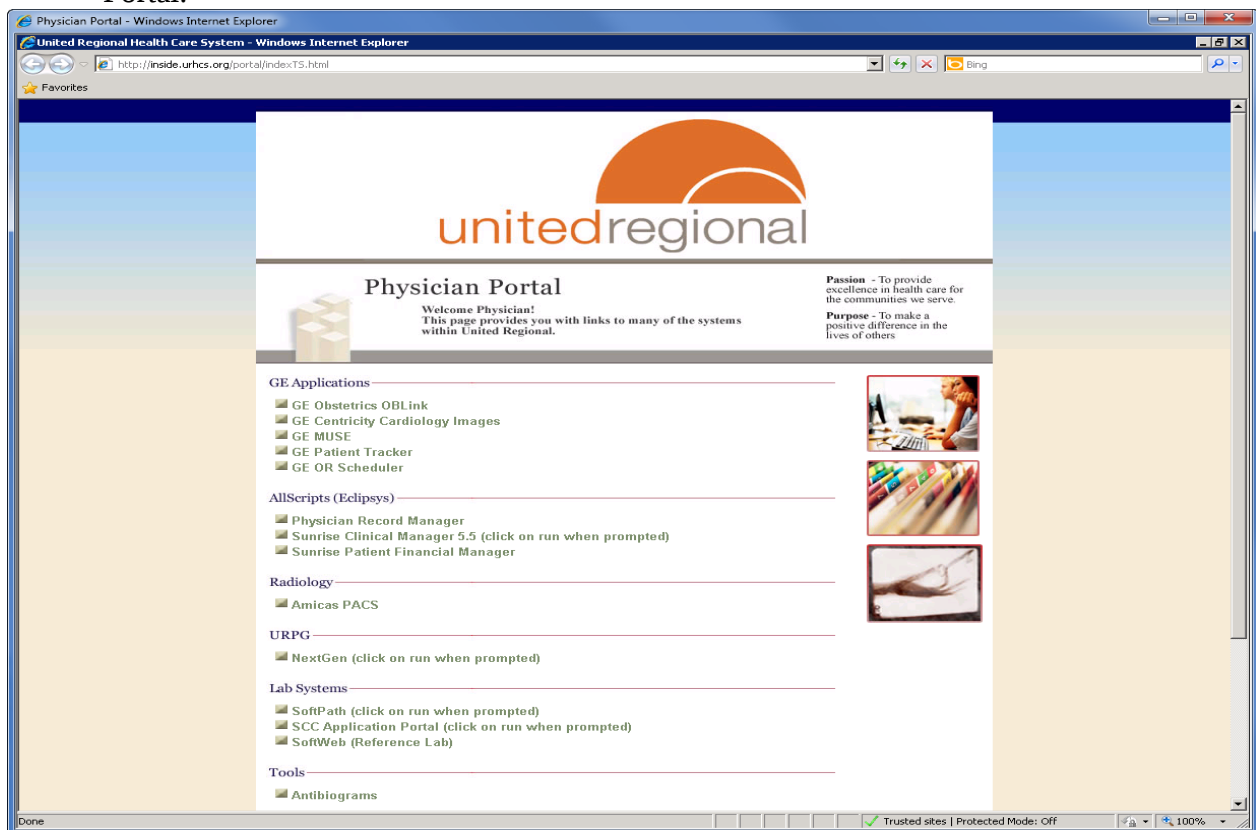
38. When prompted click on “**Yes**” each time. You will be prompted more than once.



40. Once the installation is complete, you will be presented with a shortcut to the Physician Portal. To access the shortcut, left-click the link marked **Physician Portal Full Screen**



41. Upon a successful connection, you will be presented a terminal session to the Physician Portal.



1. To terminate your remote access session, simply close the Physician Portal connection and logout or close the United Regional Web Portal web page.
2. **If you have problems with the screen size** being too small on a Windows 10 Tablet, do the following:
3. Left click the Start button-> Settings-> System.
4. Scroll down and click to “Advanced Display settings”, record what the settings are, then change to 1440 x 900. Apply changes, click on Keep settings.
5. Connect to the Portal and the screen will be easier to read.
6. You can change the setting back once you exit the Portal.