NextGen ASP Client Installation

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Introduction

This document contains information that your practice and end users will need in order to ensure a successful transition to ITelagen's NextGen hosting environment. Please review this information carefully and distribute to all end users. If there are any questions, please contact support so we can help make the transition as smooth and painless as possible.

Support by phone:

(704) 751-1317

Or support via web:

www.itelagen.com > click on Client Login

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1. ASP Hosting Tool

We have prepared a downloadable tool that should be run on **each and every computer** that you use to connect to NextGen. This tool will automatically configure your system and give you all the necessary software to connect to NextGen and have all services work correctly.

Please visit http://www.itelagen.com/tools and click on ASP NextGen Installation Tool. Choose Run and follow the prompts provided. In order to install the tool, you will need your company's ITelagen Client Code. This code will be provided before your transition date and can always be provided by support if necessary.

ITelagen Support Resource Tools

ITAgent
ITAgent® uses the latest research in software artificial intelligence to automatically identify and solve computer support issues in a user-friendly way before they can occur.

- ITAgent (Windows)
- ITAgent (Macintosh)

ITVision
ITVision® enables our Techies to remotely manage any of your computers or servers securely and efficiently.

- ITVision Instant Access (Windows)

ASP NextGen Hosting
FOR ASP NEXTGEN CLIENTS ONLY. Please download and install this package on every computer that needs access to NextGen.

- ASP NextGen Installation Tool

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2. Username and passwords

When connecting via Remote Desktop, you will be asked to put in your credentials in a box like the below. **Please make sure you enter your username as ASP\\<your username>.** If you do not, you will be unable to connect.
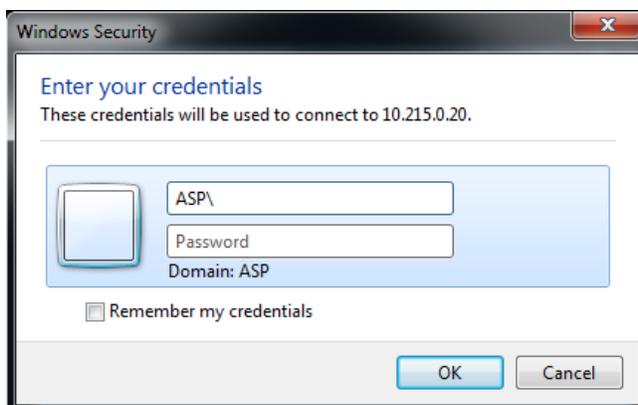
Click the desktop icon to open your Remote Desktop connection.

Log in at the following prompt.

or

3. Desktop Appearance

Below is a picture of what the desktop session will generally look like for each user.
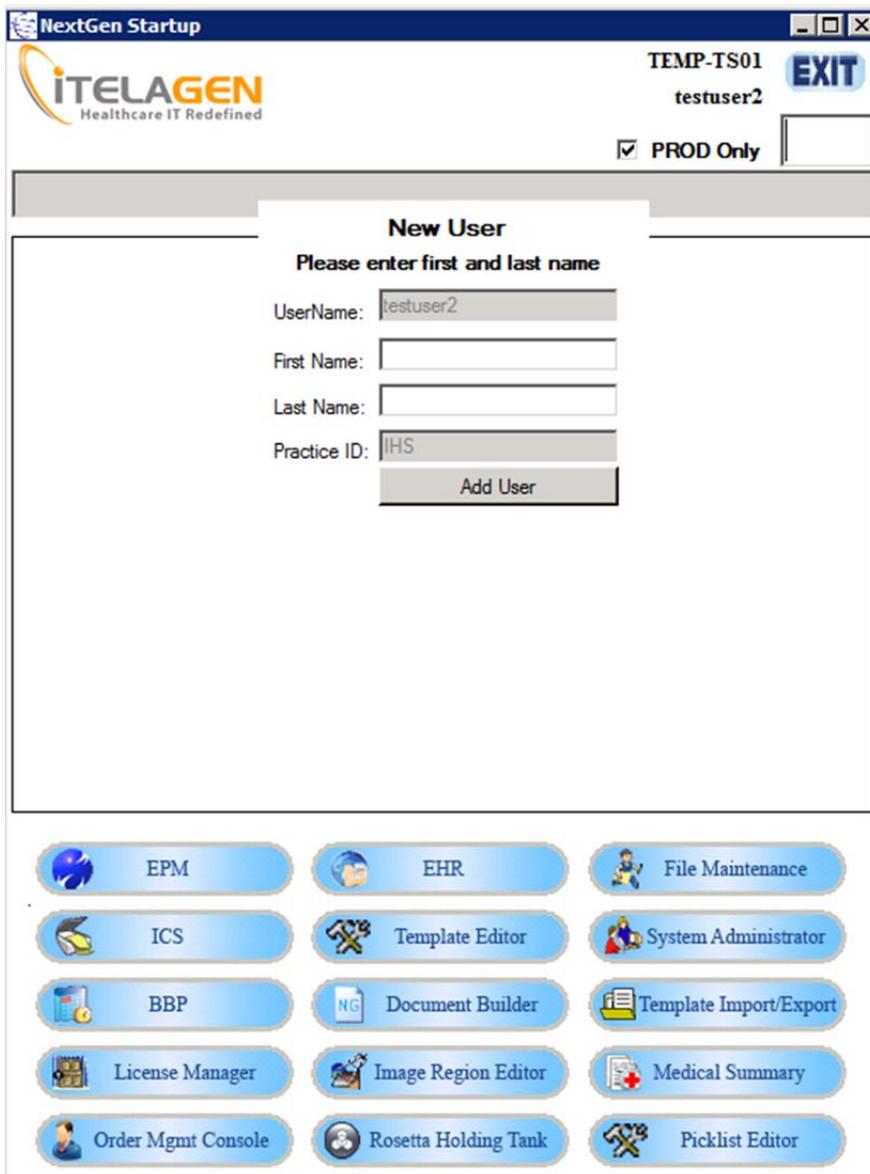

You can start NextGen by clicking this icon:

4. Starting NextGen

The NextGen startup utility is quite simple and below we've provided some screens to illustrate what you will see and how it will work. If you are a new user (having never used this utility before), you will be prompted to input your first and last name the very first time you launch NextGen.

Once you fill this information in and hit "Add User", you will be added to the database and never prompted again. After that you will be shown a choice of databases (your practice's production database is the default). Select your database, and then select the application you want to run below. If you need access to a non-production database, please uncheck the box for "PROD Only".

5. Remote Access

NextGen can be accessed remotely from computers outside your practice's office via SSL VPN. The Installation Tool will provide a link on your desktop to access the website that allows remote access. This URL is https://remote.asp.itelagen.com.

You will presented with a login screen like the below. Use the same username and password that you currently use to access Remote Desktop in order to log into the portal.

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Once you have logged in, you will need to click the link below to launch the remote connection. This will then present a connection via Remote Desktop as shown in section 2.

ITelagen NextGen ASP Hosting

Session Information

Time Logged In: Administrator (0 hour(s), 0 minute(s), 21 second(s))
HTTP Inbound/Outbound Traffic: 0 bytes / 0 bytes
HTTPS Inbound/Outbound Traffic: 0 bytes / 0 bytes

Bookmarks

NextGen Prod

Add   Edit

5. Printing

Print management in the ITelagen Hosting environment will be done via Screwdrivers. The Screwdrivers client is installed on your computer via the ASP NextGen Installation Tool. Normally, no user interaction is needed but in case there are printers that are unavailable in NextGen once you've logged in, here are some suggestions on easy resolution.

If you are given a list of unneeded printers, go to Start > Control Panel > Screwdrivers Client v4. Select unused printers on the left and add to the "Denied Printers" section on the bottom right. Any priority printers, add to the "Preferred Printers" section on the top right. Hit OK when finished. You may need to Start > Log Off your Remote Desktop session and back on for any changes to take effect.