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About These Instructions
This document contains some useful information for users that are logging into emr.oslersystems.ca for the first time. The sections below cover the minimum computer requirements, steps to log in and out of the website, some troubleshooting tips and information for technical users. To quickly jump to a section of interest, click on the section name in the Table of Contents.

Computer Requirements
To use emr.oslersystems.ca, it is recommended that your computer be running Windows 7 SP1 or later and Internet Explorer 11. Windows XP is no longer supported.

MAC OS X 10.6 or later can be supported using the instructions in the MAC Support section.

If you are using Internet Explorer 11 or Edge and you receive a “Browser not supported” error, please follow the configuration instructions in the Browser not Supported section on page 18.

How to log into the Osler Gateway and Osler Practice Manager

Log into the Osler Gateway
1. Using Internet Explorer version 6.0 or later, navigate to “emr.oslersystems.ca”

2. This will forward you to a login page like the following:
3. At the top of this page the first time you visit it, it may show you this message:
   *This website wants to run the following add-on ‘Microsoft Remote Desktop Service Web Access Con... “from Microsoft Corporation’. If you trust the website and the add-on and want to allow it click here...*

4. If this message appears, click on it and then click "Run Add-on" to install the Remote Desktop Services Add-on.

5. Click "Run" on this dialog to confirm that you want to install this Add-on:

6. Some browser versions will show the following warning at the bottom of the page. Click “Allow”.

7. Now you can login to the Osler Gateway using the username and password provided to you. All usernames are preceded by the domain name "osler\".

8. Type the password provided to you ensuring that you type it in exactly the format shown. Passwords are case sensitive so you must type in the proper capitals and small letters as provided. Make sure your Caps-lock key is off before typing your password.

9. Once you have typed your username and password, the webpage should look like this:
10. Choose the public or private security option as appropriate. If you are not sure which option to choose, click “show explanation” to see a short explanation of each option. We suggest you use the public option if you are not sure. The public option should be used on any school computers.

11. You can press Enter, or click "Sign in" to proceed.

12. When you are successfully logged into the gateway you should see a webpage like this:

13. Click once on the Practice Manager Icon to start the Practice Manager application.
14. Click Connect

**Note:** If you chose the “Private” security option, you will see the “Don’t ask me again for remote connections from this publisher” box. Check this option if it’s available and you don’t want to see this dialog each time you log in.

15. While the server establishes a connection you will see the following pop-up on your screen.

**Note:** This procedure could take several seconds.
16. Once a connection has been established you will see the following pop-up. Click Yes
   **Note:** If you chose the “Private” security option, you will see the “Don’t ask me again
   for connections to this computer” box. Check this option if it’s available and you don’t
   want to see this dialog each time you log in.

17. After a few seconds you’ll see the Osler Systems startup screen as the Practice Manager
   application starts. If it is your first time logging in, this can take a minute.
18. Next you should see the Practice Manager window. Now you have completed the log in process and you may begin using the application.
How to Log out from Practice Manager and the Osler Gateway

Closing Practice Manager

1. Logging out from Practice Manager can be done by doing one of the following two steps A or B.
   A. Clicking on the ‘X’ and the top right corner of the program.

   B. On the top left corner you can click on ‘File’ and the ‘Exit’

2. Once you have done one of the two above steps you will be asked if you would like to exit from Practice Manager. If you do click on “YES” otherwise say ‘NO’ and continue working.
Logging off the Osler Gateway
Once you have successfully logged off from Practice Manager, you can now log off from the Osler Gateway by doing the following.

3. Click on Sign out at the top right corner of the screen.

4. If you successfully logged off you will be redirected to back to the log in screen.
MAC Support - How to log into the Osler Gateway Using a MAC

First Time Setup - Download and install Microsoft Remote Desktop from the Apple App Store.

1. The Apple App Store is available in MAC OSX 10.6 or later.
2. Click the Apple menu, and select "App Store":

![App Store screenshot]

3. Search for “Microsoft Remote Desktop”:
4. Click on "Free":

![Search results screenshot]

5. Click on "Install App":
6. If you are asked for your apple ID and password, enter it, and click continue:

7. You will see "Installing":

8. When it's installed, click on "Open":

9. Open Safari, and navigate to this link: https://emr.oslersystems.ca/RDWeb/Pages/en-US/PracticeManager.rdp.

10. This will download a file to your Downloads folder. After you've done that, you can close Safari.

11. In the Microsoft Remote Desktop App, click File, then Import:
12. Go to your downloads folder, and select PracticeManager.rdp, then click "open":

![Image of Import Desktop window]

13. You should now see a new connection in Microsoft Remote Desktop's window. Select it, then click Edit, as shown:

![Image of Microsoft Remote Desktop window]

14. In the Connection name text field, type the name of the application; i.e., Osler Practice Manager. In the username field, type your username "Osler\<your username>", as shown, then close the configuration window by clicking the red button in the upper left corner:
15. Your app connection should now show the name you typed, and your username underneath it.

How to Start Practice Manager with Microsoft Remote Desktop on a MAC:
1. Open Microsoft Remote Desktop, and double click the desired app connection.
2. You should receive a security warning. Click Continue:
3. You will be asked for a password. Enter your Osler password, and click OK:
4. You will see a "Connecting RDP" dialog:

5. Practice Manager will start.

**Printing from your MAC:**
Not all printers are compatible, but to make your local printer visible during your Practice Manager session:

1. Select your connection and click Edit.

2. In the Session tab tick “Forward printing devices”
Practice Manager Usage Tips

Paperless printing to PDF
Although the emr.oslersystems.ca environment is compatible with most printers it may not work with all printers. A workaround to printing to paper is to print to PDF files and storing these files on disk for future reference. The system has an “OslerPDF” printer pre-installed for everyone to use. When prompted to select a printer, select the OslerPDF Writer and then click Print. A Save As dialog box will appear asking you where you would like to save the resulting PDF file. The Documents folder is the default. Use the Documents folder for temporary files. Your O:\ drive is a more permanent location to store files long term, and we recommend you use a subfolder to store your PDF printouts so you don’t clutter O:\ drive with too many files. Give the document a meaningful name in the File name field and click Save.

To view documents saved to your Documents folder, Use the Documents View in Practice Manager and from the toolbar at the top of the documents area click Browse.

This will open a Windows Explorer window where you can double click the Documents folder or your O:\
drive to view all your documents. You can double-click the document you want to open.

Additional Tips and Tricks
The Tips section in our help file is devoted to Practice Manager Usage Tips. Click Help then click Contents, and the Tips section includes a variety of helpful usage tips and keyboard shortcuts.
Troubleshooting

Browser Not Supported when using Windows 10 and Microsoft Edge

Microsoft Edge does not support ActiveX plugins, so Internet Explorer 11 is required. Windows 10 has Internet Explorer 11 already installed. From Microsoft Edge you can click the three dots at the top right and open with IE11.
If you don’t have IE11 you can download it from [IE11 download page](#).

**Browser Not Supported when using Internet Explorer 11**

If you get this error while using IE 11 or later, you can solve it by adding `oslersystems.ca` into the browsers Compatibility View settings under the Tools settings. See steps below.

1. Click the settings icon in IE, then select “Compatibility View settings”

2. Make sure oslersystems.ca is in the “add this website” box, and click Add. Then click Close and retry the login.
User name or password that you entered is not valid
If you receive this message even after you have confirmed that you typed the correct username and password, and it is possible that you have tried to login 4 times in the last 5 minutes, it is possible that your account is locked.

The user name or password that you entered is not valid. Try typing it again.

The system is configured to lock an account after 4 mistyped passwords. This is a security feature to help prevent unauthorized users from getting access to the system. This lockout will last for 5 minutes and during this time you will not be able to log in. Wait 5 minutes and then be sure to type in the correct username in the form “osler\username” (student accounts use the format osler\xx.studentyy where xx is your college prefix and yy is the unique 2 digit number for your login).

- Usernames are not case-sensitive, so it doesn’t matter whether you use capital or small letters.
- The password is case-sensitive however, so it must be typed exactly as provided.

Error occurred on the Remote Computer
This error occurs most commonly when the “osler\” prefix is left out of the username. The system will let you log into the website, but when trying to connect after clicking the Practice Manager icon, this error occurs.

If this occurs:

1. Click OK to clear this message box
2. Sign out of the website
3. Sign in again using the correct username in the form “osler\username” (student accounts use the format osler\xx.studentyy where xx is your college prefix and yy is the unique 2 digit number for your login).
I'm prompted for username and password twice
To avoid two levels of authentication you will need to install RDP 7.0 or higher. Advanced users can find instructions to install RDP 7.0 here: http://support.microsoft.com/kb/969084

If you are not able to install a new version of RDP then each time you login, you will need to enter your full username and password. Remember that the username is in ‘osler\username’ format.

Error occurred while sending data to the Remote Desktop Gateway server
If you get an error like this one below after clicking the Practice Manager icon, click OK on this dialog and click on the Practice Manager icon again to retry the connection. The program should launch on the second try.

If you get an error like this one below after clicking the Practice Manager icon, click OK on this dialog and click on the Practice Manager icon again to retry the connection. The program should launch on the second try.

This problem is common on machines with Windows XP SP3, Windows Vista SP1, and Windows Vista SP2 installed. Advanced users can find instructions to install RDC 7.0 here: http://support.microsoft.com/kb/969084

No Practice Manager Icon is displayed
If you get to step 12 and you don’t see a Practice Manager icon, you need to check your browser for the Remote Desktop Add-On to ensure it is installed and enabled. The “Workaround” section of the following link gives instructions to fix this problem: http://support.microsoft.com/kb/951607

I Clicked on the Practice Manager Icon But Nothing Happens
In some cases certain dialog boxes may “pop under” existing windows so that they are not visible to the user but the log in process is waiting for these dialogs to be acknowledged. If nothing appears to be happening after a minute, minimize all your windows (Windows-D is a shortcut to do this) and then look on your task bar for the Remote Desktop App icon. Click this icon to show all related windows and you should find any dialog boxes that might have been previously hidden.

When I print all my pages are ‘blank’
In some cases printers might behave differently when they are being redirected in a ‘remote access’ environment. To solve this issue you will need to change your printer settings from ‘Spool print documents...’ to “Print directly to the printer” by doing the following.

1. Open Devices and Printers (Windows Vista, Windows 7):
2. Select your Default Printer, Right click on it and Select ‘Printer Properties’

3. Select Advance and Select “Print directly to the printer”
   a. Remember to ‘Apply’ and ‘Save’ your settings before exiting.
Another user of your computer is currently using this connection
This error occurs sometimes if a connection process has been interrupted somehow and it prevents subsequent logins. To fix it, open Windows Task Manager by right-clicking an empty portion of the task bar on your Windows Desktop and select Task Manager.
Click on the “Processes” tab

Find the process named “wksprt.exe”, select it, and click “end process” at the bottom right of the task manager window. Then retry your login.

I've Locked Practice Manager – How do I Unlock Practice Manager?
If you lock Practice Manager using the Lock Icon in the Shortcut Bar, or it locks automatically after a period of idle time, you will need to enter the correct user password of the user that locked the application. If you are a student using the system for a course, the student username is Student, and the password is Password1.

A Revocation Check Could Not Be Performed for the Certificate
If you receive this certificate error during step 16 of the login process, it is likely you are not running the latest service pack of Windows. Update your version of Windows to the latest service pack to solve this problem.
Appendix

Remote Desktop Connection Technical Details

Emr.oslersystems.ca requires a version of Remote Desktop Connection (RDC) that supports at least Remote Desktop Protocol (RDP) 6.1. Please note that installing RDP 7.0 simplifies the login procedure by reducing the number of login steps. To determine the RDP version that RDC supports start Remote Desktop Connection, click the icon in the upper-left corner of the Remote Desktop Connection dialog box, and then click About. The RDP version that RDC supports is listed in the About Remote Desktop Connection dialog box.

To start RDC in Windows 7 do the following click Start > type mstsc > click on the mstsc.exe icon

RDC 6.1 supports Remote Desktop Protocol 6.1. RDC 6.1 is included with the following operating systems:

- Windows Server 2008
- Windows Vista with SP1
- Windows XP with SP3 (no longer supported)

The version of RDC in Windows 7 and Windows Server 2008 R2 supports RDP 7.0.

Additionally, the Remote Desktop Services ActiveX Client control must be enabled. The ActiveX control is included with RDC 6.1 and the version of RDC in Windows 7 and Windows Server 2008 R2.

The version of RDC that you're using determines which features of RD Web Access are available to you.
For more information about client requirements for using RD Web Access, see http://go.microsoft.com/fwlink/?LinkId=142240.

Information on how to install RDP 7.0 can be found here http://support.microsoft.com/kb/969084