

Procedure - Accessing the NurseAide Registry Database

Last Revised 12/15/2009 by Shawn Asmus, Technology and Networking, Inc.

Requirements

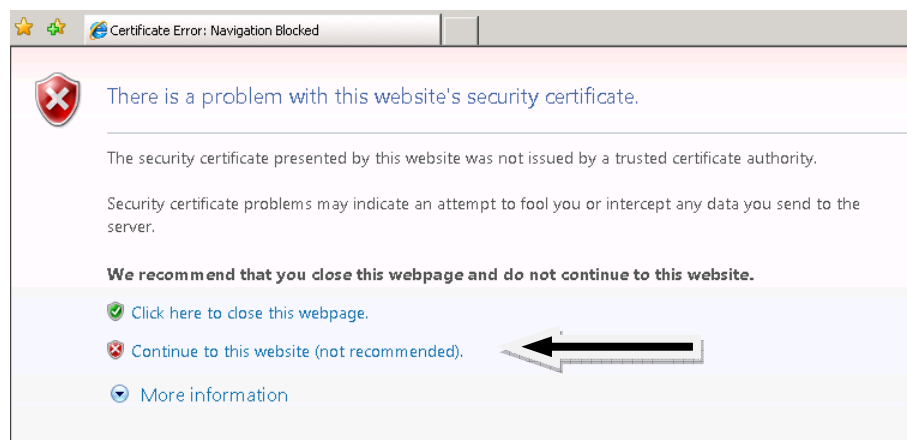
To access the NurseAide Database remotely, you will need the following:

- Software (installed on each local computer)
 - o Cisco AnyConnect VPN Client
 - o Microsoft Access 2000 or above
 - o The appropriate front-end database application
 - o An ODBC connection configured for the NurseAide database server
- Login credentials
 - o Username and password for VPN software installation
 - o Username and password for VPN access
 - o Username and password for database access

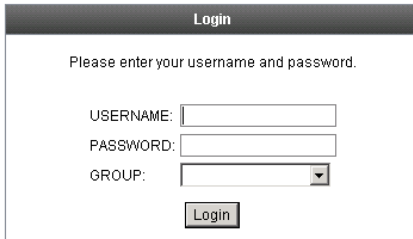
Steps to install the Cisco AnyConnect VPN Client

The following steps describe the process of installing the Cisco AnyConnect VPN Client. The installation username and password are not included in this document. You will need to obtain them from your TAN customer support representative. You may skip this section if the Cisco AnyConnect VPN Client is already installed.

- 1.) Go to <HTTPS://131.230.174.84>
- 2.) If the following appears, click "Continue to this website".



- 3.) Login using the installation username and password given to you. Note that your login screen may appear different from the example.



Login

Please enter your username and password.

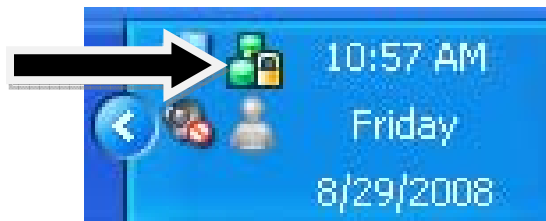
USERNAME:

PASSWORD:

GROUP:

Login

- 4.) The software installation will begin automatically. You may need to tell your firewall or anti-virus software to allow the download.
- 5.) After the installation completes, the Cisco AnyConnect Client will activate the VPN. Disconnect by right-clicking on the taskbar icon indicated below and choosing Disconnect.



- 6.) You may wish to place a shortcut on the user's desktop to enable them to reconnect to the VPN. This can be copied from the Start menu under All Programs, Cisco, Cisco AnyConnect Client.

Steps to install Microsoft Access

Follow installation procedures from Microsoft. The database application is compatible with Microsoft Office 2000, 2002 (XP), 2003 and 2007.

Steps to install the Database Application

Depending on individual user roles, the NurseAide database is accessed through one of two applications: the Nurse Aide Main Program or the IDPH Education FE (front-end). These files must be located on each computer's local hard drive. A desktop shortcut can be created for convenience. Your TAN customer support representative will assist in uploading and installing the appropriate database application.

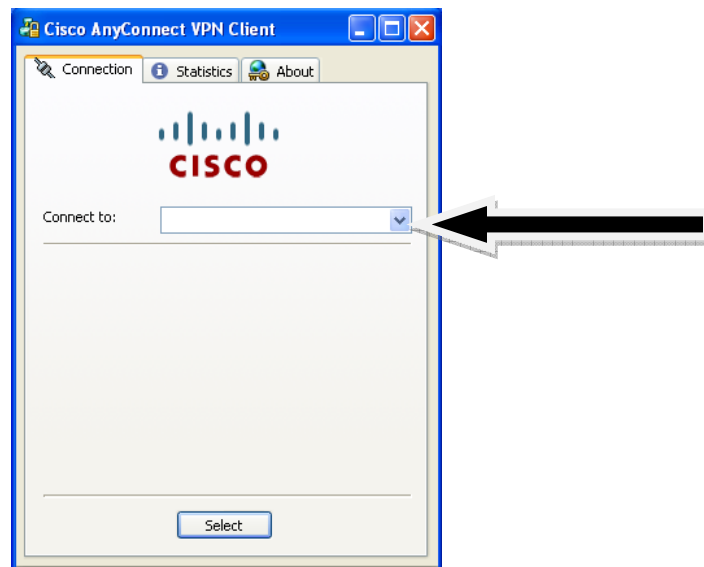
In addition, an ODBC database connection must be configured on each computer for remote NurseAide database access. This will also be configured by your TAN customer support representative.

See <http://www.nurseaidetesting.com/idph-download.htm> for the IDPH Education download files and self-installation instructions.

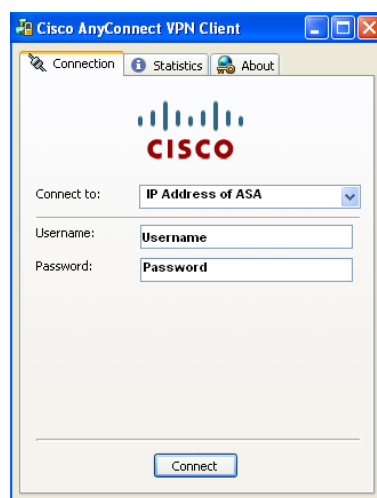
Steps to Connect to the VPN

The following steps describe the process of connecting to the remote NurseAide network. Your username and password are not included in this document. You will need to obtain them from your TAN customer support representative.

- 1.) Click on the Cisco AnyConnect Client icon on your desktop, or navigate to the shortcut under Start, All Programs, Cisco, Cisco AnyConnect Client. If the software is already running, you may also right-click the taskbar icon and choose Connect.
- 2.) Enter the IP address **131.230.174.84** in the "Connect to:" box if not already there.



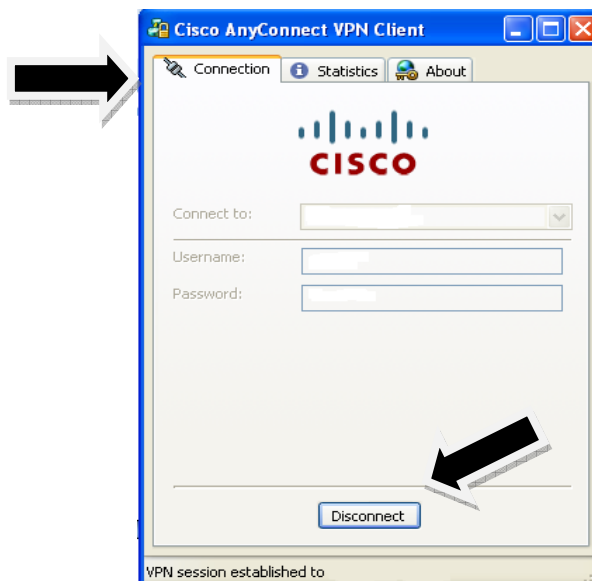
- 3.) Enter your VPN username and password into the prompt shown and click Connect.



- 4.) The VPN tunnel will take a few seconds to connect. When it successfully connects, the taskbar icon shown below will appear with a yellow lock.



- 5.) To troubleshoot the status of your VPN connection, you may double-click the taskbar icon and view the Statistics tab.
- 6.) You may disconnect the VPN connection from the Connection tab, or right-click the taskbar icon and choose Disconnect.



It is recommended that you connect to the VPN only when you need active access to the NurseAide database. Disconnect when you no longer need remote access and when you leave for the day.

Common VPN problems:

- a.) Depending on the number of users accessing the VPN concurrently, you may be unable to log in. A limited number of users can be logged in at the same time. There is no error message that appears when this occurs; it simply won't let you log in. Try again later.
- b.) Passwords and usernames are case sensitive. You may wish to use password management software if you have multiple passwords to remember, or if your passwords are complex.
- c.) Some programs won't work. The VPN tunnel is restricted by certain rules that allow only specific programs to work over the tunnel. If you encounter issues with one of your programs, contact your local technical support or TAN customer support representative.

Steps to Access the NurseAide Database

The following steps describe the process of running the NurseAide database application. Your database username and password are not included in this document. You will need to obtain them from your TAN customer support representative.

- 1) Enable the VPN to the NurseAide network (see above).
- 2) Double-click the desktop icon for your database application (NurseAide Main Program or IDPN Database FE).
- 3) Enter your database username and password when prompted. This is different from your VPN username and password. Your credentials may restrict which data you can view or edit.
- 4) You will only need to enter your credentials the first time you access database records from the main menu. If you exit the application and re-open it, you will need to enter your database credentials again.
- 5) When you finish accessing the NurseAide database, close the application and disconnect from the VPN (see above).

Technical Support

If you require technical support related to VPN connectivity, the NurseAide database or the IDPN Database FE applications, contact your TAN customer support representative shown below. We're here to help in any way we can.

Shawn Asmus, CISSP, OSCP
Technology and Networking, Inc.
573-335-5157 <Phone>
573-331-0703 <Direct>
573-335-1508 <Fax>
sasmus@tanasc.com