



VPN...St. John Remote Access Services

FREQUENTLY ASKED QUESTIONS AND ANSWERS

Q: I use Reach Out to access files and programs on the St. John network. Will the Remote Access Services (VPN) give me access to the same programs and files?

A: The St. John Remote Access Services are designed to support Outlook for e-mail and schedules and many web-enabled applications. If your desktop at work has been migrated to Desktop 2000, you can use this service for e-mail and schedules. If your desktop hasn't been migrated, you will only be able to access Webviews.

The St. John Webviews page contains a list of current web-enabled applications, such as Access Production, Hart, HBO_OE, MedSeries4, Micromedex, Pharmacy and Teleview. This list will continue to grow as we "web-enable" more software applications.

Q: I have been migrated to Desktop 2000 at work, but I have a computer at home that runs Windows 95 (98). Can I still use the St. John Remote Access Service?

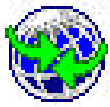
A: Yes. The Remote Access Client supports Microsoft Windows 95, Windows 98 and Windows 2000. The CD ROM contains client software and the correct version of Internet Explorer for all of the versions of Microsoft Windows listed above.

Q: How do I sign up for the St. John Remote Access Service?

A: Fill out the St. John Remote Access (VPN) Request Form and fax it to (810)753-1659. The security department will create a user id and notify you on the status of your request. The process usually takes 5-7 business days. We will mail the CD ROM software to either your St. John work location or your home address based on the information provided.

Q: Is this service something that I can expense to St. John Health Systems?

A: If you use the service primarily for business, you may be able to expense the monthly costs back to St. John Health Systems, provided that you receive approval from authorized management.



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Q: How do I get the client software?

A: Initially, we will mail the CD ROM to either your home address or your work address. Updates to the software occur automatically when you connect to the network.

Q: I have a cable modem at home. Can I use it to access the St. John network?

A: You would fill out the Remote Access VPN Request Form and select the Enhanced Service Option. This VPN client supports cable modem and other Internet Service Provider connections (other than AT&T).

Q: I have an existing Internet connection through another ISP (Internet Service Provider). Can I use this connection to access the St. John network?

A: You can use your existing ISP connection to access the Outlook Web Access Server (OWA) and web folders. If you need access to other host systems or information that might contain patient sensitive information, you should select the Enhanced VPN Option. This option requires that client software be installed on your home PC to establish a secure tunneled connection with the St. John Network.