

ELMR System Requirements

**June
2016**

Revised on
6/10/2016

You must be on a Windows Operating System.

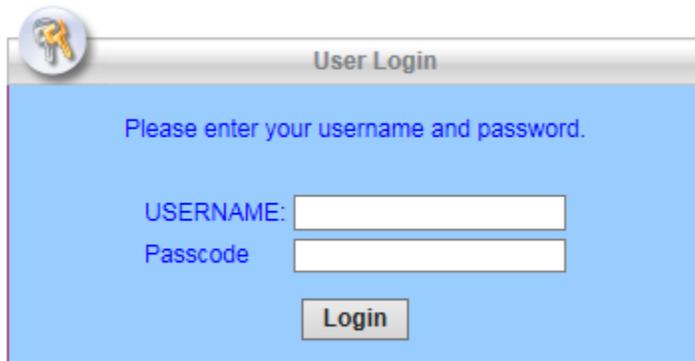
**** (Mac Users call ELMR Support for additional information) ****

VPN ACCOUNT ACCESS

Once a VPN Account is created, a User Name and Password will be provided.

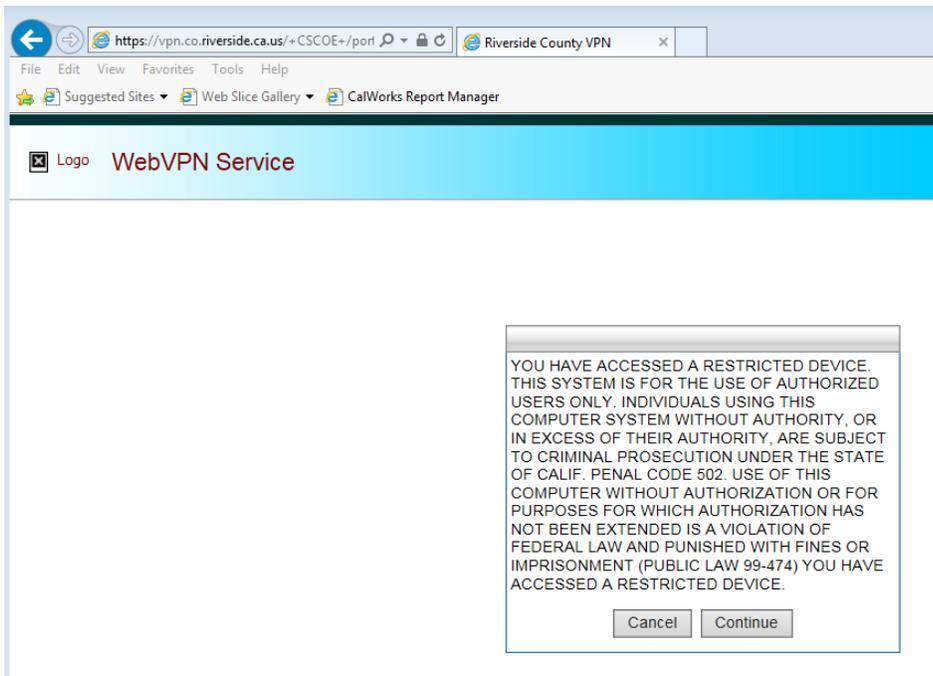
To access the virtual private network (VPN), from the Internet Explorer browser

- ▶ Go to the web address <https://vpn.co.riverside.ca.us/+CSCOE+/logon.html#form> title text
- ▶ Enter your VPN User Name and Password



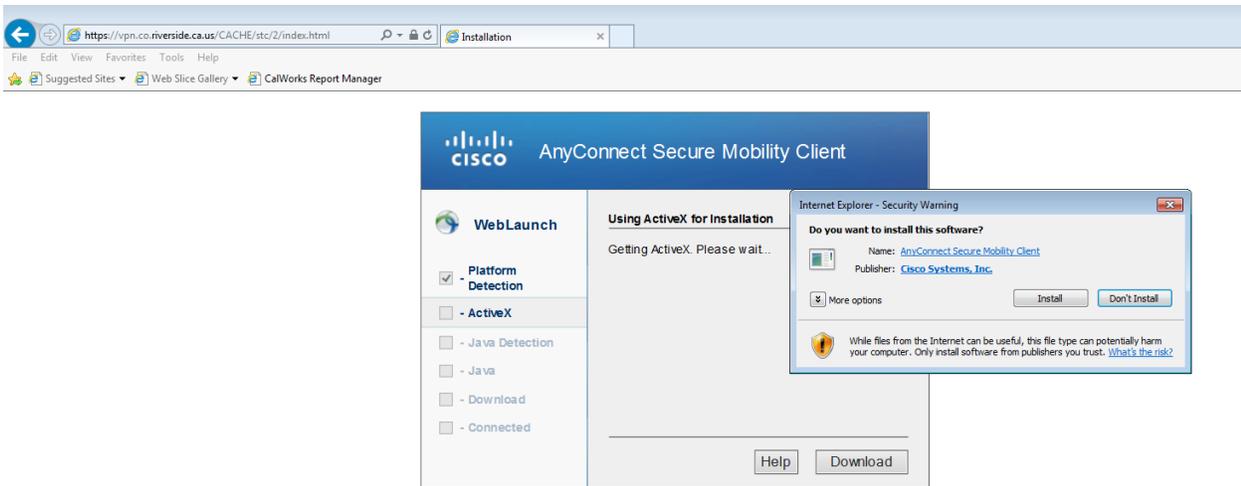
The image shows a 'User Login' dialog box with a key icon in the top-left corner. The background is light blue. The text 'Please enter your username and password.' is centered. Below this, there are two input fields: 'USERNAME:' followed by a white text box, and 'Passcode' followed by another white text box. At the bottom center is a 'Login' button.

- ▶ Read User Disclosure and select **Continue**

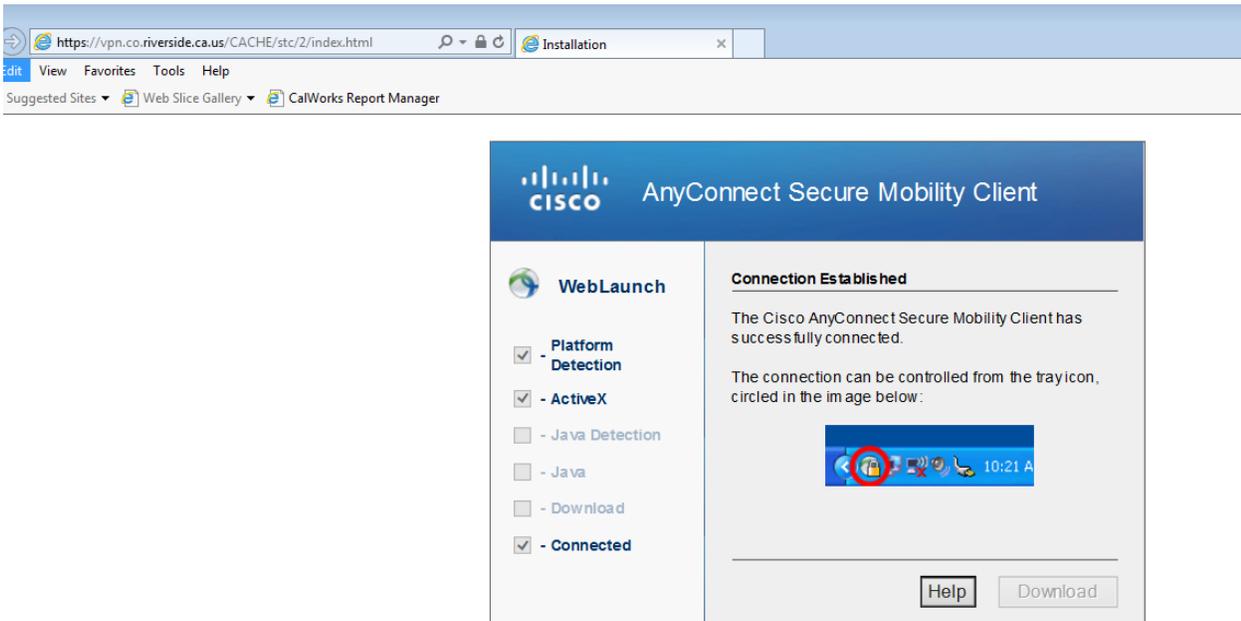


The image is a screenshot of an Internet Explorer browser window. The address bar shows the URL 'https://vpn.co.riverside.ca.us/+CSCOE+/port'. The browser's menu bar includes 'File', 'Edit', 'View', 'Favorites', 'Tools', and 'Help'. Below the menu bar, there are several icons for 'Suggested Sites', 'Web Slice Gallery', and 'CalWorks Report Manager'. The main content area has a blue header with a 'Logo' icon and the text 'WebVPN Service'. In the center of the page, a white dialog box with a grey border is displayed. The dialog box contains the following text: 'YOU HAVE ACCESSED A RESTRICTED DEVICE. THIS SYSTEM IS FOR THE USE OF AUTHORIZED USERS ONLY. INDIVIDUALS USING THIS COMPUTER SYSTEM WITHOUT AUTHORITY, OR IN EXCESS OF THEIR AUTHORITY, ARE SUBJECT TO CRIMINAL PROSECUTION UNDER THE STATE OF CALIF. PENAL CODE 502. USE OF THIS COMPUTER WITHOUT AUTHORIZATION OR FOR PURPOSES FOR WHICH AUTHORIZATION HAS NOT BEEN EXTENDED IS A VIOLATION OF FEDERAL LAW AND PUNISHED WITH FINES OR IMPRISONMENT (PUBLIC LAW 99-474) YOU HAVE ACCESSED A RESTRICTED DEVICE.' At the bottom of the dialog box are two buttons: 'Cancel' and 'Continue'.

► Select install



► Once the install is completed you will be connected to VPN



PROVIDER FAQ'S PAGE

From the Provider FAQ'S site you will have links to **ELMR LIVE**, **ELMR Report Distribution**, **FAQ's page**, and **Java Link**.

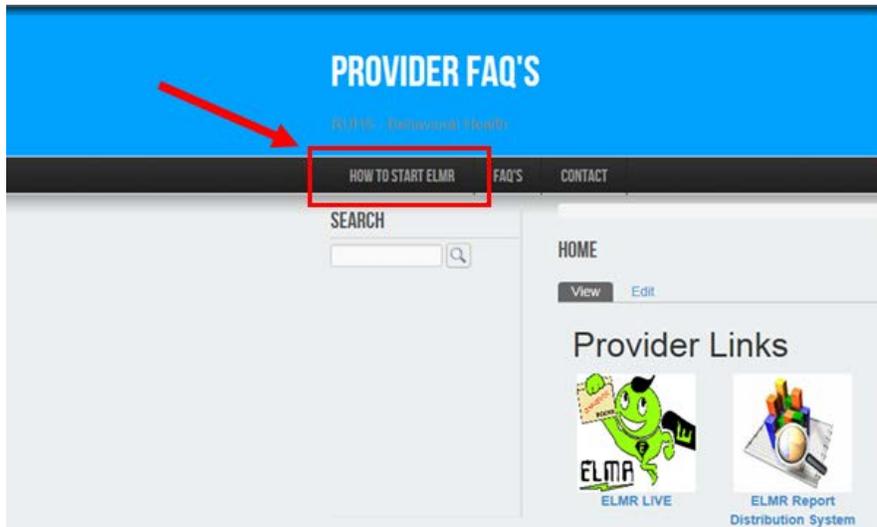
► Open Internet Explorer browser  (*Note: ELMR can only be used with the Internet Explorer browser*).

► Enter this URL: <http://dylan.rcmh.local/provider/>

NOTE: [Java](#) must be installed on computer first before ELMR LIVE can be accessed.

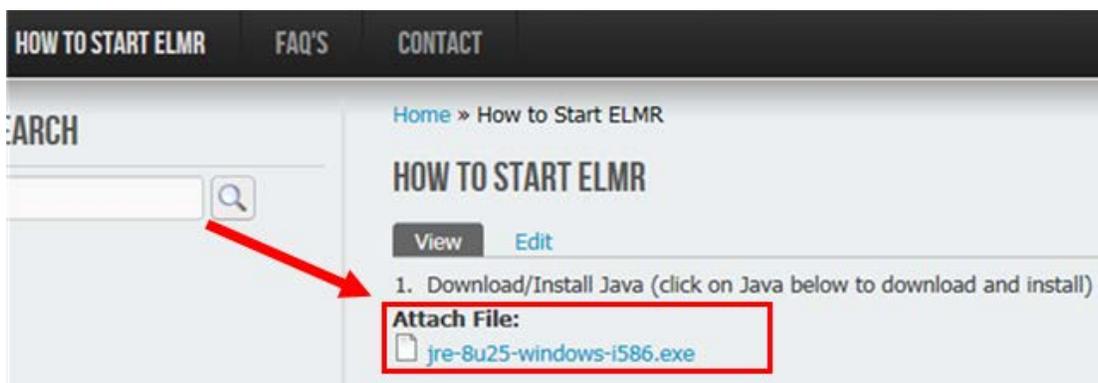
DOWNLOAD JAVA

- ▶ Select [How to Start ELMR](#) to access the page where the Java installation file is located.

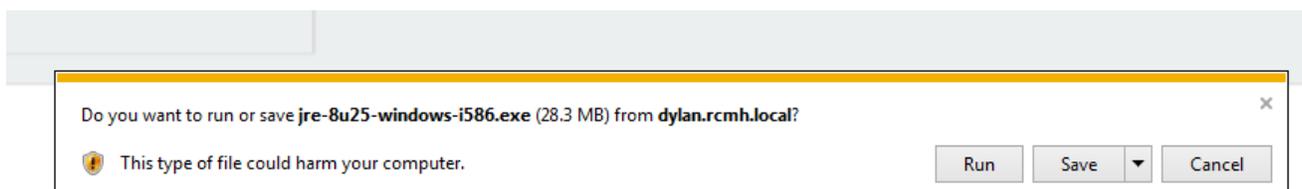


Note: If a newer version of Java is already installed on your machine, please review the FAQ page to make sure your version will work with ELMR.

- ▶ Select the [jre-8u25-windows-i586.exe](#) link to download Java

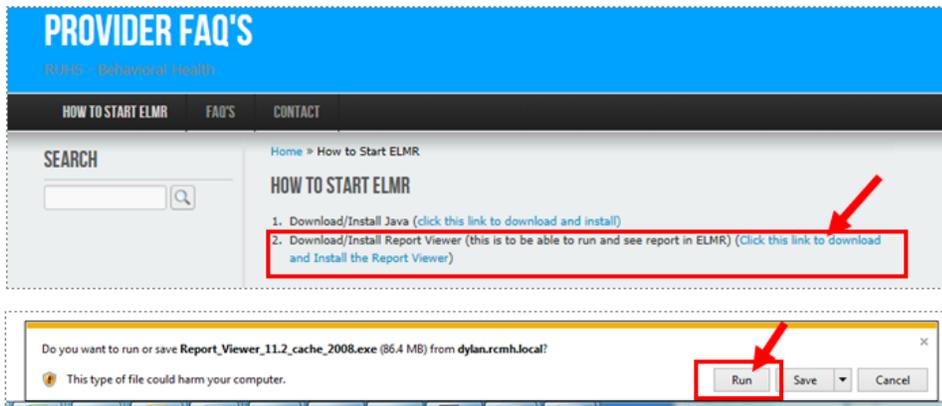


- ▶ Select Run

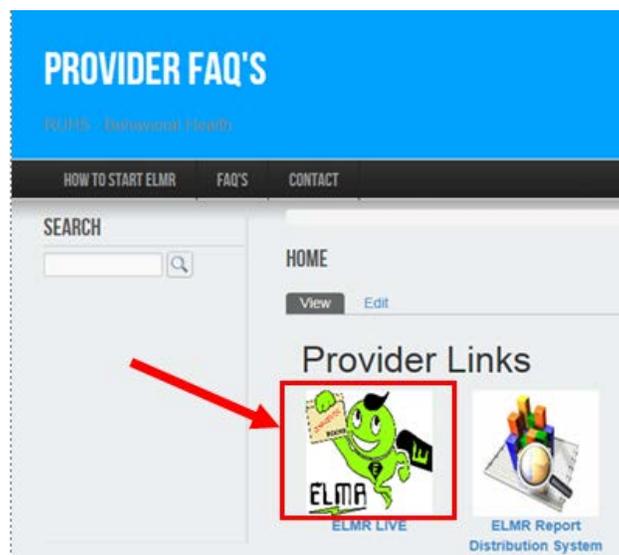


DOWNLOAD REPORT VIEWER

- Download and install the report viewer



- Once Java and the Report Viewer are installed, you can proceed with accessing ELMR from the link illustrated below:



This concludes instructions on System Requirements.
Please refer to **Provider Billing** User Guide.

How Can I Get Help

1. Review Training Materials
2. Visit the intranet site for the latest news/tips and FAQ:
<http://dylan.rcmh.local/provider/faq-page>
3. Contact your Admission Support Staff
4. Call the Help Desk: 951.955.7360
6. Email Help Desk: ELMRsupport@rcmhd.org