



DGL's Hosted Server Solution - Important Information

Advantages of using the Hosted Server solution:

- Provides secure access to your data from virtually any computer with an internet connection.
- All users working for the same Practice have access to LIVE information (i.e., if one person makes a change it is immediately visible to all staff).
- Access to the Hosted Server is very secure. All internet traffic is encrypted, and users must be authenticated using their unique user name, password and unique security keyfob passcode which changes every 60 seconds.
- Can be accessed from a PC, Mac, Linux or most other operating systems.
- Can be accessed from Windows SmartPhones and PocketPCs which support the Remote Desktop Client or Terminal Services Client. (devices with a minimum of 640x480 screen resolution recommended)
- No hardware outlay for a dedicated server, no hardware maintenance costs, no need to provide space /air con/etc for server.
- No need to backup data. Automated nightly backups are taken centrally.
- Server is hosted in a secure location, minimising risk of theft.
- If your computer breaks down or is stolen, no confidential information is lost. You can simple move to another computer and carry on.
- All software updates (not only for Practice Manager but also for Microsoft Windows and Microsoft Word) are performed centrally as soon as they become available.

Points to consider:

- A hosted solution is not ideal for everyone. If all Practice Manager users are going to be located in the same office, a local network may be better suited. It is, however, ideal when staff members are located at different sites, or when staff have to move from site to site.
- Hosting costs are for Practice Manager and Microsoft Word 2003 only. If other software is required to be hosted this must be arranged separately and may not be possible.
- The use of the Hosted Server for anything other than Practice Manager is not permitted.
- Advanced anti-virus measures are in-place on the Hosted Server which are updated every hour. Whilst the chances of your computer managing to infect the Hosted Server are minimal, you should always ensure that you have adequate virus protection on your computer before connecting to the Hosted Server.
- The Hosted Server may be inaccessible at times for routine maintenance. Whenever practical this will be done at off-peak times and when possible an email will be sent to all users in advance.
- Compatibility of your hardware and software should be confirmed prior to committing to the Hosted Server solution.
- Access to the Hosted Server requires reliable internet access. If there are internet connection problems, no work can be done. If using a hospital computer, they may block internet access to the hosted server and you must discuss with them how to overcome this. If you connect to the internet using wireless technology, please bear in mind that wireless connections are less reliable than wired connections, and this can effect the reliability and stability of your connection. As with all internet services, DGL provide the hosted server "service" and is not responsible for how you connect to it, or any difficulties relating to your internet connection.
- The speed of sending data from your computer to the hosted server is dependent on the UPLOAD speed of your internet connection. This is usually a fraction of the speed of the download speed. For example, an average office broadband connection may have a 2Mb download speed (the speed at which you can receive data from the hosted server) but probably only an upload speed of 256Kb (i.e., you can only send data at 1/8th the speed at which you can download). In normal use, this isn't a problem except if you wish to store photos on the hosted server. Whilst perfectly possible, it would take the same amount of time up upload a photo as if you were to email it to yourself.
- Some visual effects are reduced to maximise your internet speed. For example, Practice Manager will have no background wallpaper, and graphical animations (such as menu animation, special effects, etc) are also removed. This is purely cosmetic and doesn't have any effect on the usability of the software.
- The use of non-standard fonts for headed stationery / layouts / etc (ie, those fonts not supplied with Microsoft Windows or Microsoft Word 2003) must be arranged with DGL. Providing that there is no copyright restriction, these can easily be accommodated.
- Accessing the Hosted Server from a non-Windows PC (i.e., Mac or Linux) requires the use of additional software freely available from Microsoft. Whilst DGL can help you locate the correct software for your computer, we are unable to give support relating to the installation of any non-Windows software.

Security:

- Security of the Hosted Server is DGL's primary concern. DGL reserve the right to apply whatever security restrictions deemed necessary to ensure the security and smooth running and integrity of the Hosted Server service.
- Each user will be assigned a unique User Name, and will also be given an initial Password. The password can be changed by the user as often as they feel necessary. To enforce strong security, the Hosted Server may periodically force users to change their password. Also, users may be forced to choose "strong" passwords (for example, a minimum of 8 characters, containing a mixture of uppercase, lowercase and numeric digits).
- Each user will be allocated an "RSA SecurID keyfob". This device shows a 6 digit number which changes every 60 seconds, and is unique to that particular keyfob. Without the keyfob, you can NOT access the Hosted Server.
- If the Keyfob is lost, DGL must be notified immediately so that its access can be cancelled. Replacement of keyfobs (due to loss or damage) is chargeable.
- The Keyfobs and User Names must only be used by the person to which they are assigned. Any sharing of Keyfobs, user names or password will be treated as a breach of security.
- Any User Name can only be used from one computer at a time. If you attempt to connect from a second computer using the same username, the first computer will automatically be disconnected and control will be transferred to the second computer.
- A "Fair use" policy applies, meaning that action may be taken against users whose actions or inactions either have an adverse impact on other users or may compromise security.
- Users should not attempt to access any area of the Hosted Server not directly accessible from within their own Practice Manager system. Any attempt to access restricted areas of the server will result in immediate termination of service and, if deemed necessary, action may be taken under the Computer Misuse Act 1990.

Local Devices which CAN be used:

This list shows the most common hardware accessories that can be used. It is based on Microsoft documentation, and assumes that you are using Microsoft Windows with the RDC Client software. This list is provided as a guide only.

- Standard keyboards/mice.
- Most lasers or inkjet printers. Whilst printing it will work with the majority of printer, Microsoft don't guarantee 100% compatibility with 100% of makes/models of printer. Most common printers should work correctly, however some advanced features such as double-sided printing, tray selection, etc may not be available. Please check the printer manufacturer's website for confirmation that drivers are available for "Windows 2003 Server".
- Credit card swipe reader. (USB or Keyboard Wedge)
- Barcode scanner (USB or Keyboard Wedge)
- Local hard-drives and most local storage devices (such as USB memory sticks, ZIP drives, Floppy drives, etc)
- Read from CD/DVD drives (Read-only, no writing facility)

Local Devices which CAN NOT be used:

This is not a complete list, but is provided as a guide.

- PDA devices (i.e., a PocketPC connected to your local computer)
- Video capture devices and Webcams
- Microphones (unless using the Remote Dictation add-on)
- Any storage device that does not have a "drive letter"
- Any device that connects via the Serial (RS232) port.
- Any devices/resources on your local network (i.e., other computers that you may be attached to)