Setup Instructions for Specialists

This guide explains the technical requirements and instructions for a ‘consulting’ site to successfully set up their computer to use OTN’s TeledermSF service.

A ‘consulting’ site is where a specialist (e.g., dermatologist) uses their TeledermSF Medweb Viewer to access a referral. They can view, navigate and annotate images, create a diagnostic report, and attach patient education materials.

For a consulting site there are three steps:

1. Review the System Requirements.

2. If you use an Internet Explorer browser, set your IE browser options.

3. Install the Telemedicine Viewer and ActiveX Controls.
System Requirements

Windows-Based PC

<table>
<thead>
<tr>
<th>Hardware</th>
<th>Software</th>
</tr>
</thead>
<tbody>
<tr>
<td>Processor - Pentium 4 or later</td>
<td>Windows 7 or 8 operating system</td>
</tr>
<tr>
<td>Hard disk space - minimum 100 MB</td>
<td>Browsers:</td>
</tr>
<tr>
<td>RAM - minimum 512 MB</td>
<td>• Internet Explorer 9, 10 or 11</td>
</tr>
<tr>
<td>USB port - USB 2.0 or later</td>
<td>(with Compatibility View off)</td>
</tr>
<tr>
<td>Monitor - minimum 1024x768 resolution at 32 bit color depth</td>
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Internet Connectivity

- Internet connectivity with at least 256 Kbps upload bandwidth
- Secure (https://) access to TeledermSF application

Note: Using other browsers or a Mac system, the image viewer does not have the same advanced functionality as when using Internet Explorer. Typically this is not an issue for referring users who just need to send images to the dermatologist. However, the specialist needs the advanced viewer functions and therefore should use Internet Explorer.
Configuring Internet Explorer

To ensure the full functionality of the Telemedicine Viewer, you need to use an Internet Explorer browser (version 9, 10, or 11) with the following options:

- Turn off ‘Compatibility View’.
- Set https://sf.otron.ca as a ‘Trusted Site’.
- Disable ‘Protected Mode’.

Turning Off Compatibility View

When using an Internet Explorer (IE) browser, for the best viewing experience turn off Compatibility View\(^1\).

4. Open a browser window and in the top Menu bar click ‘Tools’.

5. In the Tools drop-down menu, if there is a checkmark beside Compatibility View, click to remove it. (If there is no checkmark, Compatibility View is already off and you can click Esc to hide the Tools drop-down menu.)

![Ensure no checkmark beside Compatibility View](image)

Figure 1: Internet Explorer Tools menu

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\(^1\) If Compatibility View is ‘on’ the browser tells the web site that you are using an earlier version of IE, which can cause layout problems.
Setting a Trusted Site

The TeledermSF website is a secure site and therefore you need to assign it to Internet Explorer’s trusted security zone.

1. Open a browser window, go to https://sf.otn.ca and in the top Menu bar click ‘Tools’.

2. In the Tools drop-down menu click Internet Options.

3. Click the Security tab and in the Select a zone… field click Trusted sites and then click Sites.

   https://sf.otn.ca should appear in the Add this website to the zone field. If the field is not pre-populated, type https://sf.otn.ca in the field.

4. Click Add.

5. To complete the process and close the dialog boxes, click Close, and then click OK.

Figure 2: Internet Explorer trusted sites
Disabling Protected Mode

If you plan to use the MedWeb Viewer or Report Editor, you need to disable Internet Explorer’s protected mode.

1. Open a browser window and in the top Menu bar click ‘Tools’.

2. In the Tools drop-down menu click Internet Options.

3. Click the Security tab and in the Select a zone... field click Internet.

4. If there is a checkmark beside Enable Protected Mode, click to remove it. (If there is no checkmark, Protected Mode is already off.)

5. To close the dialog box, click OK. If a security warning appears, click OK.

6. To enable the changes, restart (close and re-open) the browser window.

Figure 3: Internet Explorer protected mode
Logging In & Installing the Plugins

Logging In

1. Open a new browser window, go to otnhub.ca and click Sign in.

   A Sign In Selection screen appears.

2. Based on your login credentials (ONE ID or OTN), click the appropriate Sign In button.

   A ONE ID or an OTN Sign In screen appears.

3. Type your user name and password and click the Sign In button.

   The OTNh ub home screen appears.

4. To access the Teledermatology service, click Teledermatology in the Clinical Programs section.

   The Teledermatology home page appears.

5. To access your profile page, click View Patients in the left navigation panel.

   The TeledermSF View Patients dashboard screen appears.

   The next step is to install the plugins.
Installing the Telemedicine Viewer

1. To access the plugins download page, click **Get Latest Plugins** at the bottom of the right navigation panel.

2. The **Download software** screen appears in a new tab/window.

3. In the row titled **Medweb Telemedicine Viewer**, click the **Download plugin...** link.

4. A pop-up message appears, asking whether you want to Run, Save or Cancel. Click Run.

   - The install process differs slightly depending on which browser version you use (e.g., IE 9, 10 or 11).
   - If a pop-up security warning appears during the installation, click the button that allows you to continue and install. For example, Unblock or Allow access.
4. Follow the on-screen prompts and in the final dialog box, click the Finish button.

The installation completes and you return to the Download software screen.

Figure 10: Plugin install popups

The next step is to install the ActiveX Controls
Installing the ActiveX Controls

1. In the row titled Medweb ActiveX Controls, click the Download MedwebActiveX link.

2. A pop-up message appears, asking whether you want to Run, Save or Cancel. Click Run.
   - The install process differs slightly depending on which browser version you use (e.g., IE 9, 10 or 11).
   - If a pop-up security warning appears during the installation, click the button that allows you to continue and install. For example, Unblock or Allow access.
3. Follow the on-screen prompts and in the final dialog box, click the Finish button.

The installation completes and you return to the Download software screen.

4. Close the Download software tab/window.

5. To complete the process, click the Logout link at the top right of the View Patients dashboard screen.

6. To ensure a clean and complete installation, restart (close and re-open) the browser window.

You can now log in again and start using the TeledermSF service.