

ACCESSING

MISSION REGIONAL MEDICAL CENTER

MEDITECH VIA GOGLOBAL

Requesting Access

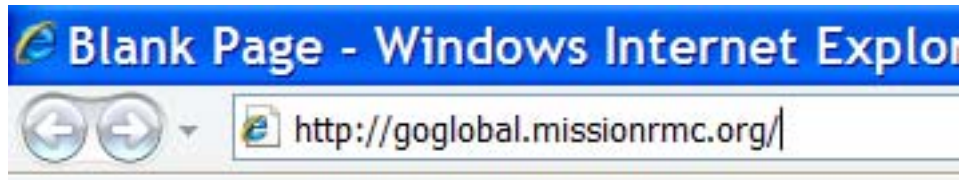
To request access to Meditech via our GoGlobal web application, please contact the Mission Regional Medical Center's Health Information Management department at phone number 956-323-1900 and request a System Access Request form and a Confidentiality Agreement form.

If you will need to access patient information for a specific physician or group, a signature may also be needed from the physicians.

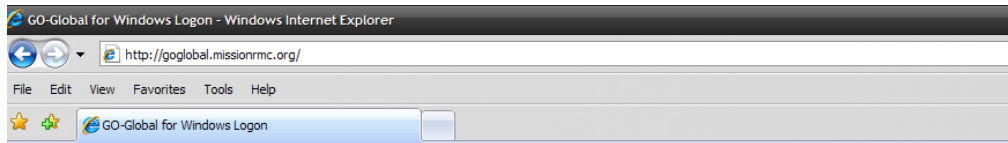
If the request is approved, either the Health Information Management department or the Information Systems department may contact you regarding the login credentials.

Logging In

- 1) Open your Internet Browser and enter the web address:
http://goglobal.missionrmc.org



- 2) Select either the Microsoft Internet Explorer or Netscape/Mozilla link depending on the browser installed on the computer.



Select which web browser you are using.



 [Microsoft Internet Explorer \(ActiveX\)](#)

If you are having problems connecting, please [click here](#).
This link should connect successfully but does not configure your printers.

[Click here for a quick tutorial on configuring a local printer.](#)

Call 323-1350 for assistance with configuring a printer if the guide did not help.

Please note that some printers may not be compatible with this system.



 [Netscape / Mozilla Firefox](#)

NOTICE: A High-Speed Internet Connection is required to use this site.

For information and instructions, see the [client readme](#).

3) Perform a **Right-Mouse Click** on the yellow warning bar and click “Install Active X”.

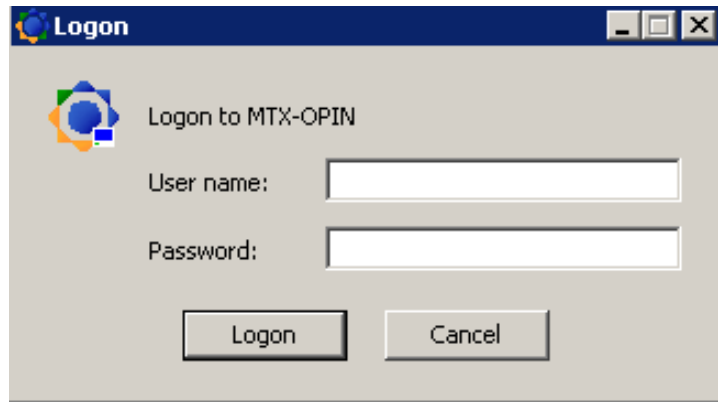
This only needs to be done the first time that a computer accesses this web site. If this prompt does not appear or the username prompt box does not appear, it may be possible that a Firewall is preventing the application from working normally. In this case, please contact your local IT support for assistance.



4) Click on the Install button as shown below.

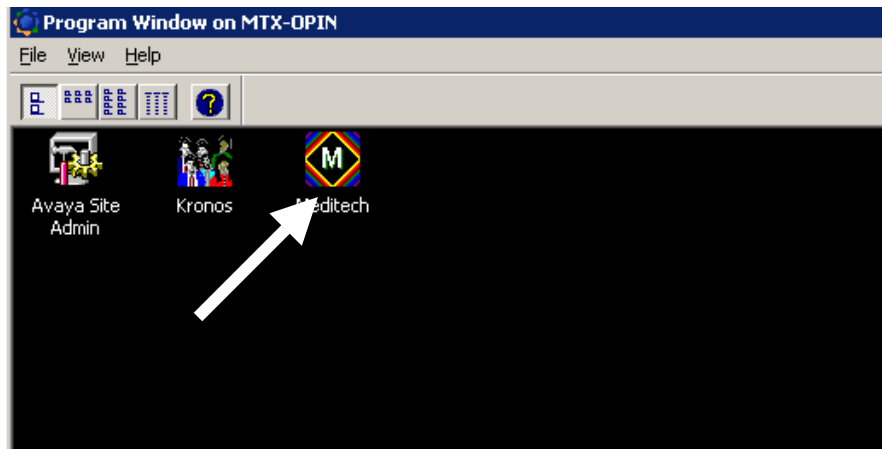


5) After the install (10-15 seconds) enter the **NETWORK** username and password. Please note that these credentials are different than the Meditech credentials. The password must be changed on the first login. If access to the system is denied, you may need to contact the MRMC IT department (956-323-1350) to request a password reset.



6) If the login was successful, the following main screen will appear. The number of icons will be different depending on your particular access. **Double-Click** on "Meditech" icon.

If you are unable to click on the Meditech icon and the cursor remains as an Hourglass, then there was an issue with configuring your printer. **Please refer to the Troubleshooting section for further instructions.**



7) Enter your **MEDITECH** User and Password. The **HCIS** field does not need to be filled for most users. *Use the TAB key* to move from the User field to the Password field.



Configuring a Printer

The GoGlobal client is designed to automatically detect the default printer and automatically configures the server with a copy of the printer configuration. However, there are times when you may wish to manually configure a printer.

IMPORTANT

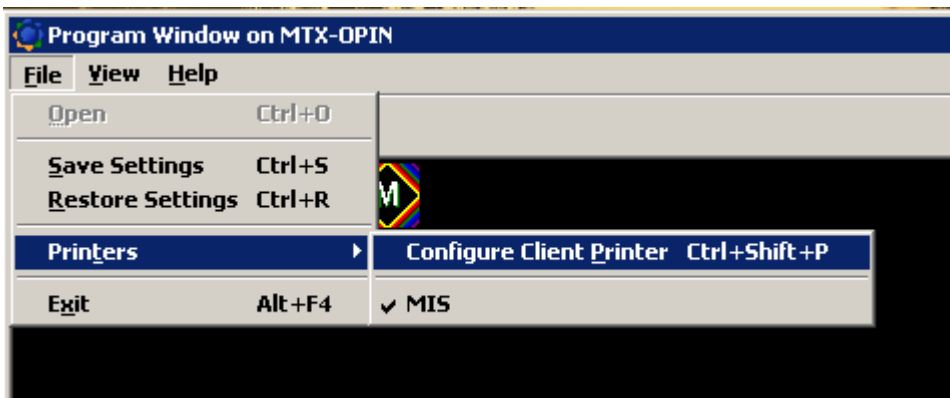
Most network printers are compatible with GoGlobal and should automatically configure. The printer should have drivers that are compatible with Windows 2003 Server. However, GO-Global does **NOT** support printers that were never designed to work in a network environment such as most ***Inkjet or Bubble-jet printers***. Also, printers that require a licensing agreement when they are configured are not supported.

These Printers are known to be incompatible:

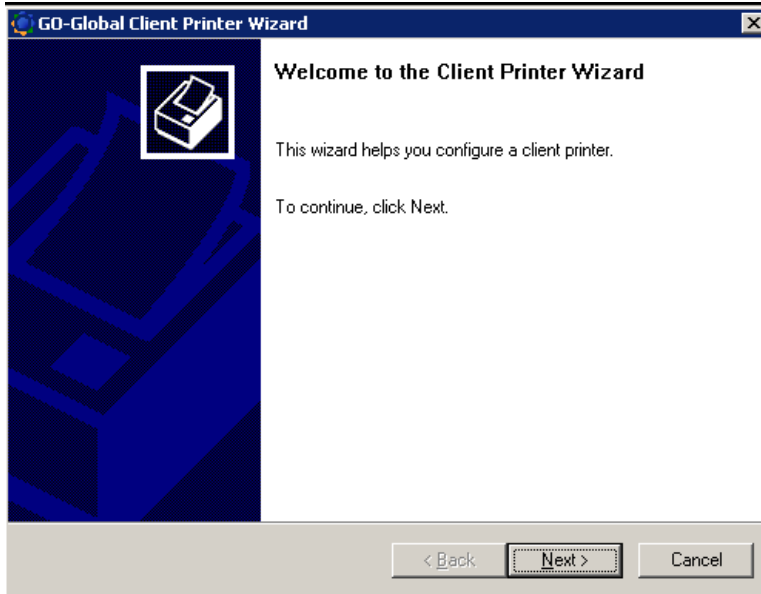
- HP LaserJet 1020
- HP LaserJet 1022
- Dell 725 Color Printer (InkJet)

We cannot guarantee that any printer will work with GoGlobal and we cannot support printer issues beyond the scope of this document.

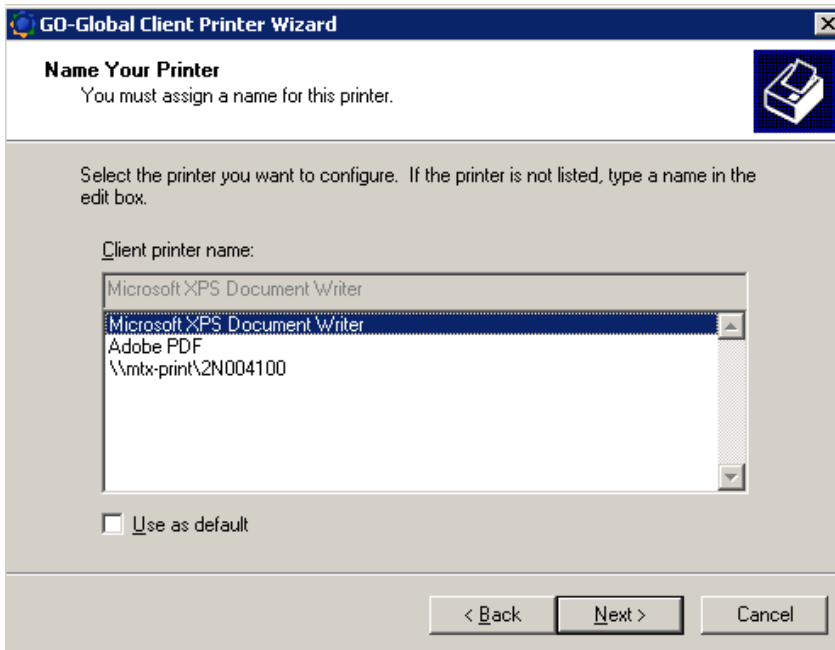
Click on the **File** menu option, then under **Printers** click on Configure Client Printer as shown below.

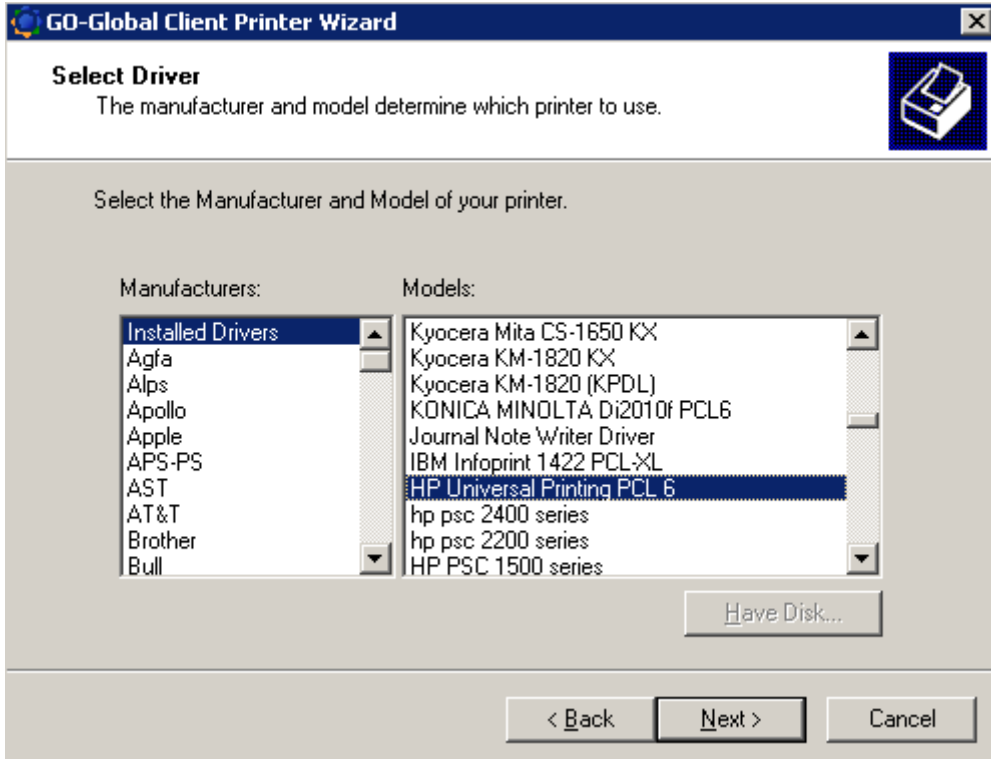


This brings up the configuration wizard.



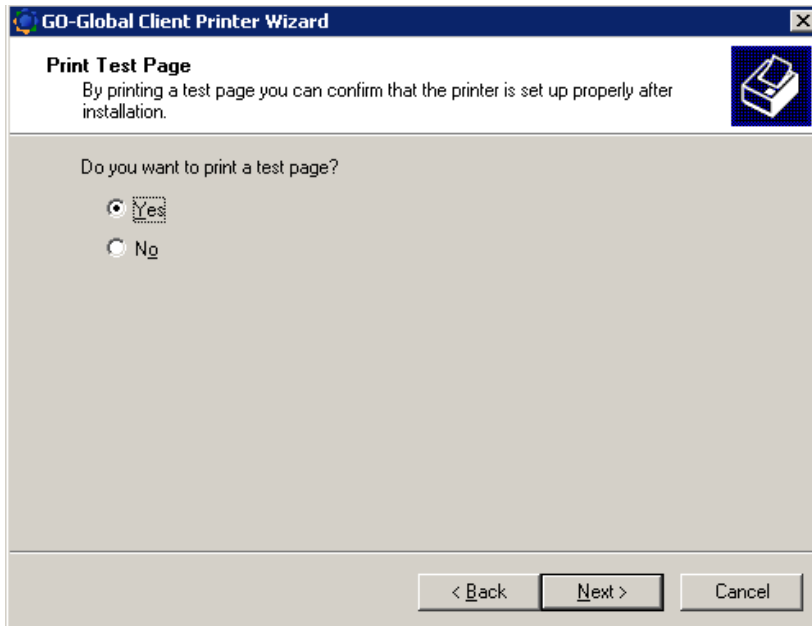
The list shown is a list of all printers defined on the host within Windows. Pick the one you would like to configure



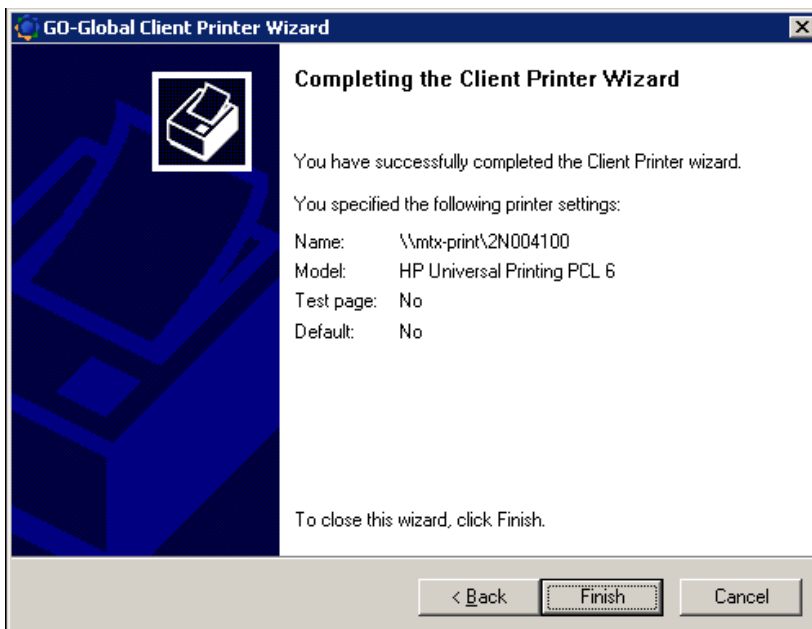


Select the Driver from the Installed Drivers list that is compatible with your printer. If you do not see an appropriate driver, you may request to have the drivers installed on the server. You can reach us at 323-1350. Please have your printer model name when calling.

Print a test page to see if it works.



Now Click Finish

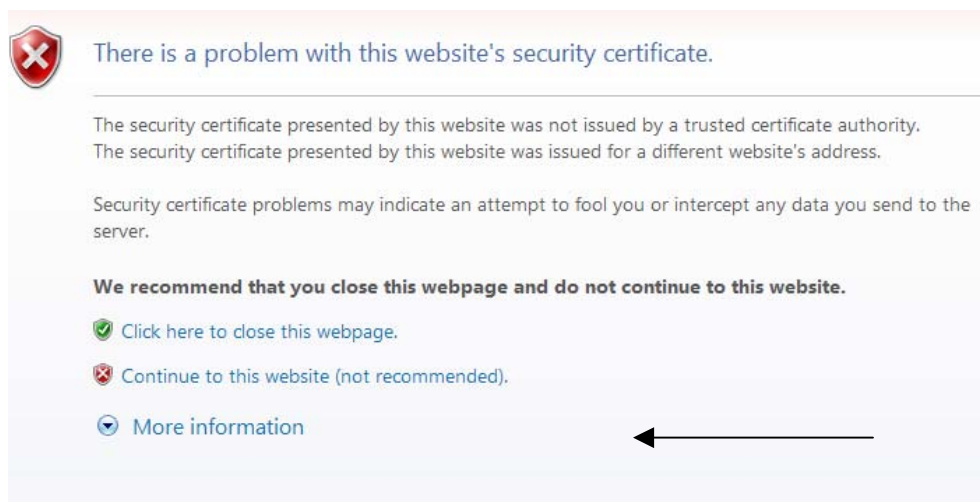


Troubleshooting

The Site is Unreachable

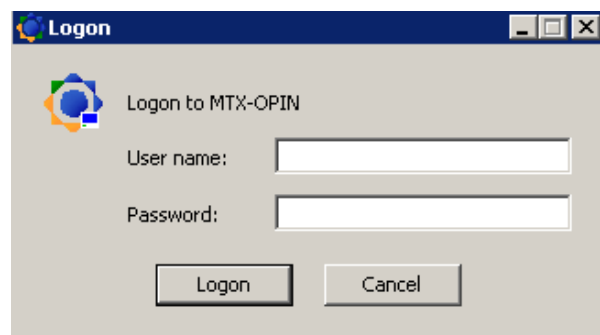
If the site <http://goglobal.missionrmc.org> does not display the MRMC Logo, please make sure that your Internet connection is working by accessing other sites, like <http://www.yahoo.com>. If other sites are accessible and the GoGlobal site is not, please give us a call at 323-1350 to determine if the site is experiencing a problem.

If the screen shown below appears, click on the option that states “Continue to this website (not recommended)”.



The Login Dialog Never Appears

If the login prompt does not appear after reaching the GoGlobal site, please make sure that <http://goglobal.missionrmc.org> is listed as a Trusted Site in your browser and that Pop-ups are allowed for this web site.



The Mouse Cursor Remains as an Hourglass

After a Successful Logging, the mouse cursor may remain as an hourglass and you are unable to click on the Meditech icon. The status area (located at the bottom left of the GoGlobal window) will state *Configuring Client Printers*. This means that there was an issue with the server accepting the print driver from the client. Close the session and use the link on the main GoGlobal page or use <http://goglobal.missionrmc.org/noprint.html>. This will start the GoGlobal client without attempting to configure printers. Once connected you can try to configure a printer manually as noted in this document.

If you are still having issues, try removing the GoGlobal printer configuration file and Reinstalling the GoGlobal ActiveX Control. Both of these tasks are described in this section below.

Removing GoGlobal Printer Configuration File

One of the steps that can be taken in an effort to troubleshoot printing issues is to delete the printer configuration file that is created by GoGlobal on the local machine. This file will reside in one of the following paths dependent on the OS and system currently in use:

C:\Documents and Settings\Username\Local Settings\Application Data\print.ini
C:\GraphOn\GO-Global Client
C:\Program Files\Mozilla Firefox\plugins
C:\WINDOWS\Downloaded Program Files
C:\Users\Username\AppData\Local (in VISTA)

Username is the local profile of the user affected. Close the Internet Browser and all GoGlobal windows, delete the file, and then try to log on again. The file will get recreated.

Reinstalling the GoGlobal ActiveX Control

You can also try to reinstall the ActiveX control (IEGCtrl Class) and revisiting the goglobal.missionrmc.org site. This should prompt a reinstall of the GoGlobal Client.