Accessing Wolf EMR using the TELUS Wolf EMR launcher

View video tutorial: **Accessing your EMR using a Windows terminal with a SMART card**

If you are accessing Wolf EMR using a Windows-based terminal with a SMART card reader, you can log in using the new TELUS Wolf EMR launcher. The TELUS Wolf EMR launcher allows you to see at-a-glance if there are any problems with your internet connection or with your connection to the Wolf EMR data centre. If you are experiencing connection issues, using the **Wolf Offline** link, you can access basic appointment and patient data for patients with booked appointments today and several days prior to and after today.

From the TELUS Wolf EMR launcher, you can also use quick links to access Wolf EMR help and the Community Portal from outside of the data centre. When you access learning material outside of the data centre, you can hear audio on any training videos (if your terminal has an audio card).

You start a remote desktop session (where you access Wolf EMR), by sliding your SMART card into a terminal's card reader. When you remove your SMART card, the terminal disconnects from your remote desktop automatically. When you insert your SMART card into another terminal, your session resumes from where you left off, and you are not required to re-enter your remote desktop username and password. The ability to transfer your session from terminal to terminal, without having to re-enter your password, is known as session mobility, and is the reason why using a SMART card is so beneficial.
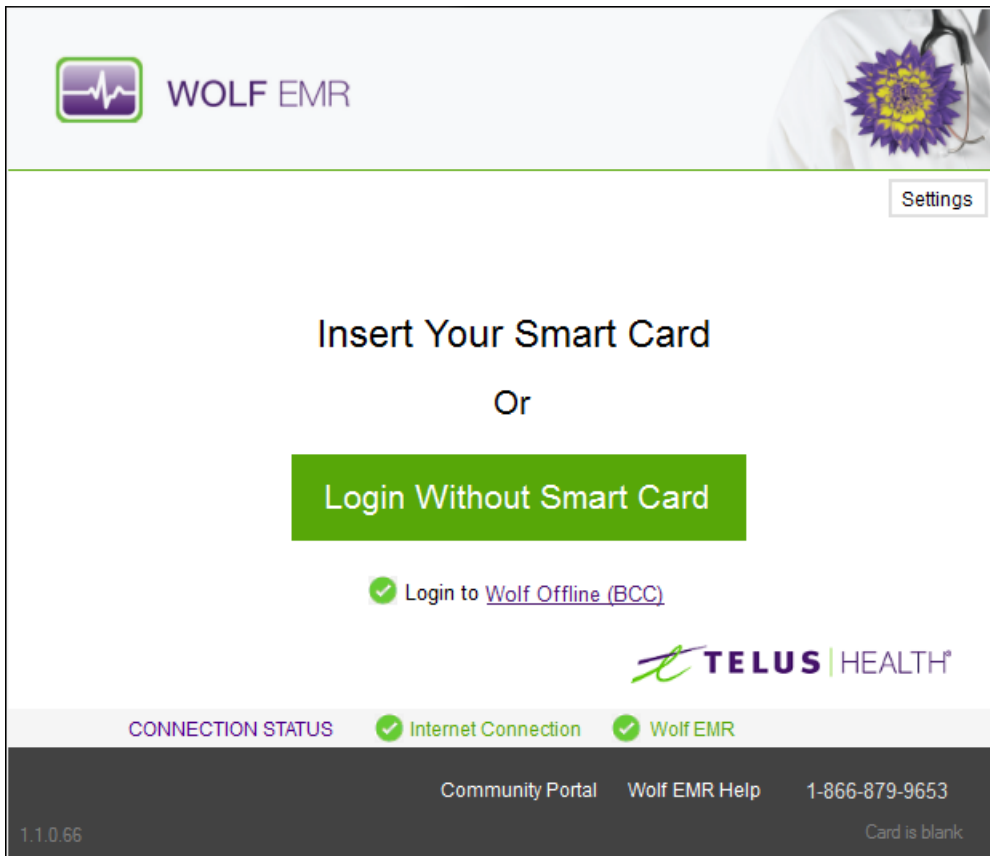
Steps

1. On the terminal desktop, double-click the **Wolf EMR Launcher** ( ) shortcut. The Wolf EMR launcher opens.

WOLF EMR

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Beside **CONNECTION STATUS**:

- An ✅ icon indicates that your **Internet Connection**, connection to the **Wolf EMR** Data Centre, or connection to **Wolf Offline (BCC)** is available

- An ❌ icon indicates that your **Internet Connection**, connection to the **Wolf EMR** Data Centre, or connection to **Wolf Offline (BCC)** is not available
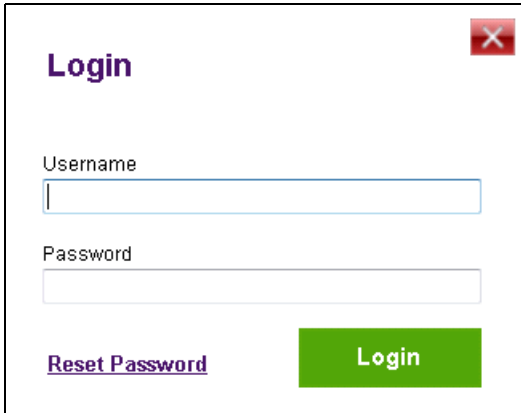

🔍 **Experiencing connection issues?**

If you are having connection issues (either because your internet is down or because the Wolf data centre in inaccessible), from the TELUS Wolf EMR launcher, you can access a basic read-only copy of your Wolf EMR appointments and patient data.

To access Wolf EMR Offline, below the **Login Without Smart Card** button, click **Login to Wolf Offline (BCC)**.

For more information on Wolf Offline see the **Wolf EMR Offline v1 user guide**.

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2. If you want to access the Community Portal or Wolf EMR help, at the bottom of the Wolf EMR launcher window, click the link you want.

3. Insert your SMART card. One of the following occurs:

   ■ If this is your first time logging into Wolf EMR today, you are prompted to enter your Data Centre username and password.

   ![Login window with Username and Password fields, Reset Password link and Login button]

   ■ If you were previously logged into Wolf EMR on another terminal today, your remote desktop appears with Wolf EMR open, and your session continues where you left off. For example, if you had a patient's visit note open when you removed your card from the previous terminal, that patient's visit note is opened on the new terminal.

   > **Note**: When you use a SMART card, you only enter your username and password once at the beginning of each day as long as you don't leave your session idle for more than 2 hours. Your session then "follows you" with the card. Wolf EMR opens automatically each time you slide your card into a new terminal.
   >
   > If you share SMART cards with other users in the clinic, and you want to give your card to another user, you can clear your session and credentials from the card. See "Clearing your credentials from a SMART card using the TELUS Wolf EMR Launcher" on page 4.

4. If you do not have your SMART card, click **Login Without SMART Card**. You are prompted to enter your remote desktop username and password.

5. If you are logging into Wolf EMR for the first time today, or if you are logging in without a SMART card, enter your remote desktop **Username** and **Password**, and then click **Login**. Your remote desktop appears with Wolf EMR open.

6. If you are not set up for single sign-on, you may be required to enter your Wolf EMR password. Enter your Wolf EMR password if the Wolf EMR login window appears.

7. When you leave the terminal, perform one of the following actions:

- If you are using a SMART card remove your card from the card reader. The terminal disconnects from your remote desktop. When you insert your SMART card into another terminal, your session resumes from where you left off. You are not required to re-enter your Data Centre password for the rest of the day (as long as you do not leave your session idle for longer than 2 hours).

- If you are not using a SMART card, disconnect the terminal from your remote desktop session by clicking the **X** icon at the top of the Remote Desktop window. When you access Wolf EMR from another terminal, you are required to re-enter your Data Centre username and password, however your session resumes from where you left off.

8. At the end of the day, before you leave the clinic, you should close the Wolf EMR program, and then log out of your remote desktop session:

a) Close Wolf EMR using one of the following procedures:

- If you have the Wolf EMR Launch page open, click , and then select **Close all Wolf EMR Applications**.

- If you have another Wolf EMR window open, on the task bar at the bottom of the desktop, right-click , and then select **Close Window**.

b) Close the remote computer: On the remote computer's task bar, click **Start** (), and then click **Log off**.

Clearing your credentials from a SMART card using the TELUS Wolf EMR Launcher

If you share SMART cards with other users, when you hand off your card to another user, you can clear your session and credentials from the card without having to wait for the card to expire. When the next user inserts the card into the card reader, they are prompted to enter their username and password, and a new session begins under their name.

> **Note**: By default, your card "expires" after 2 hours of inactivity. At that time, the card no longer carries your session and credentials and you must re-enter your username and password. If you want to change the default expiry time for your clinic (for example, to 1 hour), contact Wolf EMR Support.

Steps

1. On the Wolf EMR Launcher window, click **Settings**. The Launcher Configuration window opens.

2. Click **Reset Smart Card**. A dialog box opens with the following prompt: "Are you sure you want to clear the card credentials?"

3. Click **Yes**.

4. Click **Save and Exit**.

Setting a default card reader for the TELUS Wolf EMR Launcher

If your workstation has more than one card reader, and you use only one of the card readers for your Wolf EMR SMART card, you can set that card reader to be your default card reader. If you do not set a default card reader, the Wolf EMR Launcher will read the card from the first card reader you use each time.

Steps

1. On the Wolf EMR Launcher window, click **Settings**. The Launcher Configuration window opens.

2. In the **Default Card Reader** drop-down, select the card reader you want.

Launcher Configuration

Timers

☑ Use Clinic Settings

Ping Terminal server every	2	minutes
Ping BCC server every	1	minutes
Ping Internet every	1	minutes
Load Valid Cards every	12	hours ⟳ Reload

Lock Mode

☑ Use Clinic Settings

○ Lock screen on card ejecting

◉ Do not Lock screen on card ejecting

Redirection

☑ Use Clinic Settings   ☑ Redirect Drives

☐ Redirect Printers

Rdp display settings

☑ Use Clinic Settings

Color Depth   High Color (16 bit)

☑ Desktop Background

☑ Font smoothing

☑ Desktop composition

☑ Show window contents while dragging

☑ Menu and window animation

☑ Visual styles

Default Card Reader

All

> All
> Alcor Micro USB Smart Card Reader 0
> MyID Virtual Reader 0
> NXP NXP's PN544 based PCSC Reader 0

3. Click **Save and Exit**.

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