**Hampshire & Isle of Wight – Remote Access Update (19/03/2020)**

We understand a number of staff have experienced issues trying to use the existing remote access service via their personal devices.

This morning we have a new service available which will provide additional capacity and improved performance in these difficult times. As a result overall performance of laptop access is also expected to improve.

What you’re able to access via the new service is largely the same as previously; however below are some useful points to consider along with a brief user guide.

* This service can only be accessed using a device with Windows 7 or 10, there is currently no support for Apple products such as Macs or iPads.
* It’s currently taking some time for one-time passwords to be received via text so we are suggesting users register with their email address for now, until the SMS service performance improves
* If users are running no Antivirus or their Antivirus is not up to date they will receive a message explaining they cannot access the service until they rectify that.



The existing remote access service is still available, however staff are encouraged to use the new service as soon as possible.

If you have any queries or would like support transitioning to this new solution contact the dedicated Remote Access Team at Healthcare Computing on 01425470888, select Option 4, or email [support@healthcarecomputing.co.uk](mailto:support@healthcarecomputing.co.uk).

Please note the ability to remote access from personal devices is available to most but not all practices, therefore this communication is predominantly aimed at those that have used the service before. If you’re unsure if it’s available to you, please contact the team via the details above.

We will continue to monitor the performance of these solutions and make improvement and changes as required.