

Remote Access guidance for CS R4+

IMPORTANT

The information contained within this document is for guidance only. It is your responsibility to ensure any remote access is both encrypted and secure.

We do not recommend you attempt this without a good foundation knowledge of IT keywords or the ability to execute basic IT tasks.

We do not recommend removing computers from the practice due to the risk of physical damage or theft.

Services

For any remote access to be possible, your server computer will need to remain powered on, of course, this would also apply to any client machines you may also need access to, over and above the server.

A secure, stable internet connection will also be required to support remote access.

Remote Access options

Security is vital – all powered machines must be locked at the login prompt, requiring password access.

We recommend you connect to your practice over a secure virtual private network (VPN), using the remote desktop connection to your individual machines. This is likely to require specific hardware and software that may not be readily available to you.

Not following this advice may leave your practice susceptible to data breaches. Do not configure port forwarding on your router, this is a key target for hackers that exploit known vulnerabilities of unpatched operating systems.

There is a selection of options that can provide you with the remote access you require. Some that are free, some that have a monthly fee usually offering a higher level of security. These include:

<https://www.teamviewer.com/>

<https://www.logmein.com/>

<https://get.gotomypc.com/>

<https://anydesk.com/>

Security

Your chosen solution must meet your own security requirements including GDPR. This is the minimum we recommend.

- End to end encryption
- Secure individual login
- Support PC lock when you end a remote session
- Screen blanking whilst remotely connected
- Anti-virus software must be installed and up to date
- Ensure only authorised users have access and know passwords
- Complex passwords must be used on your network
- Individual logins for CS R4+ with the restricted access configured where necessary

For information contact your IT technical support provider.

