



# Accessing Intergy EHR Connect

August 31, 2017

## Initial Logon Process

1. Browse to <https://vpn.thedoctorsclinic.com> and log in with the credentials that were provided.
2. You will be prompted to change your password on first logon.
  - a. Minimum of 8 characters including one uppercase, one lowercase and a number or symbol and cannot include your name.
  - b. Expires every 90 days.
3. You will be presented with a **Welcome to The Doctors Clinic SSL VPN** page. Browse to the <https://tdcrdg.thedoctorsclinic.com/rdweb> link provided.
4. If you are using Internet Explorer and you receive a message stating your browser is not supported, please add thedoctorsclinic.com to your Compatibility View Settings:
  - a. In Internet Explorer, click the gear icon in the top right corner and select **Compatibility View Settings**.
  - b. Click **Add** to add thedoctorsclinic.com to the list and click **Close**.
5. Login with the username and the password you set in step 3. You might receive an additional pop-up for credentials, if so, ensure that you precede your username with **tdc\** example: tdc\rsmith
6. Click the **Intergy** or **Intergy EHR** icon. Click **Connect** on the RemoteApp pop-up.
7. Login with the username and the password you set in step 3. Ensure that you precede your username with **tdc\**
8. Subsequent logons in Intergy will be automatic when you click the Intergy icon.

## Subsequent Logons

Once you have established your initial logon, you can browse directly to <https://tdcrdg.thedoctorsclinic.com/rdweb>

## Troubleshooting

If you receive a **Server Error** when logging into the Intergy EHR Connect page, you have either entered your password incorrectly or your password has expired. Please go to step 1 in the Initial Logon Process and attempt to log on. If your password has expired, it will prompt you to change it. If you enter the password incorrectly and cannot remember what it is, please contact the TDC IT Department at the number below.

**If you have any problems logging in, please contact the TDC Information Technology department**

**(360) 782-3911 option 1    Monday – Friday 7am – 5pm**