Using PCC Tools to Connect to Your Data Safely and Securely

Lewis Holcroft
PCC Technical Solutions Team (TST)

Q&A and Networking

While you’re watching, please join us in the channel called “Live Session” in UC Chat.

You must register for UC Chat if you have not done so already.
What Questions Do You Have?

Questions posted in the Live Session channel of UC Chat will be read aloud by moderator for presenter to answer. Please post your questions in Live Session.

Session Goals

1. Learn why Security is important
2. Understand the Options for Accessing your PCC system
3. Why do options change?
Security

Why is security important?
Federal Law requires that Protected Health Information (PHI) is limited to authorized access.

Security

How can I help reduce the risk of leaking PHI?
Security

How can I help reduce the risk of leaking PHI?

Use a strong password

Apples = weak

Apples are good? = Excellent

Do not share your account password

Ever

Yes I mean never
Security

How can I help reduce the risk of leaking PHI?

Protect your credentials

- Username
- Password
- Token

- Username (sometimes this is needed)
- Password (never share)
- Token (never share)
Security

How can I help reduce the risk of leaking PHI?

Be smart. Vendors should never ask for your password. If they do...

"go fish"

Accessing your system

Users need to be authorized which is done by a pcc support staff member
Accessing your system

- RDP
- OpenVPN
- SecureConnect
- Patient Portal (was covered in previous session)
- Pocket PCC (not my area on knowledge)
RDP

- Available for many platforms
- Simple to use
- No longer considered secure unless used with VPN

OpenVPN

- Available for many platforms
- More complex to use than RDP
- Requires software and certificate to be installed
- Very Secure
SecureConnect

- Uses built in Web Browser
- Simple to use
- Uses a Token
- Very Secure

Accessing your system

- RDP
- OpenVPN
- SecureConnect
Accessing your system

- RDP - No longer considered secure
- OpenVPN
- SecureConnect
Accessing your system

- RDP – No longer considered secure
- RDP → OpenVPN or OpenVPN + PCC EHR
- SecureConnect

Accessing your system

- RDP – No longer Secure
- OpenVPN + PCC EHR (Secure & Complex)
- SecureConnect
Accessing your system

- **RDP** - No longer Secure
- OpenVPN + PCC EHR (Secure & Complex)
- SecureConnect (Secure & Less Complex)

---

Accessing your system

- SecureConnect (First Choice)
- OpenVPN + PCC EHR (Second Choice)
SecureConnect

- Uses built in Web Browser
- Uses Two Factor Authentication (2FA)

What is 2FA?

Two Factor Authentication (2FA) is generally something you **know** and something you **have**.

- **ATM Card** = something you have + **PIN** = something you know
- **Token** = something you have + **Credentials** = something you know
What is Authy?

Authy is a phone based 2FA tool.
When used in combination with your username and password provides a very secure access method.

Why Authy?

Authy was already being used for PCC eRx
Getting Started

PCC’s resource pages

- [https://learn.pcc.com](https://learn.pcc.com)
- [https://learn.pcc.com/connect-from-home](https://learn.pcc.com/connect-from-home)

Get Authy

Google Play
App Store

[https://authy.com/download](https://authy.com/download)

PCC supports the phone app only.
Security

Please turn on Authenticator backups in Authy and use a strong password that you will recall. When you get a new phone the Authy app will not transfer tokens unless you can provide the password.

Using SecureConnect

Before you start

• You have Authy setup on your phone with password for backups set up.
• Steps 1 - 3 of the learn.pcc.com article
Using SecureConnect

Example
https://ACRO.pcc.com/secureconnect

Actual
https://uc.pcc.com/secureconnect

SecureConnect Demo

https://uc.pcc.com/secureconnect
Using RDP+OpenVPN

OpenVPN is great on a personal PC.

OpenVPN requires Administrative rights to install and operate. Not all users have these rights in corporate settings.

Using RDP+OpenVPN

OpenVPN the product evolves and requires maintenance on PCC system and your PC.

Sometimes the two do not match.

You only need to use this option if you require remote scanning and printing at your home.
Which should I Use?

SecureConnect unless it is missing a feature the OpenVPN has.

Presently remote Scanning and Print_to_EHR are OpenVPN only.

Session Takeaways

1. Understand the importance of safeguarding PHI
2. Remote connectivity process is documented on learn.pcc.com
3. Security over speed
References

SecureConnect
https://learn.pcc.com/connect-from-home

Authy Support
https://support.authy.com

What Questions Do You Have?

Questions posted in the Live Session channel of UC Chat will be read aloud by moderator for presenter to answer. Please post your questions in Live Session.
Related Courses

UC2020 course recordings will be available for later viewing on PCC’s UC 2020 YouTube Channel