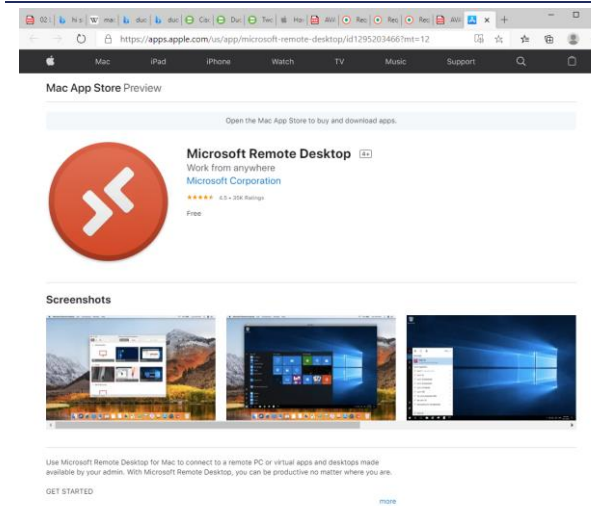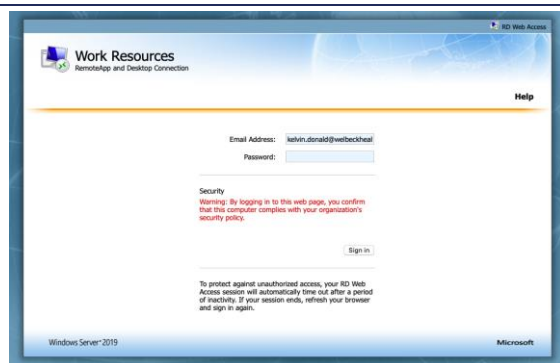# Accessing Compucare Remotely (Doctor)

THIS STEP IS FOR MAC USERS ONLY
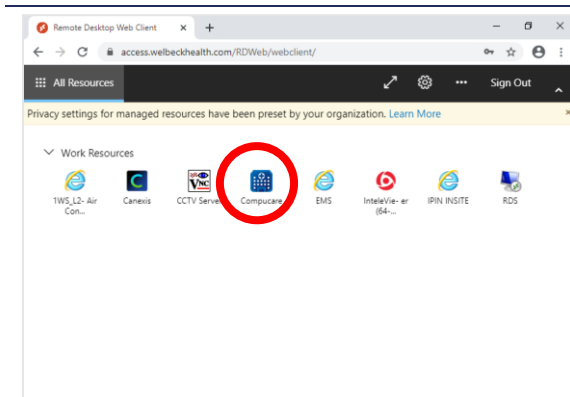
1. Before you begin, open a browser and navigate to: https://apps.apple.com/us/app/microsoft-remote-desktop/id1295203466?mt=12

2. Install this app on your Mac using App Store, as you will need this to enable the remote access.

3. Open a browser and navigate to: https://access.welbeckhealth.com/RDWeb/
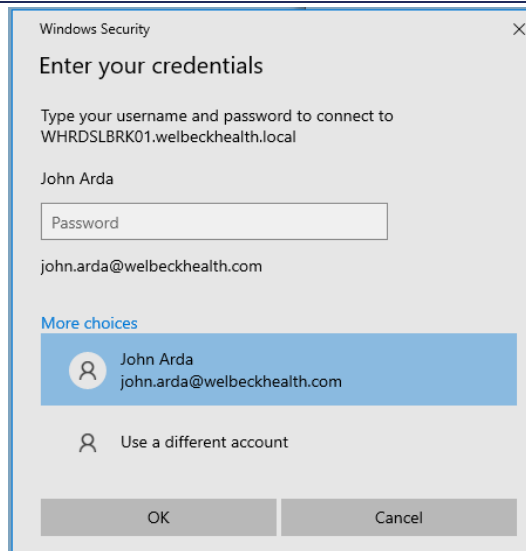
4. Enter your username (in the format of firstname.lastname) and password (the same password that you use at Welbeck) e.g.:

   a. Username: lorenzo.viglione@onewelbeck.com

5. You will be asked now to install DUO Security Enrolment on your Phone (please see DUO Guide)

6. You will now see a number of different applications and Compucare will be one of these.

7. Click on Compucare.

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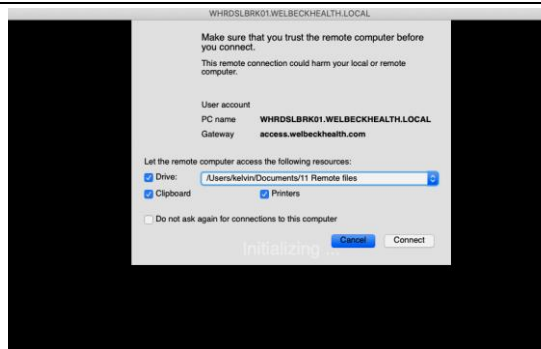Registered office address: 1 Welbeck St, Marylebone, London, W1G 0AR

8. Enter username and password again. Please make sure that the DUO app is still open on your phone, as you will be getting another push. Where possible, please have your phone connected to Wifi so you are sent a request quicker.

9. After you enter a username and password, when you click **OK**, this should then send the DUO push request to your phone. You will just need to approve the request in the same way as before.

10. Double click the downloaded file (bottom left).

THIS STEP IS FOR MAC USERS ONLY

11. You will be asked to let the remote computer access:
    a. Any files you download from Compucare will be saved to this folder
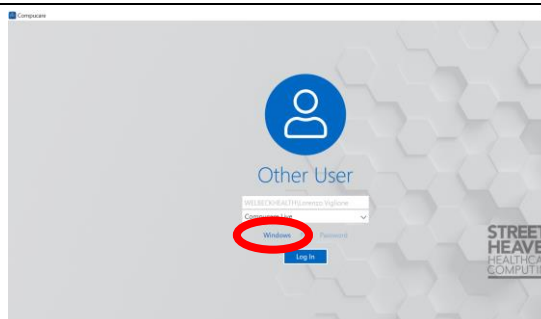   b. You must copy any files you want to upload to Compucare into this folder

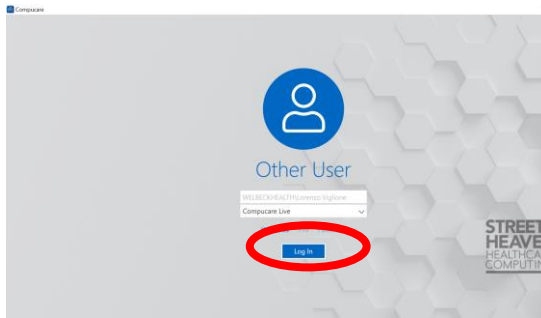12. We suggest using a temporary folder on your desktop, or your "Downloads" folder.

13. Once selected, click Connect

14. Compucare is single sign-on (SSO) – <u>you should never need to enter a password</u>.

15. Please ensure that SSO is turned on by Clicking "Windows" as shown.

16. If the "Windows" button is not visible or the name displayed is not yours, click "Change".

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17. Click on the Log in icon as shown. The system will verify your Windows identity to log you on.

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