



## Cross Loop Connection

### 1. SCOPE

- 1.1. System Wide

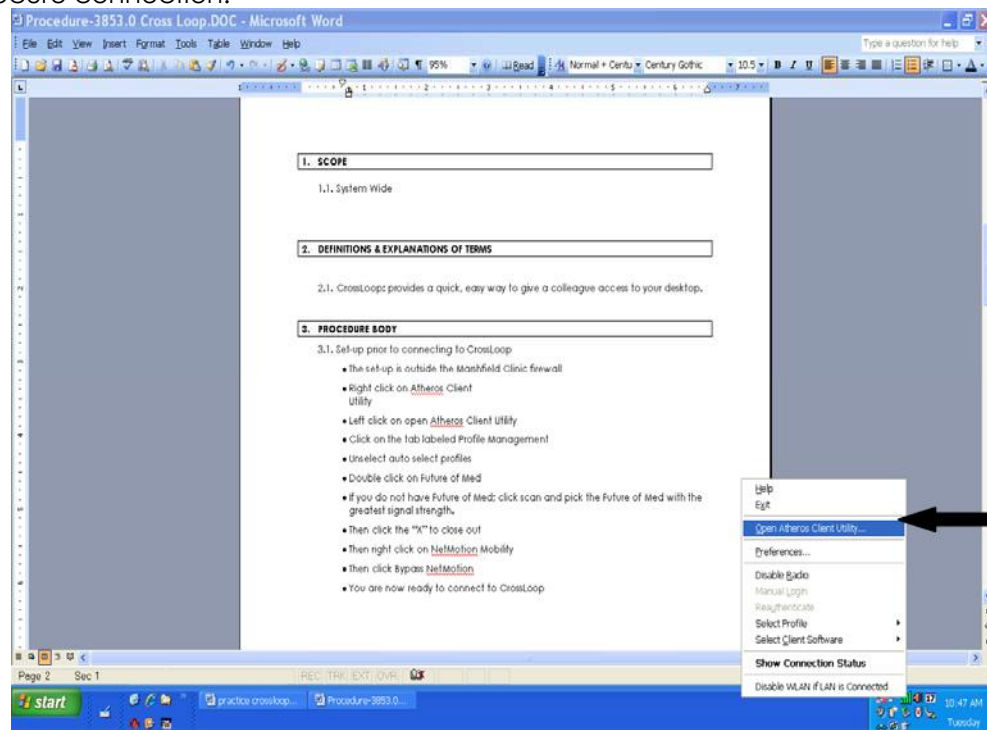
### 2. DEFINITIONS & EXPLANATIONS OF TERMS

- 2.1. CrossLoop: provides a quick, easy way to give a colleague access to your desktop.

### 3. PROCEDURE BODY

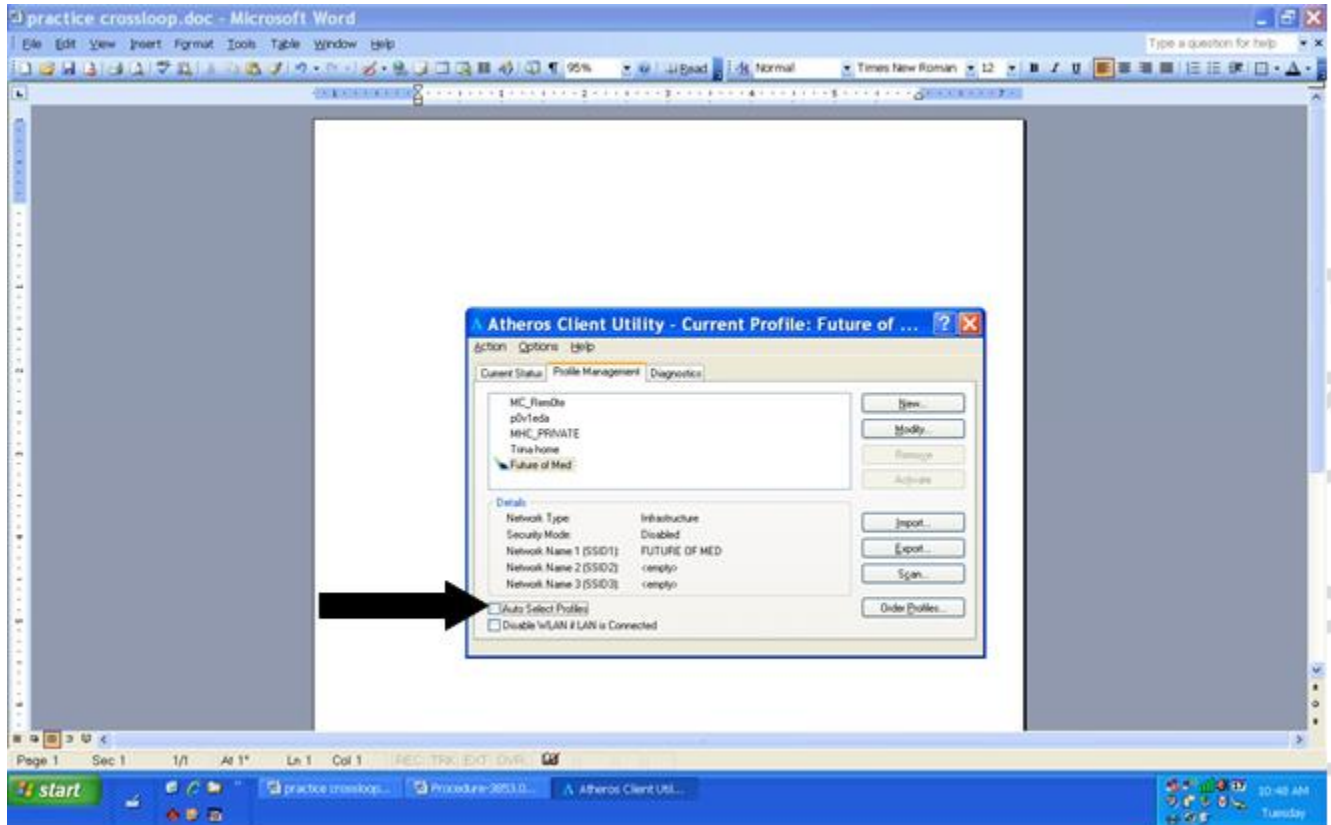
- 3.1. Set-up prior to connecting to CrossLoop.

- **IF YOUR LAPTOP IS DOCKED IN YOUR WORKSTATION, YOU WILL NEED TO DISCONNECT THE GRAY NETWORK CONNECTION CABLE (it's the cable that has a phone type connector). WHEN DOCKED, THIS CONNECTION OVERRIDES THE BYPASS. IT IS IMPERATIVE TO DISCONNECT THIS CABLE OR UNDOCK THE LAPTOP IN ORDER TO CONNECT THE CROSSLOOP.**
- The set-up is a one time install on the Vivosonic Laptop and on the provider's PC/laptop. If you have completed the set-up steps, proceed to 3.2 in the procedure.
- The set-up is outside the Marshfield Clinic firewall but still maintains a secure connection.

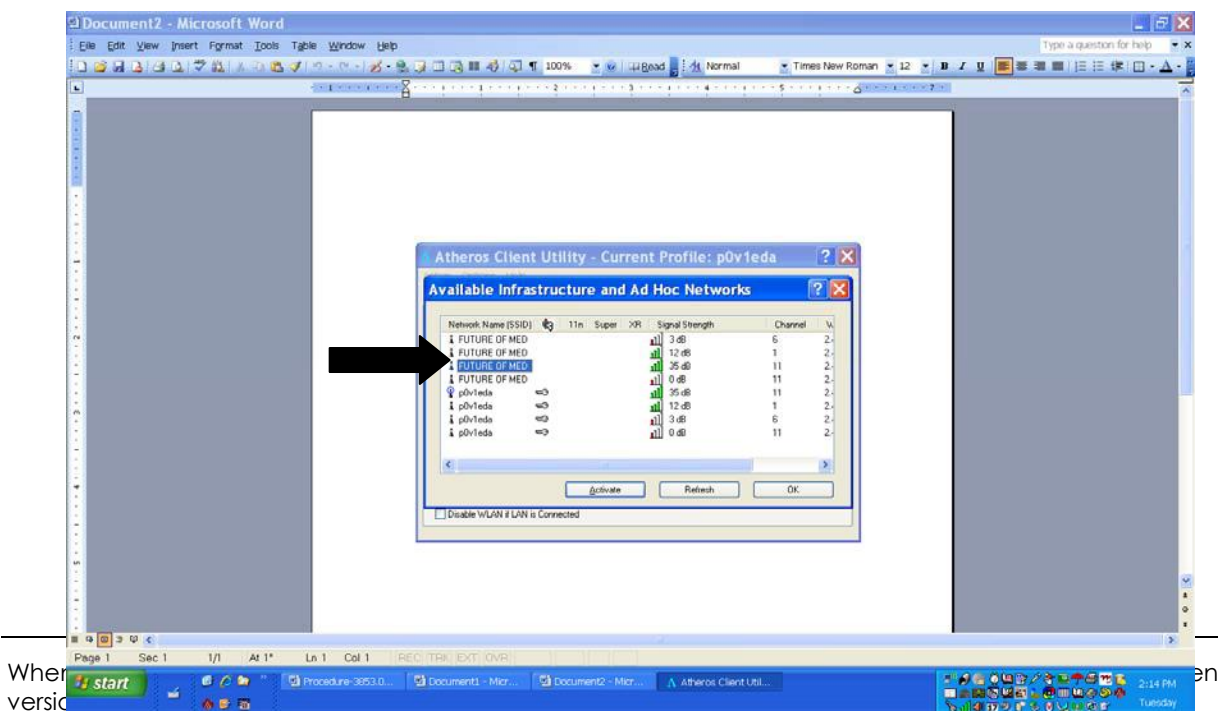


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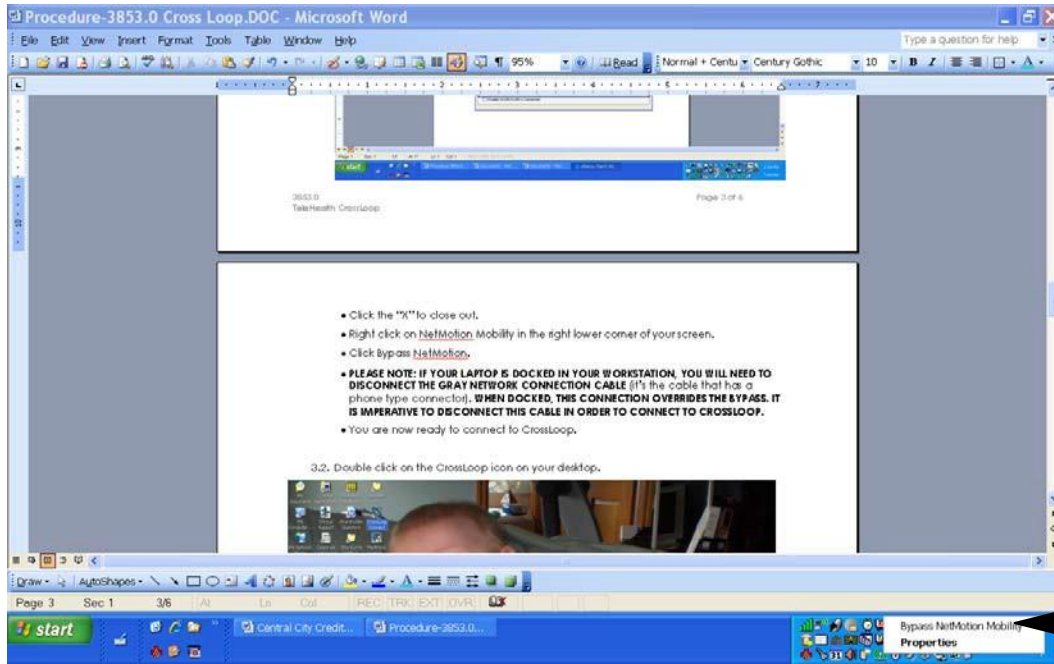
- Right click on the Atheros Client Utility in the right lower hand corner of the screen.
- Left click on open Atheros Client Utility.



- Click on the tab labeled Profile Management.
- Unselect auto select profiles in the lower left hand corner of the screen.
- Double click on Future of Med.

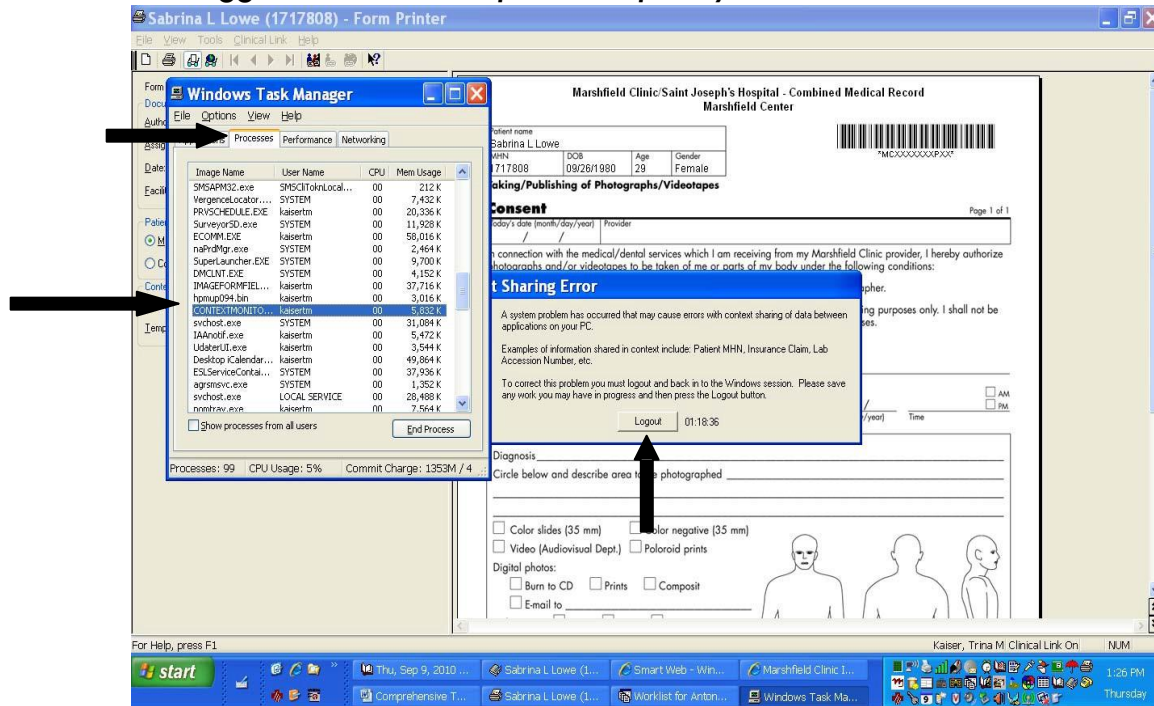


- If you do not have Future of Med; click scan and pick the Future of Med with the greatest signal strength.
- Click the "X" to close out.
- Right click on NetMotion Mobility in the right lower corner of your screen.

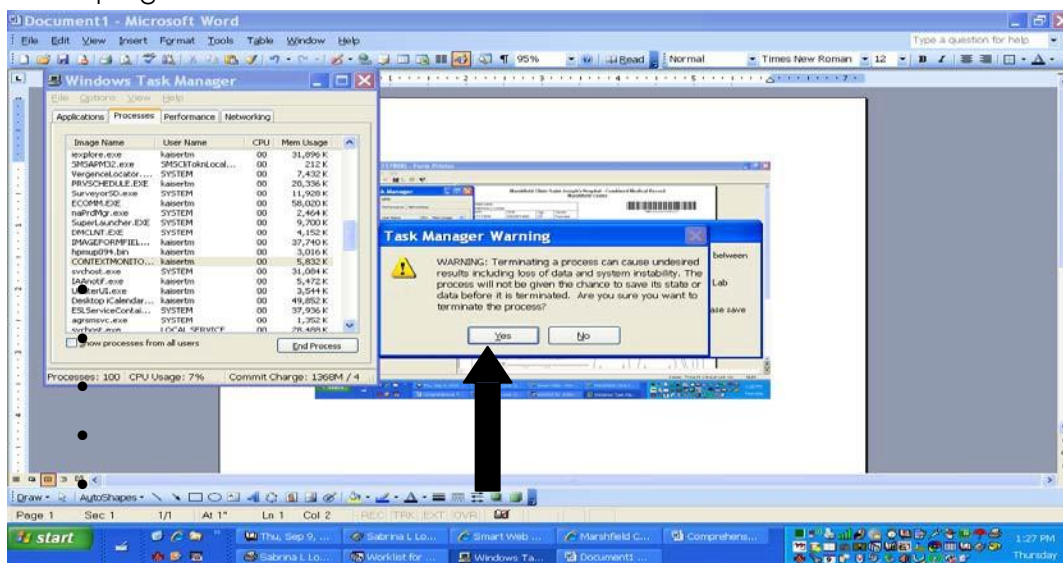


PROCEDURE

- Click Bypass NetMotion Mobility.
- **After a few seconds of having the CrossLoop ready to connect, an error page is displayed stating it will log the user out in 1.26 hours. The user needs to click control, alt, delete. Click on Task Manager, Click on the Process tab and end the task labeled CONTEXTMONITOR.EXE. Failure to do this will cause the user to be logged out of the computer completely.**



- An error message will pop up asking the user if they want to interrupt the program. Click on Yes.



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PROCEDURE

- The user is now ready to connect to CrossLoop.
- 3.2. Double click on the CrossLoop icon on the desktop.



- 3.3. The CrossLoop opens a page for the user to create a CrossLoop Account. Click skip in the lower right hand corner.



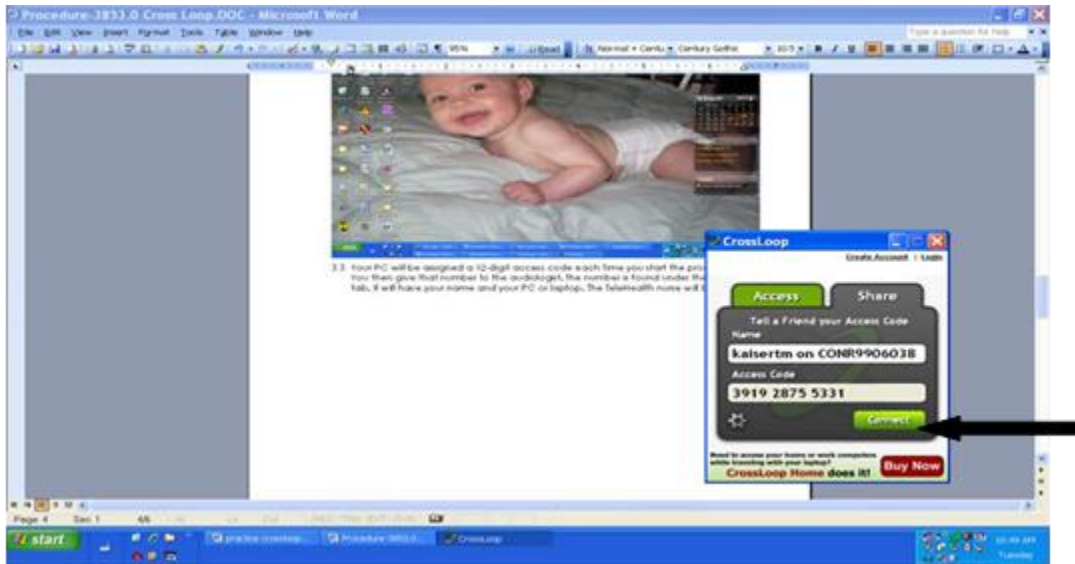
- 3.4. The PC will be assigned a 12-digit access code each time the program is started. Give that number to the Audiologist. The number is found under the shared tab. The TeleHealth nurse will be the "shared" person. The "shared" person will also have control of the desktop until the Audiologist connects. The Audiologist will be the

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PROCEEDURE

- "Access" person and be able to type the number given to them from the TeleHealth nurse.
- 3.5. The Audiologist then enters the access code into their laptop or PC. Then presses connect.



- 3.6. Connection needs to take place simultaneously between the nurse and the Audiologist, within 1-2 minutes.
- 3.7. Once a connection has been established, an alert comes up asking to share the computer with the Audiologist. Click yes. The Audiologist now has control of the desktop to begin testing.
- 3.8. If the user should lose connection with the Audiologist, first try to reconnect by double clicking on the Crossloop icon in the tray in the right lower corner of the laptop. This should bring the user back to shared/access screen. Click on connect. If this does not work, the user may have to close out completely to assign a new access number and follow the above stated steps.
- 3.9. Disconnection between the Audiologist and TeleHealth nurse needs to be communicated by the Audiologist. Do not disconnect from CrossLoop until the Audiologist has verbalized to do so.
- 3.10. Please Note: If the Audiologist wants to take screen shots of the tests, a new document needs to be opened and saved to the desktop or C: Drive, as there is not a connection to the network through the clinic and error messages will occur.
- 3.11. Please note, if a CM1 error occurs while trying to open a MARS application, go to the start menu, log off and log back in. THE KEY IN THE RIGHT LOWER CORNER OF THE TRAY CANNOT BE USED. Go through the start menu, and log off.

#### 4. ADDITIONAL RESOURCES

- 4.1. References:
  - Bio-logic Procedure:  
[http://srdweb1/clinic/policies/policy\\_details.asp?RecID=3933](http://srdweb1/clinic/policies/policy_details.asp?RecID=3933)
  - Newborn Screening Vivosonic/Vivolink Procedure:  
[http://srdweb1/clinic/policies/policy\\_details.asp?RecID=3856](http://srdweb1/clinic/policies/policy_details.asp?RecID=3856)

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**5. DOCUMENT HISTORY**

Version No.	Revision Description
1.0	Conversion from Policy Handbook to Document Control. Procedure # 3853.0

Live

PROCEDURE

## 6. DOCUMENT PROPERTIES

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Live

PROCEDURE