VETWEB ACCESS INSTRUCTIONS

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ADDITIONAL INSTRUCTIONS FOR ACCESSING VETWEB

The instructions below will help guide new clients through the steps to access VetWeb and their Henry Schein Animal Health Practice Management Software (PiMS). Instructions are available for both Mac Users and *Windows Users*.

Mac Users

1. Download and install the **Microsoft Remote Desktop** app.
2. Open the Microsoft Remote Desktop app.
3. Click on **Preferences**.
4. Click on **Gateway**.
5. Click on the "plus" sign to add a Gateway.
6. Enter **VetWeb** as the **Gateway name** and **vetweb.impromed.com** as the **Server**.
7. Close Preferences.
8. Add the PiMS information:
   a. Click **New**.
   b. **Connection name**: type **VetWeb**.
   c. **PC name**, enter one of the following**:**
      • For Advantage$^+$: **approd.vw.local**
      • For AVImark: **aviprod.vw.local**
      • For ImproMed: **infprod60.vw.local**
      • For ImproMed Equine: **tcprod.vw.local**
9. For the **Gateway**, select **VetWeb**.
10. For **Credentials**, enter the user name and password assigned to you by your Conversions Specialist.
11. For *Resolution*, *Colors*, and *Full screen mode*, leave the default settings.
12. Check the box labeled **Scale content**. The options, *Start session in full screen* and *Use all monitors* should already be checked.
13. Close the setup screen.
14. From **My Desktop**, double-click on **VetWeb** to run.

Windows Users

To open VetWeb on a Windows-based PC:

1. Click **Start | Run** or **Start | Search**.

2. Type **mstsc** then press **Enter**.

3. Click **Show Options**. *This expands the dialog box to view more General settings and more connection tabs.*

4. In the **Computer** field, type one of the following to match your PiMS:

   o For Advantage⁺: **approd.vw.local**

   o For AVImark: **aviprod.vw.local**

   o For ImproMed: **infprod60.vw.local**

   o For ImproMed Equine: **tcprod.vw.local**

5. Enter the **User name** provided by your Conversions Specialist. *If you do not have a User name, contact a member of the Systems Implementations team.*

6. Click on the **Advanced** tab.

7. Click on the **Settings...** button.

8. Choose the option, **Use these RD Gateway server settings**.

9. Enter **vetweb.impromed.com** for the **Server name**.

10. Select the option, **Allow me to select later** as the **Logon method**.

11. Check the option, **Bypass RD Gateway server for local addresses**.

12. Check the option, **Use my RD Gateway credentials for the remote computer**.

13. Click **OK** to close Settings.

14. Click **Connect** to open VetWeb.

If you continue to have difficulty connecting to VetWeb, please contact a Systems Implementations team member at **(855) 478-7920**.