# MHS Electronic Signature Remote Access

**Computer Recommendations:**

**Minimum Hardware:**
1 GHz CPU
512 Gigabyte RAM
15" Monitor or better

**Suggested hardware**:
2.8 GHz CPU
2 Gigabyte or more of RAM
17" Monitor or better

**Operating System**:
Windows XP or later
Java version 1.6

**Windows Vista Requires 1 Gigabyte RAM Minimum**

**To access the Horizon Patient Folder Electronic Signature Module:**

1. Log on to your existing Methodist Remote Access.
2. Click the 'Clinician Portal' button to launch the Portal.
3. Log on to the Portal with your Portal User ID and Password.
4. Click the "Incomplete" tab. If the computer is configured correctly your "Deficiency Worklist" will be displayed.

❖ **If the "Incomplete" tab does not function:**

The majority of issues with the 'Incomplete' tab can be solved by installing Java version 1.6 or above onto the computer.  A link to the Sun Java downloader has been provided on the Clinician Portal 'Resources' tab under Physician's link, or it can be downloaded from: http://www.java.com/en/download.

❖ **Once Java has been installed:**

1. Close the Portal and VPN web connection.
2. Log on to Methodist Remote Access and Portal and re-test the 'Incompletes' tab.

❖ **If the 'Incomplete' tab does not work properly after Java installation, please contact our physician help line at (210) 575-0090 for additional assistance.**