

MSD IT High Compliance system

Access information

The MSD IT High Compliance system is a service for Clinical Trials Units (CTUs) and Medical Division Departments or Units who need to securely access critical applications, and manipulate and temporarily store very sensitive data.

Using a Remote Desktop Connection, users gain access to a virtual desktop that runs on a Windows server. Only the video display is transmitted on the network. The data stays on the server, and the applications and programs run on the server.

The system is not intended as a repository or archive of sensitive data. The primary purpose is to allow people to manipulate sensitive data as required by regulatory bodies.

This document contains information on how to access the new system.

First, users will have to register to obtain a username and a password, and their application will need to be authorized by the Data Manager for the project they wish to access.

Remember that the top priority is SECURITY.

Login from Windows

Click on the Start button. In the Search box, type **Remote Desktop Connection**, and then, in the list of results, click **Remote Desktop Connection**.

When you first login:

- Enter the computer (server) name, your username and your password (as communicated to you). The username will need to be entered as: **HC\username** (where 'username' is replaced by your real username)
- If you get an error saying "The identity of the remote computer cannot be verified. Do you want to connect anyway?" you can safely accept if the certificate name ends with HC.MSD.OX.AC.UK

The first-ever login might take about a minute before you can start working. The subsequent logins will only require you to enter your password, and should proceed more rapidly. You can create a shortcut for the Remote Desktop Connection client and save it on your desktop. Your Local IT support Officer can assist you with this if necessary.

Please change your password the first time you connect to the system.

To change your password:

- Login to the Remote Desktop Connection
- Hit 3 keys on your keyboard at the same time: Ctrl + Alt + Delete
- You will be presented with a short list of tasks, select "Change a password".
- Input your old password, your new password (twice) and click on the arrow pointing to the right. In the next window, click on the "OK" button to confirm the change you have made.

Login from Macintosh

The remote desktop client can be downloaded from the [Mac App Store](#).

On a Macintosh, start the Remote Desktop Connection client.

When you first login, you will have to enter:

- the computer (server) name, your username and your password (as communicated to you). The username will need to be entered as: **HC\username** (where 'username' is replaced by your real username)

The subsequent logins will only require you to enter your password.

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