

This document is to walk a user through installing Ericom as well as the proper way to log in and out of Accesspad

Installing Ericom

Go to the website <https://www.unifimdalerts.com/installation>

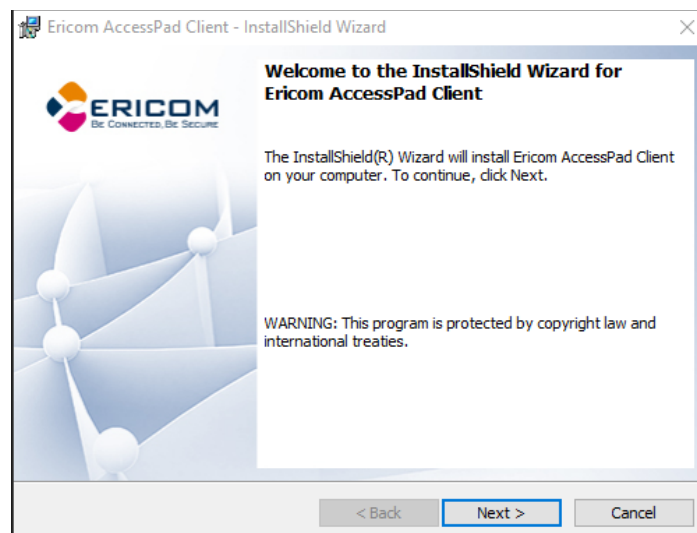
Under the Ericom section, select the installer for your computer. It will download into your downloads folder on the computer.

CHS Hosted Installers

Ericom

- Windows Installer for AccessPad 64 Bit (If clicking the below links do not work, please try to copy and paste them)
<https://www.ericom.com/demos/EricomAccessPadClient64.msi>
- Windows Installer for AccessPad 32 Bit
<https://www.ericom.com/demos/EricomAccessPadClient.msi>
- MAC Installer
<http://www.ericom.com/demos/AccessPad.dmg>
- Mobile Solutions
<https://www.ericom.com/solutions/mobile/>

Run the installer named EricomAccessPadClient



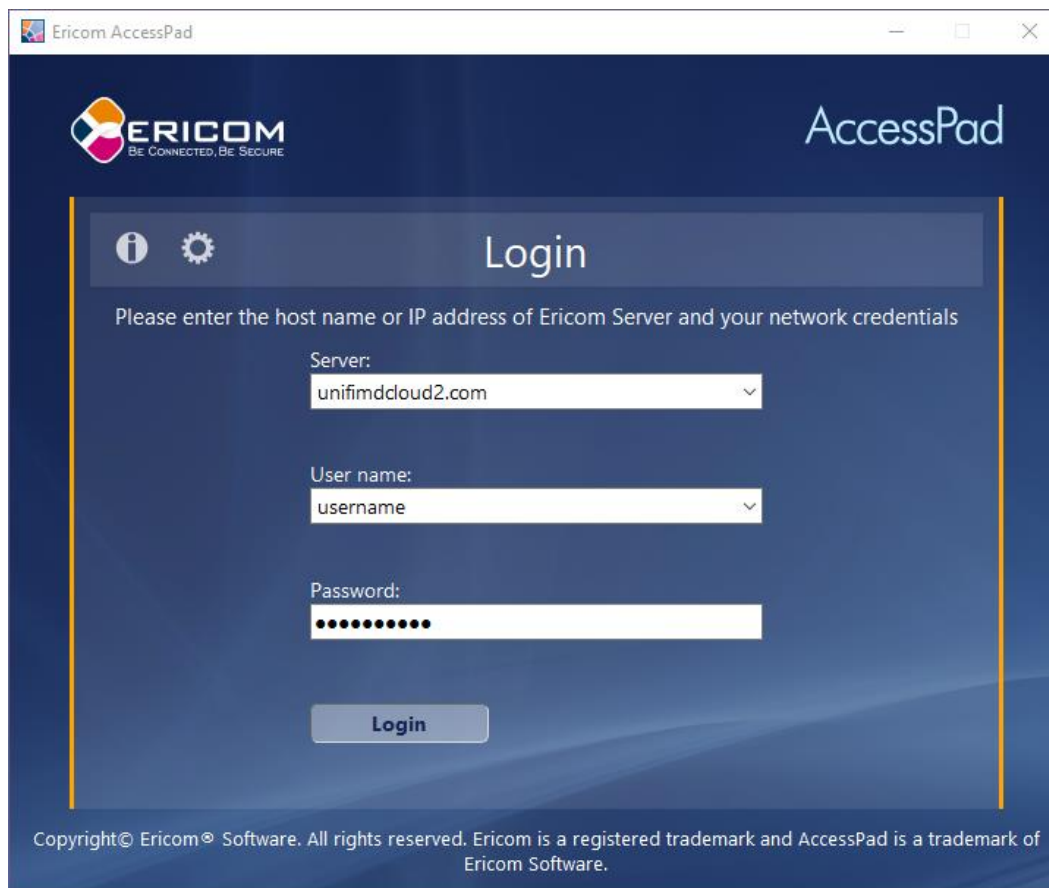
- Welcome screen - Click Next
- License Agreement - Select I accept the terms in the license agreement and click Next
- Destination Folder - Click Next
- Ready to Install the Program – Click Install
- Once it's installed, you can click Finish

Logging In

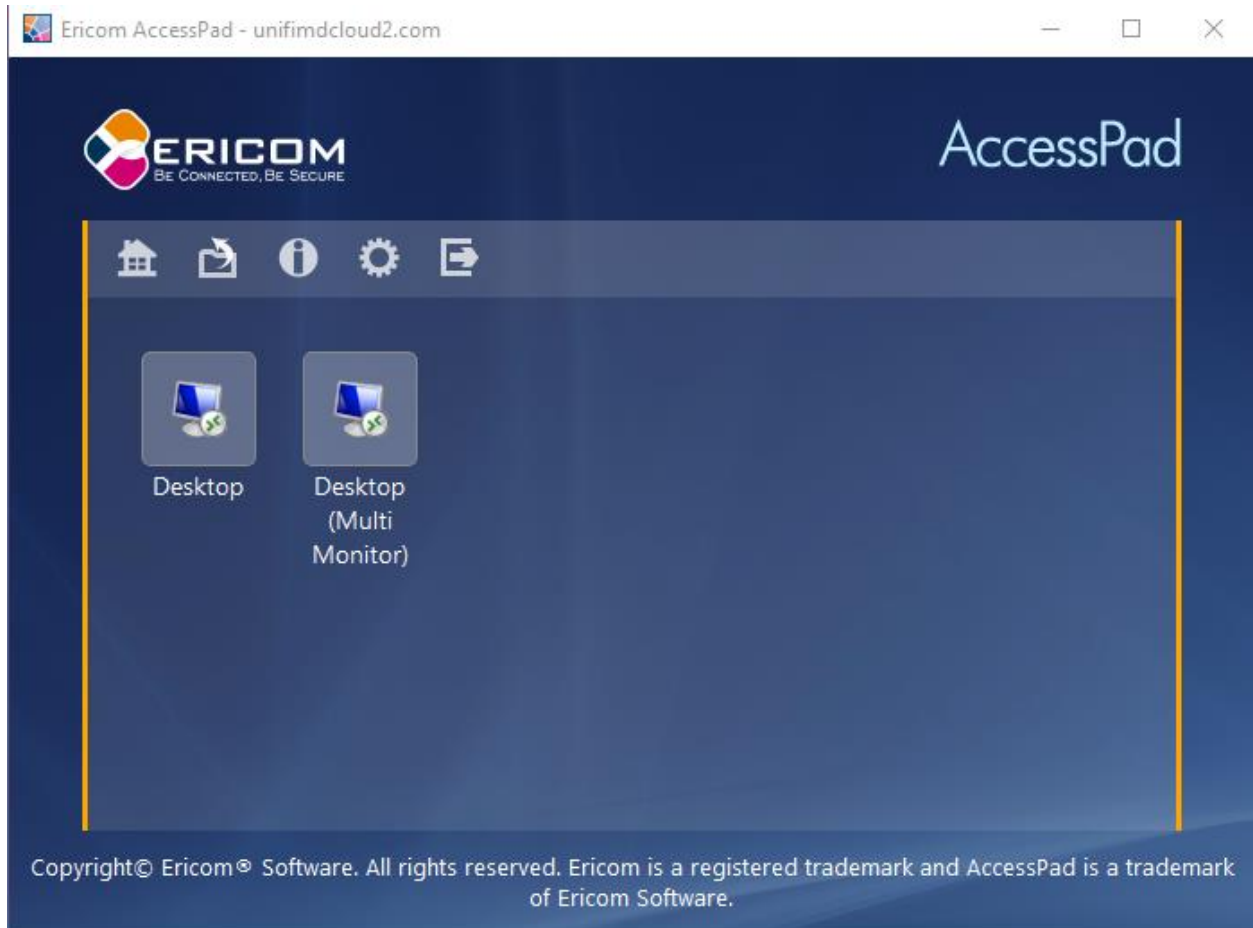
Click on the Accesspad icon



On the login screen, the server can either be `unifimdcloud.com` or `unifimdcloud2.com`. It is recommended that if you have trouble accessing one, try accessing the other. Enter your username and password and click Login.

A screenshot of the Ericom AccessPad login window. The window title is "Ericom AccessPad". The interface has a dark blue background. At the top left is the Ericom logo with the tagline "BE CONNECTED, BE SECURE". At the top right is the "AccessPad" logo. Below the logos is a "Login" section with a header "Login" and a sub-header "Please enter the host name or IP address of Ericom Server and your network credentials". There are three input fields: "Server:" with a dropdown menu showing "unifimdcloud2.com", "User name:" with a dropdown menu showing "username", and "Password:" with a masked input field. A "Login" button is located below the password field. At the bottom of the window, there is a copyright notice: "Copyright© Ericom® Software. All rights reserved. Ericom is a registered trademark and AccessPad is a trademark of Ericom Software."

Once logged in, you should have one or two Icons within the Accesspad screen. Double click on Desktop to access the remote server where your software is located.



Logging Out

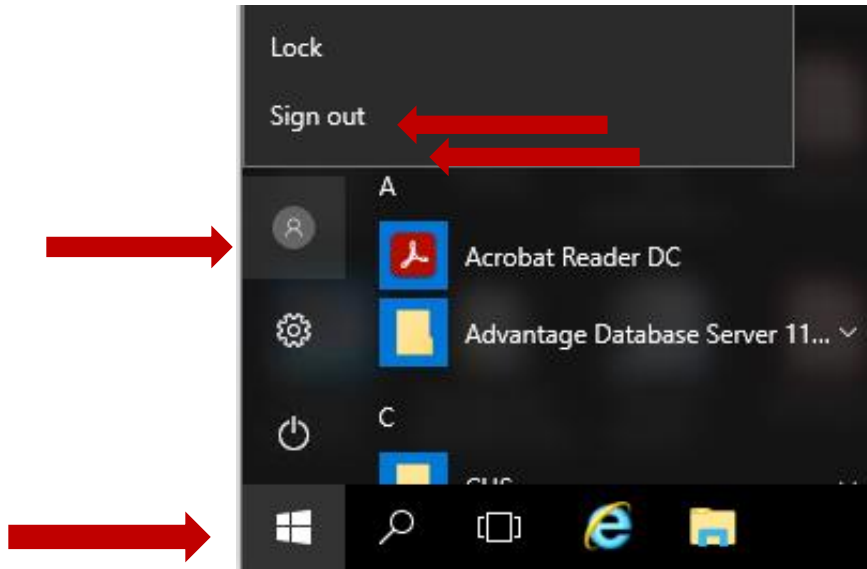
Once logged into the remote, there is a remote desktop bar at the top of the screen. You can click the 'pin' icon to hold it in place or unclick it to allow it to minimize when not hovering your mouse over it.

The '_' icon allows you to minimize your remote session and the 'X' will disconnect the session.

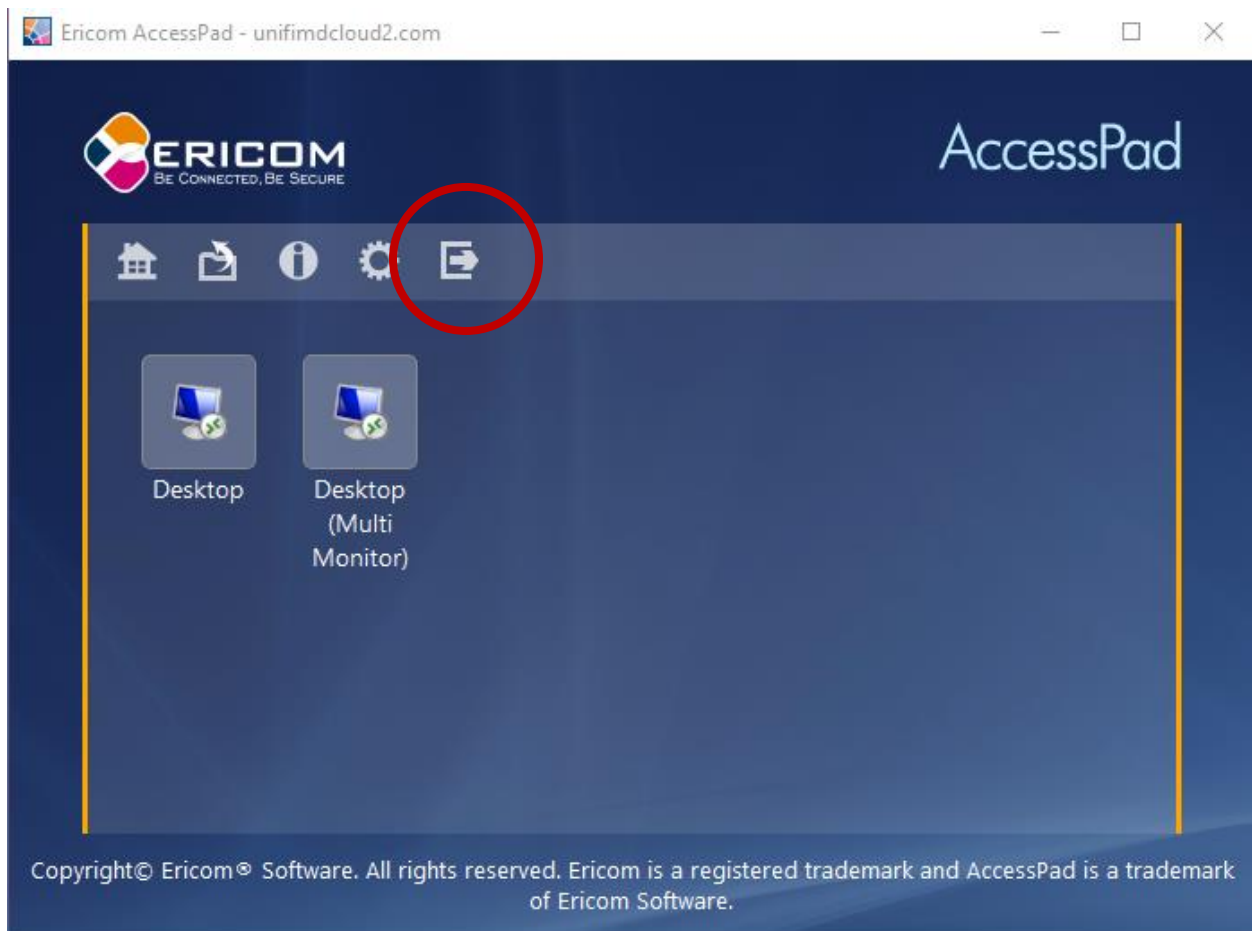
CLICKING THE 'X' IS NOT LOGGING OFF, IT IS DISCONNECTING THE SESSION.



To log off of the remote properly, Click on the windows icon at the lower left side of the screen, select the user icon and click "Sign out".

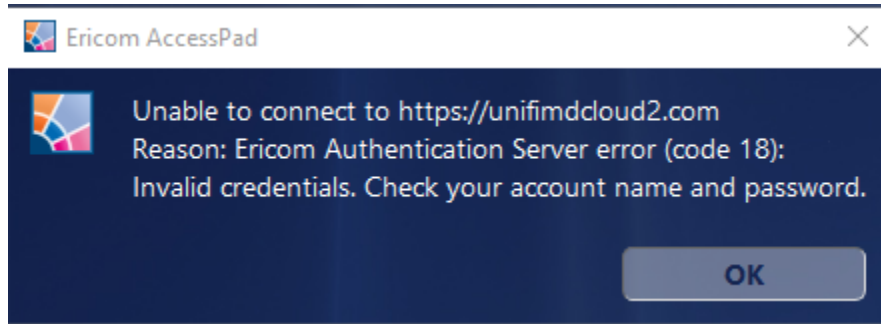


On the Accesspad window, click the logout icon to fully log out of your session



Common Errors

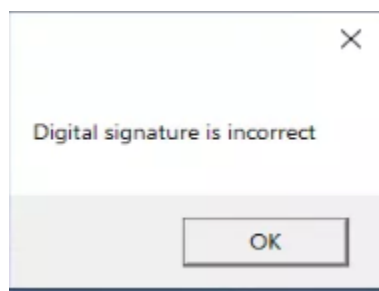
If you enter your username or password incorrectly, you will receive Error Code 18. If you enter the wrong username or password three times, it will lock your account. If your account is locked or you need a password reset, call CHS support for assistance.



Unable to connect Error Code 201 is due to an issue with one of the two unifimddcloud sites. Change your server address to the other unifimddcloud server and you should be able to log in.



If you receive the error "Digital signature is incorrect", it means the time on your computer is different than the time on the server you are connecting to. Please make sure to correct the time on your computer.



If you get the error Failed executing the connection, Error Code 6, Contact CHS.

